

# Parent Handbook



Mr. Cake's Day Care  
and  
Mr. Cake's Out of School Care

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## Our Mission Statement...

*To provide an atmosphere of love and respect where a child feels comfortable and free to learn and grow...*

*An environment that stimulates their social, physical, intellectual, creative and emotional being...*

*And in so doing develops a well adjusted, competent, compassionate, self assured and healthy individual.*



## Our Motto...

“Growing Together”

# WELCOME TO MR. CAKE'S DAY CARE and MR. CAKE'S OUT OF SCHOOL CARE

The experience in a child care center is a period of a child's life during which he/she becomes prepared for the transition from home to society. Experiences at our Centre satisfy the social, emotional, physical, creative, and intellectual needs at your child/children's stage of development; and prepare your child/children for the more structured programs in school and the whole experience of life.

The following pages are our important policies and procedures for your child/children's betterment and well being in our Centre. If you have any questions about our policies please speak to management.

Mr. Cake's staff are here to serve you and will make every effort to replace the home daytime environment in the areas of love, care, learning, and play. If there are any problems, suggestions or questions you may have regarding your child/children's advancement or contentment with our Centre, please do not hesitate to come to the office.

## Hours and Days of Operation

The Centre operates twelve months of the year, Monday to Friday from 6:30 a.m. to 6:00 p.m with the exception of the following statutory holidays:

New Year's Eve/Day	December	Civic Holiday	August
Family Day	February	Labour Day	September
Good Friday		Thanksgiving Day	October
Easter Monday		Remembrance Day	November
Victoria Day	May	Christmas Eve/Day	December
Canada Day	July	Boxing Day	December

During Christmas, July and August we will do a survey to see how many children will be attending the day care. This helps to determine if staff have time off during this time, while keep the child/staff ratios in place. Your cooperation in this matter is appreciated.

# Our Staff

Our staff is made up of an owner, manager, program director, room supervisors, full-time and part-time caregivers and a cook. Please check out of website for our current staff profiles!

We have many staff that have worked here for a number of years. All staff have passed a mandatory police record check and references are called to ensure they are the right fit for our Centre. We also exceed the minimum first aid requirements for our staff. Our caregivers are selected based on their experience, enthusiasm and their interest in the well being of children.



## **REGISTRATION INFORMATION**

When registering your child/children in our Centre, you are required to place a deposit that is equivalent to one half of the monthly fees per child. This deposit will hold a spot for your child/children and will apply to the first month's fee. This deposit is non-refundable.

To register, please go to the link below and click on the "register now" button.

<http://www.mrcakesdaycaresherwoodpark.ca/>

Once you have registered your child and the application is approved, you will need to create a 4-digit pass-code that will be used by the mother and father to check the child in and out for attendance purposes.

An orientation of the routine and a tour of the Centre will be conducted by the program director or manager. A week prior to commencing full-time attendance, we request that the parents/guardians bring their child/children in for three days, the first for two hours, the second for half a day and the third for a full day at no charge. This helps the child/children become familiar with their new environment and bond with the caregivers.

## **TERMINATION POLICY**

If you withdraw your child/children from the Centre, we require one month's written notice. This applies to all parents/guardians, subsidy or full fee. If a month's notice is not given, the next month's fee is due to be paid.

Our Centre reserves the right to terminate services for your child/children if his/her behaviour puts themselves, a staff member or other children at risk, or for non-cooperation of parents/guardians.

Our Centre also has the right to terminate service for your child/children if fees have not been paid by the 15<sup>th</sup> of the month.

## ATTENDANCE

Please use the 4 digit passcode you created to check your child in and out on the front entrance iPad. If your child will be absent, please let the centre know by phoning or emailing us.

## Subsidy

Funding for the day care is the responsibility of Alberta Family and Social Services. Application forms are available from the Manager or Program Director or online at Alberta's Human Services website. If you require any assistance, please ask! If you apply, your initial monthly fee is \$125.00. When the centre has received written approval of your subsidy, your monthly fee will be reassessed. Any shortages of fees for the month must be paid to the end of the month; any credits will be applied to the following month's fees. If your subsidy expires, you will be charged the full monthly fee due until your subsidy has been reinstated. You will be credited the following month(s) for any overpayment. Please note: Your child/children must attend the day care for a minimum of 100 hours per month to qualify for full-time subsidy.

## Releasing Children

**WE WILL NOT PERMIT YOUR CHILD TO LEAVE THE CENTRE WITH ANYONE NOT STATED AS AN "AUTHORIZED PERSON" UNLESS YOU NOTIFY ONE OF THE STAFF.**

We prefer the notification to be in writing; however, we realize that this is not always possible. In the event that you notify us by phone, we will call you back at your place of employment to confirm that in fact your child will be picked up by someone other than the individuals named on your pick up list. **PICTURE I.D.** will be asked of **ALL INDIVIDUALS, INCLUDING THE PARENTS, IF THEY ARE UNKNOWN TO THE STAFF WHEN** picking up your child.

## Consent Forms

Mr. Cake's day care does go for walks off the property and to nearby parks. We will require a signed consent form by the parent/guardian. When Mr. Cake's goes on any field trips, the parents will be notified in advance and a consent form must be signed by the parent/guardian at that time. Every field trip will require a signed consent form. There will be some costs associated with field trips, however, we will keep these to a minimum when we can.

## **MR. CAKE'S ADMISSION REQUIREMENTS**

1. Your signature indicates your willingness to comply with our regulations, with the understanding that this agreement may be terminated at any time. However, we do require 30 days notice if you should decide to withdraw your child.
2. Your child will enjoy outdoor activities daily if weather permits. Therefore, your child must be properly and fully clothed for the time of the year upon arrival each day.
3. Please supply a complete change of clothes. Clearly label the clothing, coats, shoes, boots, etc. with your child's full name.
4. Please escort your child to their respective rooms. We cannot be responsible for children unless they are received by one of the staff.
5. Your child must remain at home when ill. If a child is too ill to participate in the daily activities at the center then he/she is too ill to attend. Should your child become ill while at Mr. Cakes, you will be contacted and required to pick up your child.
6. If your child will not be attending Mr. Cakes, please notify the center.
7. Should your child require MEDICATION/HEALTH CARE during the day while in our care, PRESCRIPTION DRUGS and NON-PRESCRIPTION DRUGS (Tylenol, cough medication, etc.) will be administered only with the parent/guardian's written permission. Health care must be in the nature of first aid. All medication must have the child's name on the container and be given to a staff member who will store it in a locked box.
8. Please do not send sweets or toys with your child to Mr. Cakes. We will not be responsible for loss or damage to personal toys.
9. Mr. Cakes is open from 6:30 a.m. until 6:00 p.m. Monday to Friday excluding holidays. It is your responsibility to pick-up your child/children or to arrange to have your child/children picked up by someone else no later than 6:00 p.m. However, should your child/children be in our care at 6:05 p.m., your emergency contact will be called to pick-up your child/children. There will be a charge of \$15.00 per child at this time and for every ½ hour thereafter. The money will be paid to the Staff member in charge at that time.

## MR. CAKE'S ADMISSION REQUIREMENTS CONTINUED

10. Payment in full is to be made the first working day of each month. No credit will be extended unless prior arrangements are made with the Owner or Manager. Fees still owing on or after the 15<sup>th</sup> of the month will incur a charge of \$5.00/day till they are paid. Also, any NSF (non-sufficient fees) from cheques or email money transfers will result in a \$50.00 fee.
11. There will be NO refunds for days missed or vacations, with the exception of one month missed. In the case of one month missed, we will require half a month's fee only. This portion will not be as a partial payment for the following month. The full fee will be expected the following month.
12. Should your child be involved in an accident during the day at Mr. Cake's, we will contact you immediately. If a serious illness/injury occurs, an ambulance may be called and the parent/guardian will be responsible for the cost of the ambulance.

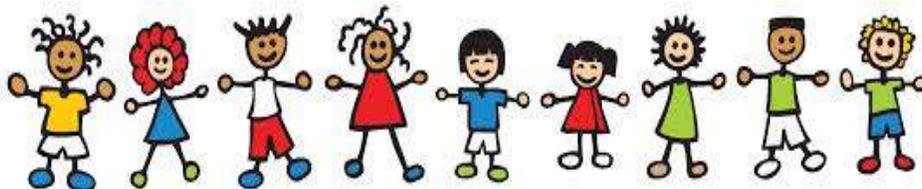
### Building Positive Rapport

It is important to us that you feel comfortable about leaving your child/children in our care. We will do our utmost to ensure they feel safe, secure and loved.

We encourage and appreciate your feedback, positive or negative. Only through your comments can we resolve your concerns. We value your interest in your child/children's daily routine and also encourage you to discuss your child/children's progress with any of our staff. All concerns or questions can be directed to the office. The following pages are our policies and procedures of our Centre. Should you have any questions, comments or suggestions, please let us know!

Thank you for choosing Mr. Cake's Day Care and Out of School Care.

## Welcome to you and your family!



### Mr. Cake's Philosophy

We believe that each and every child entering our centre is a unique and precious human being. Each child has his/her own strengths and weaknesses. We believe their lives will somehow be changed and moulded by their experiences in our centre. We will touch their lives in a way that will either be positive or negative, depending on the manner in which we respond to them.

The children need to feel that our staff members care about them and that they are safe. The children also need to know that even though there are many children present, they are special and unique. It is, therefore, our goal to provide a very positive experience for EVERY child that we care for by providing an atmosphere of love and respect.

Mr. Cake's Day Care and Out of School Care strives to provide your child with experiences that will satisfy their social, emotional, physical and intellectual needs. Children need the freedom to explore and play. By encouraging play, our highly qualified and long-term staff are able to nourish every aspect of a child's development that enables them to learn and grow.

Our program is planned based on the interests of the children. We provide weekly themes so the children have a variety of play experiences throughout their day, week and month. We believe the children learn through their play so the role of our staff is to provide a variety of stimulating activities from which the children may choose, most of which are child directed and some of which are caregiver directed. Our out of school program is almost completely child directed. They assist with most of the planning and some of preparation of their activities.

Our weekly themes include art/craft activities, quiet activities, large muscle activities, sand and water play, blocks and manipulative activities and circle time with such things as stories, finger plays, poems, free expression and discussion. These activities may be indoor or outdoor depending on the weather and season. Our planning is designed in such a way that all areas of development are taken into consideration and presented to the children on a daily basis. We also incorporate monthly in-house field trips such as yoga, library visits, Zumba dancing, art lessons and animal visits to name a few.

We have six home rooms at our centre and each one is arranged with age appropriate toys and equipment. Each of these rooms also has a daily routine so the children's environment is relatively predictable. Our daily routine is posted by the front entrance complete with pictures and times. These factors allow the opportunity for the children in our care to feel confident and free to express themselves in a non-disruptive manner in that routine. We believe that the children should have a minimum of interference, sufficient time to play and a wide variety of play experiences to encourage their self-expression. We believe that positive learning will result when the children feel secure in a stimulating environment.

## Open Door Policy

Because we want all of our stakeholders to be aware that our centre values their presence and input into the matters of our centre, we have developed our open-door policy to clarify our position for staff, parents and other stakeholders. The quality of care that we provide is dependant in part on the positive and negative feedback that we receive and it is our intention that we create an atmosphere where everyone feels valued and appreciated.

It is our policy to provide a warm, caring and open environment where parents, staff and other stakeholders feel welcome.

Our staff members acknowledge that parents are the primary caregivers for their children and that we are here to serve the families by providing a safe, healthy, nurturing and stimulating environment for the children.

Parents and Staff are involved and informed through the suggestion box, newsletters, activity calendars, Facebook and Instagram posts, monthly picture boards, open communication, handouts, memos, emails, message board, parent and staff surveys, staff meetings and special events. Both are encouraged to communicate any problems, questions and suggestions to management.

Our staff members are here to provide information with regard to the child/children's progress and activities. We also encourage input from the parents in areas that directly concern the care and well-being of their child/children.

It is our goal to provide an atmosphere in which parents feel comfortable leaving their child/children and where staff members feel welcome, appreciated and enjoy coming to work. We encourage both positive and negative feedback. Stakeholder comments are essential to us, as providers, as they enable us to learn, improve and "grow together."

Reviewed 13/02/2020

## Goals of Our Centre

At Mr. Cake's Day Care and Out of School Care, we strive to provide a warm, positive, and stimulating environment where children gain experiences that satisfy their social, emotional, physical, and intellectual needs. Our center strives to support children in developing a connection to nature through creative experiences. We believe that children need the freedom to explore and play. By encouraging play, we nourish every aspect of children's development that enables them to learn and grow.

### Physical Needs:

The physical needs are met by providing a clean and bright centre. We have washroom facilities available in each of the three younger rooms while the two older preschool rooms and the out of school care room have their washrooms in the hallways close by. Staff members have daily checklists that must be completed to ensure the washrooms are cleaned twice daily and necessary supplies are replenished. Personal hygiene is encouraged and supervised by the staff. The three younger rooms have a daily diaper changing/potty training checklist for each of the children in their care who are in diapers to

ensure routine diaper changes and potty training is completed. We also encourage teeth brushing in older preschool rooms room to practice good oral hygiene.

We offer a six-week menu plan which follows Canada's Food Guide for Healthy Eating. We are aware of special diets due to allergies, religion or culture and adjust our menu to accommodate them. We also have a no nut policy in place which prohibits the presence of nuts or traces of nuts in our centre. The children have access to a wide variety of toys and equipment available for their use so they are able to develop fine motor and gross motor skills. Our well-equipped outdoor play spaces are adjacent to the centre so all the children and staff members have easy access to the outdoors. We are fortunate to have separate outdoor places spaces for the Infants, Little Rascals, and Pre-School Children. The Pirates have limited access to the preschool playground. They also use the open space adjacent to the parking lot. We also take advantage of nearby parks to ensure the children get out into the community and play in new and exciting playgrounds.

Toys and equipment are checked on a regular and ongoing basis to ensure safety and they are repaired or replaced as needed. Room supervisors have a daily checklist for indoors and outdoors that they complete to ensure the environment is safe for the children. Medication and health care are administered only on the written consent of the parent. Medications are stored safely in the kitchen in locked boxes away from the children. Our Drug Administration Policy states in detail the procedure for drug administration.

All staff are certified in first aid upon hiring or within 8 weeks of employment at our centre. We have a sickness policy and procedure in place which clearly states when children and staff may and may not attend our centre due to illness.

We also have a hot/cold weather policy in place which states factors that may affect our outdoor play. Parents are mindful to provide us with the appropriate outdoor attire as it is our centre's policy that children should be playing outdoors every day, weather permitting. If the weather keeps the children from going outside, we have plenty of indoor equipment to participate in gross motor activity.

We have an emergency evacuation and/or safety discussion in order to enable our children to respond to an emergency without fear. The fire drill evacuation sheet is completed by the program director and kept in the office.

#### Social Needs:

The children are grouped in home rooms according to their age: Infant, Little Rascals, Yakety Yaks, Mini Pops, Smarties, and Pirates. The children also have the same home room staff each day so their environment is predictable and age appropriate. The children are encouraged to participate in group activities on a daily basis and to interact with others at their developmental level. Staff members are familiar with our child/staff interaction policy and help the children resolve their differences in a positive and constructive manner. The children are encouraged to interact in a friendly and courteous manner. We are always striving to develop ways of incorporating diversity into all areas of our program. This includes the concept of diversity beyond that of cultural diversity and including diversity as ability, gender (stereotyping), and family types. This allows for children to develop an acceptance and tolerance for everyone regardless of differences.

#### Intellectual Needs:

Children's intellectual needs are met through our weekly themes which provide a variety of cognitive learning experiences. The children have lots of books, puzzles, games, and toys available to stimulate their intellectual abilities. Our centre has several theme boxes available to support the weekly themes and provide a variety of learning experiences for the children. The weekly themes serve as a guide and spontaneity is also encouraged. Staff are encouraged to make sure their activities have a learning purpose and some objective is met such as counting or colors are reinforced. Parents are provided with a monthly newsletter which keeps them informed of the upcoming activities. Weekly themes are posted near the entrance of each home room so our parents are kept up to date with the daily activities. The program director is available on a daily basis to ensure staff members have the necessary materials they need to fulfil their program plans.

#### Creative Needs:

Lots of materials for free art expression are provided for the children. We feel that children learn through their play, and they are encouraged to express themselves creatively through role playing, music, art, drama etc. The children have a wide variety of things from recyclable materials to educational toys available to encourage their creativity through play. Our goal is to continue to purchase and provide additional resources for our prop boxes to facilitate and guide children's explorations and discovery. They are also given an ample time to explore and create throughout their day with a minimal amount of interference to allow the children to respond naturally to the situations they create. We enjoy watching and encouraging their creativity.

#### Emotional Needs:

We believe that positive learning will only take place when a child feels secure in their environment and for that reason, we strive to provide an atmosphere of love and respect for each and every child in our care. We believe children thrive in an environment where they feel safe, stable, and secure. In order to achieve this, the children are divided into six rooms (Infants, Little Rascals, Yakety Yaks, Mini Pops, Smarties, and Pirates) Each home room has age appropriate toys and activities and a consistent home room staff, so the environment is very predictable for the children. The children have a daily routine within each room which allows for consistency as well as the opportunity to develop freely. Staff members are required to be familiar with our Adult/Child Interaction Policy in order to communicate effectively to the children in a positive and respectful way. We also require the staff to familiarize themselves with the registration information for each child so as to better understand the child and be able to respond to their individual needs.

We like to involve our families in our program, so the children have a sense of unity between our centre and the family. We do this through open communication, discussion about family with the children, monthly events board, show and tell at circle time, birthday celebrations, special events etc. Communication with the parent is also essential in order to ensure that each child's personal needs and concerns are being met.

We attempt to impact the children's self-esteem in a positive way by offering affection, recognition for achievements, positive reinforcement, daily age appropriate responsibilities and acknowledgment of birthdays and other special events.

Reviewed 13/02/2020

## Nature and Scope of Parental Involvement

We acknowledge that the parent is the primary caregiver of the child and we are here to support them in rearing their child. Whereby it is our responsibility to provide a safe, healthy, nurturing and stimulating environment, it is also our responsibility to acknowledge the wishes of the parent in the rearing of their child in this environment.

From the moment the parent enters our centre for the first time, we attempt to express that it is our desire to make our centre their home away from home. Parents are given a guided tour of the centre at which time; our policies and procedures are explained to them. They are given a Registration Packet and can view our Parent Handbook on our website. As an added method to help their child/children transition into our centre, we offer a "Three Day Free" Orientation for the child/children.

Our parents are encouraged to talk directly to the staff and in so doing there will be a direct exchange of information on a daily basis for each individual child.

We keep our parents informed through monthly newsletters, monthly activity calendars, monthly picture boards for each room, Facebook and Instagram posts, parent surveys, handouts, letters, memos, emails, message board, suggestion box, formal or informal parent meetings and open communication.

We also offer various other opportunities for our parents to become involved in our centre's program. We offer workshops at our centre, invite parents to community events and have them volunteer on field trips.

We attempt to create a partnership with our families and in so doing create an atmosphere where the parent feels comfortable leaving their child in our care. We encourage both positive and negative feedback because it enables us to "GROW TOGETHER" and provide the best care possible for each and every child.

Reviewed 13/02/2020

## Complaints Policy

Complaints regarding the day-to-day care of their child:

- First speak with your child's educator at an appropriate time
- If you feel your complaint is not addressed effectively, please speak with the manager.
- If you still feel your complaint is not being addressed effectively, please contact the owner Natalie by email [willnat@me.com](mailto:willnat@me.com) for a response.

Complaints regarding Staff, the facility, Daycare policies or procedures:

- If your concern is about a Staff, speak first with the Staff personally.
- If you feel your concern/complaint is not being addressed, speak with the manager at an appropriate time, or send an email to [mrcakes@telus.net](mailto:mrcakes@telus.net)
- If your concerns are about the facility or daycare policies or procedures, speak with the manager at an appropriate time, or send an email to [mrcakes@telus.net](mailto:mrcakes@telus.net)

- If you feel your complaint is not being addressed effectively, please contact the owner by email [willnat@me.com](mailto:willnat@me.com) for a response.

Complaints regarding the manager or the governance of the daycare

- If your complaint is about the manager, speak first with the manager personally.
- If your complaint is not being addressed, please contact the owner by email [willnat@me.com](mailto:willnat@me.com) for a response.

Reviewed 13/02/2020

### Confidentiality Process

Parents entrust their children to our centre. Our centre in turn respects the privacy of the family and our centre staff members are instructed that the centre information stays at the centre.

Staff members are informed of the personal information of each of the children which is obtained on the registration forms. This is necessary for the staff to understand the individual needs of each child. Staff also have access to the portable papers of each child in our centre. One is placed in the homeroom backpack which is used for all off premises excursions and emergencies and the other is placed in a master file in the centre closet in the Little Rascal Room.

The personal information for each child is not in public view. Their personal files are kept in a filing cabinet in the office. Children's first names only are used on the diapering and potty training checklists, birthday boards and in the newsletters.

Parents indicate the emergency contact people on their child's registration form. Only on the parent's request do we release the children to any other individuals. Restraining orders are adhered to by the staff/centre.

Parent and Staff concerns are forwarded to the Manager and are handled in a discrete manner.

Staff and Children's Files are secure in the filing cabinet in the office. Financial information, fee payments and subsidy information are all stored on the computer with access by only the Owner and Manager.

Home phone numbers of our families are not provided to anyone unless it has been requested by the parent. Staff phone lists are for centre staff use only and are not to be given out to any other source.

Staff members are not to discuss children, parents or any incidents or events that take place at the daycare. Regardless if they are still employed with the centre or not.

Mr. Cake's daycare has Facebook page and a private Instagram page that is used to post relevant information about our centre, articles from the childcare field and connect our daycare families. Some families at the centre have chosen to restrict photograph permissions of their child(ren) and we will respect this in our postings. Pictures that are posted on Facebook will not contain faces of the children but may include their body parts. Pictures posted on Instagram will contain the faces of the children who we were given permission to post. Parents sign these permission forms when they go through the registration packet.

Our centre recognizes the importance of privacy and confidentiality and makes every effort to respect the information of the families that we service. Any situations or events that occur at the day care are not to be posted on social media sites or talked about outside of the day care.

Reviewed 13/02/2020

#### No Nut Policy

From time to time we have children who come to our centre and may have severe allergies to nuts and products that may contain traces of nuts. For the protection of these children and the health and safety of all the children, we have a NO NUT POLICY at our centre. This policy applies to Children, Parents, Staff and any other Stakeholders who enter our centre at all times.

During special events or holidays, staff may give out treats to the children which must be labelled as nut free.

Because some parents provide breakfast for their children, it is extremely important that parents read the labels on the packaging before bringing foods into our centre. Parents often bring treats on special occasions and holidays. Please read the labels carefully before bringing any food products into our centre. If the parent provided product contains nuts, we will not serve it and it will be sent home.

We are very appreciative of the consideration of our parents/staff/stakeholders in helping to make our centre as safe as possible for ALL of the children in our care.

Reviewed 13/02/2020

#### Electronics Policy

It is essential that Parents, Staff and other Stakeholders are aware of our Electronics Policy as to understand our centre's use and/or lack of the above mentioned. Studies have indicated that TV watching should be eliminated and/or restricted in the daily routine of children two years and under as it is clearly linked to developmental delays, sedentary behaviour and obesity in children. We believe that children learn best through their daily interaction and play experiences and for this reason have adopted the following policy which limits the use electronics in our centre.

The Infants, Little Rascal, Yakety Yaks, Mini Pop and Smartie Rooms do not use electronics as part of their daily routine. They are also instructed to limit the use of movies in their monthly planning. We do have an iPad that may be used for instructional purposes such as storytelling, songs, and puzzles. It is not used for games.

The Pirates do not have computers in their daily program but do use DVDs and Videos on special occasions. The Out of School children may also use their personal electronics on non-school days only, but with limited access. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE OF PERSONAL ELECTRONICS.

There is one TV available in the centre which may be used for a special occasion and/or a theme related learning experience.

Reviewed 13/02/2020

## Social Media Policy

Mr. Cake's daycare has Facebook page and a private Instagram page that is used to post relevant information about our centre, articles from the childcare field and connect our daycare families. Some families at the centre have chosen to restrict photograph permissions of their child(ren) and we will respect this in our postings. Pictures that are posted on Facebook will not contain faces of the children but may include their body parts. Pictures posted on Instagram will contain the faces of the children who we were given permission to post. Parents sign these permission forms when they go through the registration packet.

We also have a website that will also be used for promotional reasons and will contain pictures of children playing but again, not of their faces.

Every employee has the responsibility to maintain and enhance the centre's public image and to use the internet in a responsible manner. Employees must maintain professionalism at all times in all communications (in-person, written, or online) with our daycare community.

Employees may be held responsible for any online behaviour or content that connects them to the centre or implicates the centre in that behaviour. Employees may also be held responsible for any statements, posts, communications, or other online behaviour or content that is not consistent with the centre's mission and philosophy. The publication of photos, images or children at the centre, whether online or otherwise, is prohibited.

The posting of confidential and/or identifying information about the children, parents, or staff at the centre on social media (including but not limited to Facebook, Twitter, Instagram, and so forth) is strictly prohibited.

Parents entrust their children's information to our centre and we in turn respect the privacy of the family. Each staff member signs a confidentiality agreement which states that the information concerning the children and the centre, remain at the centre.

Reviewed 13/02/2020

## Health, Nutrition and Safety Policy, Procedure and Protocol

It is our goal to provide a safe and healthy environment for the children in our care. Our centre has developed the following health, nutrition and safety guidelines so that staff, parents and other stakeholders are aware of the intent of our centre and the expectations and responsibilities that our centre imposes on our stakeholders as the situation arises to ensure the health and safety of all of the children in our care.

### Health:

The children are divided into their respective age groupings and all the toys and materials within their environment are age appropriate. The toys are checked regularly, and any broken toys are discarded, repaired or replaced. The staff members in each room have a regular cleaning schedule, checklists and daily chores to ensure our centre's environment is kept clean and tidy.

It is sometimes necessary to exclude children from our centre for health reasons. Because the nature of our business is caring for children while their parents work, we are very sensitive to this issue.

We believe children **MAY ATTEND** under the following circumstances:

1. When the child is able to participate in the daily routine for their age group.
2. When a physician has stated in a note that a child may attend.
3. When a child is receiving prescription or non-prescription medications unless the doctor has informed our centre otherwise.
4. When the parent/guardian, with the consent of the manager, feels that a child is well enough to attend and the illness does not require the child to be excluded from the program.
5. When a child has a slight fever due to teething or an ear infection.

We believe children **MAY NOT ATTEND** under the following circumstances:

1. When a child is suffering with a communicable disease listed in schedule 1 of the Communicable Disease Regulations. (I.e. Scabies, Pediculosis, Impetigo). They must remain out of our centre until appropriate treatment has been given or a doctor's note states that they don't pose a health risk to others.
2. When a child is not able to participate comfortably in program activities.
3. When the illness results in a need that is greater than the staff can provide without compromising the health and safety of the other children.
4. When a child has a fever not due to teething or an ear infection. Staff will use their discretion and look for symptoms of teething (sucking on fingers/red cheeks) or symptoms of ear infections (off balance/pulling at ears).

Parents WILL BE NOTIFIED and REQUESTED TO PICK THEIR CHILD UP IMMEDIATELY if any of the following health concerns should arise during the course of their child's day at our centre:

1. Where a staff member knows or has reason to believe that a child is suffering from a disease listed in Schedule 1 of the Communicable Diseases Regulations and poses a health risk to persons on the program premises. Our manager or program director will inform our Local Health Authority when there is a suspected case of a communicable disease within our child care facility.
2. When a child has MORE THAN ONE diarrhoea or has vomited MORE THAN ONCE.
3. When a child has a fever that is not due to teething or ear infections.
4. When a child has Purulent conjunctivitis (pink eye).
5. When Public Health advises our centre that a particular child must be sent home.

The child will be able to return to the program premises when the child no longer poses a health risk to the centre (i.e. has been symptom free for 24 hours) and/or has a written note from a physician indicating the child does not pose a health risk to the persons in the centre.

Parents WILL BE NOTIFIED AND SUGGESTED TO GET MEDICAL ATTENTION if any of the following medical condition should arise during the course of their child's day at our centre:

1. Lethargy
2. Difficult breathing

3. New or unexplained rash.
4. Persistent abdominal pain
5. Stools that contain blood or mucus
6. Other manifestations of possible severe illness
7. Mouth sores associated with drooling

When determining if a child is ill, our manager or program director will take their temperature, look for any signs or symptoms listed above, look/listen for laboured breathing, etc. If further medical information is needed for an illness or incident, the manager or program director will call Health Link. The health information or advice will be documented on the incident reports and verbally relayed to all staff members by the manager or program director. Children who become sick while in our care are kept as far away as practicable from the other children until the parents arrive while still being directly supervised by a primary staff member. When possible, the child will be removed to the office to await the arrival of the parent. The child will be provided a mat and a blanket. If the parent fails to arrange for the immediate removal of a child the emergency contact listed on the child's registration form will be contacted. When the child has left, the primary staff will disinfect the child's mat and bedding and any other supplies used by the sick child. The primary staff will record the sickness on an incident/accident /sickness form and the parent will be required to read and sign it upon arrival to pick up their child. The form will indicate the child who is ill, the time the parent was initially contacted, name of the staff person who contacted the parent, time the child was removed from the program, and the date the child returned to the program. The form will then be filed.

When a child requires medication during their time at our centre, we must have the written consent of the parent to administer the medication. We have two medication forms at our centre. One form is for prescription medications and once signed is valid for a two-week period which should cover the duration of the prescription. The second form is for non-prescription medications and is valid for the day on which it was signed. The prescription medication form is also used for emergency medication and once signed is valid for the duration of the child's attendance at our centre or until another sheet is required.

All medications must be in their original container with the child's name on the container and will be administered according to the labelled directions. Once a staff member with valid first aid has administered medication to a child, he/she will record the name of the medication, the time it was administered, the date it was given, the amount that was administered and will sign their name as an indicator that the administration is complete. The staff will observe the children for allergic reactions after receiving medication or herbal remedies. All medications must be stored in the lock boxes either in the fridge or in the cupboard in the kitchen and will be sent home with the parent daily. Emergency medications are stored in the emergency bags in the child's home room. This is to allow for easy access in the event of an emergency.

To also ensure a healthy environment for the children, no person is permitted to smoke on the program premises. In addition, no staff member is allowed to smoke at any time or place where child care is being provided.

Soiled diapers and garbage are stored in a closed container. Soiled linens are kept in a plastic container and are laundered daily or sooner if needed. The children in the Smartie room have their tooth brushes labelled in their own sealed cases. All of our rooms use Barbicide to store the combs and brushes for grooming the children's hair. These solutions are changed monthly. In the three younger rooms, each child has their own assigned labelled mat for napping. The sheets and blankets are provided by the

daycare and are washed weekly or sooner if needed. Children may bring their own blanket and/or stuffed toy for nap time but it must be labelled. They are kept in their lockers and are sent home on Fridays for laundering. Bottles, sipping cups and soothers brought from home are labelled with the child's name. Water bottles and sippy cups are to be provided by the parents and they are labelled with the child's names. These are cleaned by the staff nightly and left to air dry overnight. We use reusable eating utensils, plates, bowls and cups. These are washed and sanitized by our cook using a three-sink cleaning method. We use liquid hand soap and paper towels that are also discarded after each use. In the two younger rooms, each child has a washcloths to wipe their face and it is discarded after each use.

#### Nutrition:

Good nutrition is essential to the growth and health of the children in our care. We provide morning and afternoon snacks and a hot lunch for all the children in our care. The infants also receive breakfast upon arrival at the daycare in the morning. We do not provide breakfast for children who are in their 20<sup>th</sup> month or older. The out of school children receive morning and afternoon snacks and a hot lunch on non school days and on school days, they receive afternoon snack. Our snacks include two food groups and our lunch includes four food groups. We have a six-week menu plan so the children receive a wide variety of food choices. We follow Canada's Food Guide to Healthy Eating and also review our menu on a scheduled basis to meet new nutritional guidelines of research.

Children over the age of 18 months who arrive early in the morning and have not had time to eat breakfast at home may bring their breakfast along with them to our centre and we will supervise their eating of it. We encourage parents to follow the recommendations of Canada's Food Guide when providing food for their child/children's breakfast. If the parent-supplied breakfast does not meet Canada's Food Guide, we offer a supplemental option to the child in question. We provide milk and utensils.

Our morning snack is served at 9:00a.m. Lunch is served between 11:00a.m. - 12:00a.m. (depending on the room) and afternoon snack is served between 2:30p.m.- 3:00p.m. On school days, the out of school children receive their afternoon snack as they return from school.

#### Safety:

We make every effort to ensure the safety of the children in our care by providing age appropriate toys in an environment that is suited to each age grouping of children. The first priority of the staff is to ensure the safety of the children in their care. The majority of our staff members have their first aid in child care, so most are able to administer basic first aid. It is our goal to have all of our staff trained in first aid in child care.

Should a child become ill or involved in an accident during their day at our centre, the manager or program director will contact the parent immediately. If the illness/accident is serious, the manager or program director will call an ambulance first and then call the parent. The cost involved for the medical service will be the responsibility of the parent. The child with a serious injury will be taken to the nearest available hospital by ambulance.

All injuries, accidents and illnesses are recorded on our incident/accident/sickness form by the staff member who witnessed the incident or who attended to the child/children involved in the incident. The

incident report is presented to the parent upon their arrival at our centre. The parent is required to sign the incident report and it is then placed in file. If the incident, accident, or illness is serious in nature, the parent will receive a copy of the incident report.

Our incident/accident/sickness form is an effective way to track and analyze accidents in order to identify trends and/or issues. All serious illnesses, accidents or incidents occurring at our centre would also immediately be reported to our regional childcare office using the prescribed critical incident report by the manager or program director. All incidents are analyzed annually and a report, using the prescribed form, is submitted to the regional childcare office.

Reviewed 13/02/2020

#### Lice Management Policy

Because the health and safety of the children is our primary concern, we have a head lice management policy in place so that Parents, Staff and any other Stakeholders know what our centre's position is in the event of a confirmed case of head lice in our centre.

If a case of HEAD LICE has been confirmed in our centre, all of the parents and staff are notified immediately by way of email and an information sheet on the signs, symptoms, procedure and treatment. The privacy of the child and family is protected.

The parents of the affected child are called immediately and encouraged to pick up their child/children as soon as possible. The child must be treated with the appropriate solution before he/she is allowed to return to our centre and no new eggs must be present.

The affected room is cleaned and sanitized immediately upon the departure of the affected child. The management and staff monitor the situation closely for signs and symptoms of additional cases and reoccurrences. If staff have a confirmed case of head lice, the above procedure applies to them as well and they must be absent from work until properly treated and no new eggs are visible.

Reviewed 13/02/2020

#### Drug Administration/Health Care Policy

From time to time, the children in our care may become ill and require medication or health care to assist them in returning to a healthy state; in addition, some children may have medical conditions such as allergies that may require emergency medication in certain situations. The assistance may be in the form of prescription medication, over the counter medication, herbal remedy or health care. To ensure the health and safety of the children, the following regulations are stated in the Parent Handbook and our Staff Manual and must be strictly adhered to by all staff members and parents/guardians. This policy is in place to ensure that children's medication are given EXACTLY as prescribed and needed and in complete coordination with the written instructions on the label and health care is administered as indicated and in all cases GIVEN ONLY upon the written consent of the parent/guardian.

1. Prescription, Over the Counter Medications and Herbal Remedies will be administered to the children ONLY WITH THE WRITTEN INSTRUCTIONS AND CONSENT FROM THE PARENT/GUARDIAN.

2. Parents must include.....FULL NAME of the child, DATE and TIME the medication/herbal remedy is to be administered and the AMOUNT OF MEDICATION/HERBAL REMEDY to be administered and must INFORM US IN WRITING about WHEN THE MEDICATION/HERBAL REMEDY WAS GIVEN TO THE CHILD PRIOR TO ARRIVING AT OUR CENTRE. We must be informed in writing on a daily basis as to when the medication/herbal remedy was given to the child prior to arriving at our centre as long as the child is receiving medication/herbal remedies at our centre.

3. ALL MEDICATION/HERBAL REMEDIES must be in the ORIGINAL CONTAINER and ADMINISTERED ACCORDING TO THE LABEL DIRECTIONS. **If there is no label, staff cannot except the medication.**

4. PRESCRIBED MEDICATION must show the following on the label: NAME OF THE PATIENT, PHYSICIAN'S NAME, DATE OF ISSUE, INSTRUCTIONS AND TIME PERIODS. **If there is no label, staff cannot except the medication.**

5. Potential side effects information should be given to the staff by the parent so THE STAFF MAY OBSERVE FOR ANY POTENTIAL ALLERGIC REACTIONS. This is particularly true when a medication/herbal remedy is given to a child for the first time. This also applies to medication/herbal remedies that have been given by the parent prior to bringing the child to our centre.

6. EMERGENCY MEDICATIONS MUST BE NOTED ON THE REGISTRATION FORM and the staff in turn will add that information to the CHILD'S PORTABLE REPORT. The children who have emergency medications are also listed ON THE ALLERGY/EMERGENCY MEDICATION LIST in each of the home rooms so that all staff may make reference to it and be aware of all allergies and emergency medications. Emergency medications are kept in the rooms backpacks so that they are taken on walks and outside but they are still out of reach of the children.

7. Medication/herbal remedies will only be administered by a caregiver who has a valid first aid in child care certificate.

8. Medications/herbal remedies must be given to staff in the morning and the staff will put the medication/herbal remedy in the appropriate lock box either in the cupboard or in the fridge in the kitchen. AT ALL TIMES, THE STAFF MUST VERIFY THAT THE PARENT'S WRITTEN REQUEST IS SIMILAR TO THE LABEL DIRECTIONS.

9. AT NO TIME SHOULD MEDICATION/HERBAL REMEDIES BE LEFT IN A CHILD'S BACKPACK WHERE IT IS EASILY ACCESSIBLE BY THE CHILDREN.

10. OVER THE COUNTER MEDICATION and HERBAL REMEDIES MUST ALSO BE LABELLED WITH THE CHILD'S NAME. **If there is no label, staff cannot except the medication.**

11. Staff members are informed by the parent on how to administer MEDICATIONS FOR EMERGENCY SITUATIONS (i.e. an epipen).

12. For EMERGENCY MEDICATIONS, parents must sign a medication sheet thus giving the staff permission to administer the emergency medication when needed. This form is valid for the duration of the child's enrolment in our centre, until the form is full and a new form is required or until the emergency medication expires.

13. Once a staff member has administered a medication/herbal remedy, he/she must sign off BY WRITING THE DATE, TIME, MEDICATION GIVEN, DOSAGE AND THEIR SIGNATURE on the medication sheet previously signed by the parent.

14. Medication and herbal remedy records should be easily accessible in the respective rooms during the day/days they are to be administered. Upon completion, medication/herbal remedy forms should be taken to the office where they are filed.

15. Medications and Herbal Remedies MUST BE RETURNED TO THE PARENT/GUARDIAN WHEN THE AUTHORIZED PERIOD HAS ENDED. (i.e. at the end of the day for medications and herbal remedies and upon expiration of the prescription medication which is normally ten days).

16. IN THE EVENT OF A REACTION TO THE MEDICATION the child's parents will be notified immediately.

17. CHILDREN'S ALLERGIES SHOULD BE NOTED ON THE REGISTRATION FORM. The staff will then post any child/children's allergies in their respective rooms. Allergies are also placed on a list in the kitchen so the cook is aware of ALL FOOD ALLERGIES. Staff members pay close attention to allergies and in the case of food allergies, THE MENU WILL BE MODIFIED TO ACCOMMODATE FOOD ALLERGIES WITH THE EXCEPTION OF MILK SUBSTITUTES AND IN EXTREME CASES, THE PARENT WILL BE ASKED TO PROVIDE ALTERNATE FOODS THAT WILL MEET THE DAILY NUTRITIONAL REQUIREMENTS FOR THEIR CHILD.

18. If a child requires HEALTH CARE, THE HEALTH CARE MUST BE FIRST AID IN NATURE AND MUST BE ADMINISTERED BY A STAFF MEMBER WHO HAS FIRST AID TRAINING. Our staff will administer health care ONLY WITH THE WRITTEN CONSENT AND INSTRUCTION OF THE PARENT/GUARDIAN. This information will be documented in the staff and child's file.

19. The SIX RIGHTS for the ADMINISTRATION of MEDICATION are as follows: The RIGHT MEDICATION for the RIGHT PERSON in the RIGHT AMOUNT at the RIGHT TIME by the RIGHT METHOD at the RIGHT SITE (LOCATION)

Reviewed 13/02/2020

#### Emergency Evacuation Procedure

1. In case of fire, the fire bell is heard throughout our centre and the manager will call 911. Staff members will ready the children for evacuation, grab their room attendance clipboards and backpacks.

2. The staff in the Infant room will carry (if not able to walk) and proceed to the right-hand emergency exit located to the right of the Infant room entrance on the south side of our centre and immediately proceed to the main parking lot where roll call will be taken. The cook will bring a stroller and assist with the Infant evacuation.

3. The staff in the Little Rascal room will line their children up by the entrance of their room and proceed to the left emergency exit located to the left of Little Rascal entrance on the south side of our centre. They will then proceed directly to the main parking lot where roll call will be taken.

4. The staff in the Yakety Yak room will line their children up at the entrance of their room and will proceed directly up the stairs and out the main door of our centre which is located on the west side of the building. They will then proceed to the main parking lot where roll call will be taken.
5. The staff in the Mini Pop and Smartie rooms will line the children up facing the north exit of their respective rooms and proceed through the north door of the auditorium. They will proceed up the stairs and out the door to the main parking lot where they will do a roll call of their respective rooms.
6. The staff in the Pirates room will line the children up at the entrance and will proceed through the west hallway and down the stairs from the upper level using the main door located on the west side of the building. They will proceed to the main parking lot where roll call will be taken.
7. The staff member who is doing the breaks will remain in the room where he/she is currently doing the break at the time of the evacuation and will assist with the evacuation of that room.
8. The staff members in each room must bring their rooms back-pack with the portable papers for all the children in their respective rooms. The staff members in each room must also bring the clip board with the attendance record for the day on it.
9. In each group, a staff member must stand at the front of the exit until the group has evacuated the building. He/she will count the number of children evacuating and then join the group upon evacuation.
10. The manager or program director will quickly do a room check in each of the rooms and washrooms checking for children who might be hiding, closing windows and doors and turning off the lights. The manager or program director will also take the master copy of the children's portable papers located in the Little Rascal room.
11. Children and staff will wait outside until it is safe to reenter the centre. If relocation is necessary, staff will escort all children to Clover Bar Pioneer Court at 6 Mission St, Sherwood Park, 780- 467-8206 and parents will be called to come and pick up their children.

Reviewed 13/02/2020

### Child Guidance Policy

Our Child Guidance Policy is designed to provide a consistent and predictable environment for the children where rules and limits are clear, realistic and respectful of the comprehension and capabilities of the different age groupings in our care. The rules and limits have a natural consequence, so the rationale is easily understood by the children.

Acquiring pro social skills is one of the major developmental tasks of early childhood. Our center's focus is on prevention, as well as, intervention strategies.

We believe that a busy, active child who feels secure, valued and loved will generally be happy and cooperative and able to benefit from their out of home childcare experiences. We stress the use of positive reinforcement, reasonable expectations, Child/Staff interaction and an age appropriate, stimulating environment with lots of toys and materials. Our focus is on keeping the children free from physical and emotional harm and guiding them to respect self, others and property.

This policy has been designed so staff members will know our center's expectations for their response when children are acting in an inappropriate manner. It is also stated in our parent handbook so that parents are aware of the method of child guidance used in our centre.

In situations where unfavourable behaviour arises among the children, the staff members will respond in the following manner:

1. Staff will respond in a calm and non-judgemental manner. They will ask open ended questions (questions that cannot be answered with a yes or no) i.e. What happened?
2. Staff will explain to the child why their behaviour is not appropriate.
3. Staff will use guidance (what the child should do and why) to assist the child to more appropriate behaviour.
4. Because Infants and Toddlers do not have the verbal skills or cognitive abilities to understand the process of sharing, interacting and appropriate social behaviour, the Infant and Little Rascal staff use redirection as their method of achieving pro social behaviour. The staff may suggest another activity/toy or provide a similar alternate toy so the children may parallel play.
5. Preschool and school age children on the other hand, have developed language skills and understand the concepts of sharing, taking turns and have a basic idea of appropriate social behaviour. We use problem solving and "I" messages to help the children understand that their behaviour is not acceptable and to come to some resolve and more socially acceptable behaviour. Offering choices and alternate activities may also be used as guidance to channel the children's attention to more positive activity. The Out of School children are encouraged to rationalize their behaviour and in some cases they may be involved in the decision making process of the consequences of their inappropriate behaviour.
6. In all cases it is important to explain and offer guidance so that the children become increasingly more aware of pro social behaviour. Rules and limits should be clearly stated with an explanation for the rules. New children are advised of the rules and behaviour expectations on their first day.
7. If a child is repeatedly displaying antisocial behaviour and explanation and guidance do not appear to be helpful, the staff may warn the child that if the unfavourable behaviour continues, it will be necessary for the child to have "reflection time". At this time, the child is set apart from the other children and may reflect on the explanation and guidance previously offered by the staff. Under NO circumstance is a child to be sent out of the room for reflection time.
8. When the child feels ready to return to normal activity, he/she may do so. Once again, the explanation and guidance should be offered so the child understands the reason for "reflection time" which is intended to guide behaviour and not as discipline or punishment. Once again, the Out of School children are encouraged to reflect and rationalize their behaviour and come to a positive conclusion for more appropriate behaviour.
9. In more serious situations such as biting or aggressive behaviour where there is damage or harm done to self/others or property, the staff will document the incident/accident on our incident/accident/sickness form and the parent will be notified when they pick their child up at the end of the day. The parent will also be required to sign the form and it will then be placed on file.

10. The affected child is offered comfort and support and first aid as required. The affected child's parents are also made aware of the incident/accident by a similar written report which is also presented at the end of the day when the parents arrive to pick up their child. The child's parents are also required to sign the report and it will then be placed on file.

11. We also involve the aggressor in the healing process of the affected child. This may take the form of assisting with the first aid, helping to reconstruct a puzzle or a built structure. Our objective is to develop empathy in children by having them undo their misdeeds.

12. More serious situations (i.e. swearing, kicking, scratching, punching or other harmful physical activity) may also require the immediate attention of the manager/program director/ alternate program director. The situation may require the child being removed from the group setting entirely, until such time as he/she is able to use appropriate social behaviour. When the child has regained composure and feels ready to rejoin the group, the manager/program director will return the child to his/her respective room.

13. Staff/ Administration/ Parents must all work together consistently, to assist the children who display challenging behaviour. Daily communication and sharing of observations, strategies and outcome are imperative to developing pro social behaviour.

14. In extreme cases, repeated and continuous aggressive behaviour may result in termination from the daycare or out of school care program. This action will be the decision of the owner if it is determined that the other children and/or staff are at risk of injury.

Reviewed 13/02/2020

### Definition of Activities in the Daily Routine

#### Morning Arrival:

During the early morning hours, the children are greeted and helped to settle. The children gather in the Little Rascal Room at first and gradually as more children and staff arrive, the children go to their respective rooms.

The Infants are offered breakfast. This is provided free for all children under the age of 18 months. Children over the age of 18 months may also eat breakfast at this time; however, the parents must provide. We encourage our parents to follow the recommendation of the Canada Food Guide when providing breakfast for their child/children. If a parent provides a breakfast that does not meet the standards of Canada's Food Guide, our centre will provide a healthy alternative. Our centre provides 2% milk, utensils and dishes for breakfast.

Free play is also allowed at this time. This simply means that the children may play in any centre they choose. The children are encouraged to play in an area that interests them. We do limit the number of children in each centre to 3-4 children. This allows the children in the center to have lots of space and materials with which to have a meaningful play experience. The children also learn the concepts of sharing and taking turns.

#### Circle Time:

This is time set aside for the sharing and discussion of ideas that interest the children. The theme for the week may be discussed as well as songs, stories, poems, finger plays or games that relate to the theme. If children choose not to participate in circle time, they are free to play at another centre of choice.

#### Art:

Arts and crafts are provided for the children daily. Crafts may be set up as one of the play stations for the day or it may be a group activity where all the children participate at once. In either case the children are not required to participate if they do not want to and they may have free play in another area of interest. In the three older rooms, craft supplies are available at all times to encourage self-expression and creativity.

#### Music

Music may be part of the children's day in a variety of ways. They may sing songs, play games involving music, play with their room instruments or simply have music as a background as they do other things.

#### Eating

Our centre provides morning snack, hot lunch and an afternoon snack for all of the children in our daycare program. The Out of School Care children receive only afternoon snack on school days and morning snack, hot lunch and afternoon snack on non-school days. The snacks contain two food groups and the lunches contain four food groups. We offer a six-week menu plan so the children are given a wide variety of foods. Morning snack is at 9:00a.m. Lunch is served between 11:00a.m. 12:00p.m. depending on the room and afternoon snack is served between 2:30p.m.- 3:00p.m. depending on the room. On school days, the Pirates receive their snack as they return from school.

#### Sleeping and Resting

The Infants, Little Rascals and Yakety Yaks have a quiet time immediately after lunch up to 2:30 p.m. The children in each of these rooms are assigned a mat. Our centre also provides sheets and blankets. The children are welcome to bring their own blanket and a stuffed toy from home if they choose to for nap time. The children in the three older rooms do not nap so it is not necessary to bring blankets and stuffed toys. During nap time in the Infant, Little Rascal and Yakety Yak Rooms the lights are dimmed and quiet music is played to create a relaxing atmosphere. If a child does not sleep or if a parent wants their child to only sleep for a short time, the staff let the children choose a book or a bucket of toys to play with on their mat while the other children are sleeping. The children in the Mini Pops, Smarties and Pirates Rooms carry on with their normal activities.

#### Toileting and Diapering

The children in the Infant Room are diapered four times a day (before morning snack and lunch, after nap and before going home). They are also changed on demand as the need arises. Parents are required to provide diapers and wipes for their child/children. Children in the Little Rascal Room are changed three times a day (before morning snack and lunch and after nap.) They are also checked before going home and are changed throughout the day as the need arises. Older children who are in the process of

toilet training are asked frequently throughout the day and taken as necessary. Diaper changing /toilet training checklist for each child in their care who is in diapers or training.

Children in the Yakety Yaks, Mini Pops and Smarties Rooms are toileted after snacks and lunch and on demand as required. The Pirates have need to ask for permission to leave the room for the washroom.

### Individual and Group Activities

During the day, the children have the opportunity to participate in a variety of activities. They may be teacher directed such as circle time or they may be child directed which is dependent on the interest of each individual child. The staff members attempt to provide the children with theme related activities so the environment is changing constantly and the children are continually being stimulated in a variety of ways. The weekly themes are based on the interests of the children and are appropriate to their development level. We are fortunate to have an abundance of toys so the staff members are able to rotate them thus creating new play experiences for the children.

### Indoor and Outdoor Play

Outdoor play is a regular part of our daily routine in the daycare program. Weather permitting the children go outside in the morning and the afternoon. Therefore, it is essential that parents provide their child/children with the appropriate outerwear for the weather.

The children in the Out of School Program may or may not have outdoor play on school days because time and bus scheduling play a large factor in determining this. On non-school days, the children do go outdoors, weather permitting every day. They may utilize the space adjacent to the parking lot or go to nearby parks or playgrounds. They also have the use of the preschool playground from 5:00 p.m. to 6:00 p.m. on a daily basis.

### Departure:

As children and staff start to leave and go home, the remaining children will gather in the Yakety Yaks room at 5:00 p.m. The children are encouraged to engage in free play and centre activities are still set out which they can choose to participate in or not.

Reviewed 13/02/2020

### Field Trip Policy and Procedure

To ensure the safety of the children as they travel away from our centre for these field trips, we have developed the following field trip policy which applies to all parties involved in the field trip (children, staff, parents and volunteers)

For supervision and safety reasons, we choose to have special days at our centre for the Infants, Little Rascals in lieu of field trips. These younger groups do go for walks away from our centre and follow the same safety procedures as the older children.

Upon registration, parents give their written permission for their child/children to go for walks. Written permission for the field trips is obtained for each field trip as it occurs and are posted on their child's respective rooms door.

Prior to taking the children to an unfamiliar facility, we visit the facility to confirm suitability for the children. (i.e. age appropriate, hazards, washroom facilities, security, rest areas, accessibility etc.) We also access our supervision needs for the field trip.

We use Cunningham Bus Lines or Bailey's Bussing for all our field trips that are not within walking distance of our centre. Cunningham Bus Lines and Bailey's Bussing are bonded and insured to transport our children. When on the bus we follow the car safety rules that comply with Transport Canada Guidelines. (Always staying seated, facing forward, talking in quiet voices etc.)

We encourage parent volunteers when possible and always strive to have twice the required number of adults. Each adult is given a list of the children they will be responsible for during the field trip. Staff are instructed to count their small groups every 15 minutes. They are required to record the number of children in their group every hour on the field trip and hand the form into administration when back at the centre. The groups are small and they travel together at all times.

Prior to the field trip, the staff will discuss the field trip plans with the children and volunteers. (Where they'll be going, what to expect, safety rules, whom they will be seeing, who they need to listen to etc.) The staff and volunteers also receive written instructions/procedures indicating their responsibilities on the field trip.

The children have a sticker on their back with the name, address and phone number of our centre on it. The children also wear blue shirts to help identify our group in busy areas.

Parents are informed of field trips in the monthly newsletter which is distributed at the beginning of each month. In the summer months, calendars are posted outside each of the rooms for July and August. Approximately two weeks prior to the field trip, parents are asked to give their written permission for their child/children to participate in the field trip. Parents will also be asked for payment of any costs that may be involved for the trip. The cost of field trips for the out of school care children during the months of July and August is included in their monthly fee. If the out of school children go on a field trip during the school year, the parents will be asked to provide payment of any costs involved. The permission form includes the destination, the supervisor's coming on the trip, the method of transportation, date, departure time, and the time they are expected to return to our centre. We also note any special requirements as needed.

If our field trip is outdoors and the weather does not allow us to go, we will cancel the field trip. Parents will be notified accordingly and the trip may or may not be rescheduled. In either event, the parents are kept informed.

Prior to the field trip, the staff members discuss the expectations and safety rules for the trip and prepare the children for the upcoming event. The staff members also review the rules for the children if they become separated from the group:

1. Stay Put
2. Talk to "Safe Adults" (i.e. security, police, or employee)
3. Don't go anywhere with someone you don't know.

On every field trip, the person in charge, either the manager or program director is responsible for counting the children upon boarding the bus, as well as, boarding the bus upon the return to our centre. Staff members are instructed to count their small groups every few minutes. Staff are then required to record their head counts every hour on their field trip form. The person in charge also carries a cell phone. There are always staff members present who have their first aid certificate. The person in charge will also ensure that the group is aware of the designated meeting place.

The home room staff members bring their backpack which includes the portable emergency papers for all the children, first aid supplies, tissue, sanitary wipes, sunscreen, emergency medication, diapers /change of clothes as needed. The portable cards also include phone numbers for the following: Emergency Medical Services – 911, Ambulance – 911, Fire Department – 911 (non-emergency – 780-467-5216), Police -911 (non-emergency -780-467-7741), Poison Control Centre -1-800-332-1414, Strathcona Community Hospital -780-449-5380 (9000 Emerald Drive, Sh. Park), and the Child Abuse Hotline (24 hours) -1-800-387-5437. Depending on the trip, the staff may also take food and water.

The person in charge at our centre is always aware of the route the bus will be taking. The bus driver also has constant contact with his dispatcher during the field trip. Because in most cases, reservations are required for facilities, our expected time of arrival is confirmed and the facility has our contact information prior to going on the field trip.

At our destination, the children travel in small groups and are supervised constantly. Staff members accompany the children to the public washrooms. When possible, they go in small groups to maximize the supervision of all the other children.

In the event of a lost child, one staff member will conduct a search of the immediate area, notify all the staff members to be alert and solicit the help of the nearest employee. The staff member in charge would then contact police, parents, our licensing officer and our centre. The staff would then make the decision to either care for the other children on site or return to our centre.

Field trips are evaluated by watching and listening to the children while on the field trip. This enables our centre to plan accordingly for future field trips. We also distribute Field Trip Reflections at the end of field trips to get feedback from the staff that attended them.

Reviewed 13/02/2020

#### Hot/Cold Weather Policy

It is our centre's position that the children at our centre should go outside each and every day, weather permitting. We believe there are invaluable health benefits for the children when they are allowed the opportunity for a variety of activities in fresh air. It is, therefore, essential that parents provide the necessary outdoor clothing that is appropriate for the season and ALL items should be LABELLED with the child's name.

The children DO NOT play outside if it is raining or if the combined temperature/wind chill factor is below -20 degrees centigrade or if the temperature is above 30 degrees centigrade. Children will also not play outside if the playground area is icy.

Our centre has adopted a procedure of collecting \$10.00 for each child during the spring and purchasing sunscreen in bulk for the use of all who wish to partake. If anyone chooses to supply their own sunscreen instead, we ask that the parent ensure their child's name is on their sunscreen bottle.

The sunscreen our centre purchases is *Ombrelle*: Kids SPF30, Kids Sensitive Skin, UVA/UVB Protection, Water Resistant, Fragrance-Free and Colorant-Free, Moisturizing, Non-Greasy.

Reviewed 13/02/2020

### Safe Arrival and Departure of the Children Policy

The safety of the children in our care is our primary concern. Whenever there is an exchange of care and responsibility between the parent/guardian and the centre staff it is extremely important that both parties are aware of the policies and procedure governing that exchange so that no child goes unsupervised, unprotected or missing.

When a parent/guardian registers their child/children at our centre, they must complete a registration form and sign it indicating that they have read in detail and understand all the required information on that form as well as in our parent handbook and agree to comply with the regulations. Some of the information refers to the safe arrival and departure of the children from our centre.

We ask that parents/guardians escort their child/children to their respective room and ensure they have been received by a staff member. WE CANNOT BE RESPONSIBLE FOR THE CHILDREN UNLESS THEY HAVE BEEN RECEIVED BY OUR STAFF.

We also ask if a child will not be in attendance at our centre on any given day that the parent/guardian notify us so that we are not in anticipation of their arrival. This is particularly true of children who attend Kindergarten or our Out of School Program so there is no confusion as to whether the child/children are returning from school on the bus.

Mr. Cake's Day Care (Sherwood Park) Ltd. does NOT provide bussing for children attending any of the public or separate schools. Parents/Guardians must contact either the Elk Island Catholic Student Transportation or the Elk Island Public Student Transportation to arrange bussing for their child/children. Our centre will be responsible for escorting the children safely to the bus and ensuring they board the bus. Our centre will also be responsible for meeting the busses, supervising the children's exit from the busses and escorting the children safely into the centre. It is the parent/guardian's responsibility to notify our centre and the bus transportation if their child/children will not be on the bus either in the morning, afternoon or not at all. Our centre will be responsible for notifying the parent, school and bus transportation if a child (who should be on the bus) does not arrive back at our centre. OUR CENTRE IS NOT RESPONSIBLE FOR WHAT TAKES PLACE ON THE BUS, MISSED BUSES, WHAT HAPPENS AT SCHOOL OR IN THE SCHOOL YARD. For our out of school care families, if the school buses are not running but the schools are still open and your child is staying the day at daycare, there will be a charge of \$75.00

Upon arrival at our centre, we ask parents/guardians of the daycare children to sign their child/children in each day on the hallway iPad. In addition, the staff members also sign the child/children in on the master sheet of the respective home room for each of the children. This enables us to keep accurate records and to know at any given time how many children are in our care. Parents/Guardians are also asked to follow the same procedure when they pick their child/children up at the end of the day. Similarly, staff members will sign the children out on their master signing sheet so upon dismissal they also know how many children they have in their care at any given time. We will not permit any child to leave the centre with anyone not stated as an “authorized person” unless the parent/guardian notifies one of our staff members. We prefer the notification to be in writing, however we realize that is not always possible. In the event that we are notified by phone, we will “call back” the parent/guardian’s place of employment to confirm that in fact their child /children will be picked up by someone other than the individuals named on the pickup list. PICTURE I.D. will be asked of ALL INDIVIDUALS, INCLUDING THE PARENT/GUARDIAN, IF THEY ARE UNKNOWN TO THE STAFF when the individual is picking up the child/children.

Once parents/guardians have received their child/children from our staff upon pick up, the children are then the responsibility of the parent/guardian. We, therefore, ask that parents/guardians not leave their child/children unattended and unsupervised in the common area of our centre. This is particularly true for parents/guardians who are picking up more than one child. This also applies to the morning drop off as well. Similarly, parents/guardians should NOT allow their children to leave the building unsupervised as we have a very busy parking lot and small children are not easily seen between parked cars. Mr. Cake’s is open from 6:30 a.m. to 6:00 p.m. Monday to Friday excluding holidays or in lieu of holidays. A list of the closure dates for the current year is provided to each parent/guardian upon registration and annually thereafter. This list is also available on our website. It is the responsibility of the parent/guardian to pick up their child/children or to arrange for their child/children to be picked up by someone no later than 6:00 p.m. However, should the child/children still be at the centre at 6:05p.m., their emergency contact will be called and requested to pick up the child/children. There will be a charge of \$15.00 per child at this time and for every half thereafter. The money should be paid to the staff member in charge at that time of pick up.

It is hoped that if Staff/ Parents/Guardians follow these guidelines that together, we will ensure that all of the children who enter our centre are safe and secure.

Reviewed 13/02/2020

#### Valuing diversity and promoting equality

Mr. Cake’s ensures that our service is fully inclusive in meeting the needs of all children. We recognise that children and their families come from diverse backgrounds. All families have needs and values that arise from their social and economic, ethnic and cultural or religious backgrounds. Children grow up in diverse family structures that include two parent and one parent families; some children have two parents of the same sex. Some children have close links with extended families of grandparents, aunts, uncles and cousins while others may be more removed from close kin or may live with other relatives or foster carers. Some children have needs that arise from disability or impairment or may have parents that are affected by disability or impairment.

Some children come from families who experience social exclusion or severe hardship; some have to face discrimination and prejudice because of their ethnicity, the languages they speak, their religious or belief background, their gender or their impairment.

We understand that these factors affect the well-being of children and can impact on their learning and attainment. Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to:

- 1) provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued
- 2) include and value the contribution of all families to our understanding of equality and diversity
- 3) provide positive non-stereotyping information about gender roles and diverse family structures, diverse ethnic and cultural groups and disabled people
- 4) improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity
- 5) challenge and eliminate discriminatory actions
- 6) make inclusion a thread that runs through all of the activities of the setting; and
- 7) foster good relations between all communities.

### **Admissions**

Our setting is open to all members of the community.

- We advertise our service widely.
- We provide information in clear, concise language, whether in spoken or written form.
- We base our admissions policy on a fair first come system.

We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of a protected characteristic as defined by the Canada Human Rights Act. These are: Disability, colour, race, gender identify or expression, gender, religion or belief, sex, sexual orientation, age, marital and family status and national or ethnic origin.

- We do not discriminate against a child with a disability or refuse a child entry to our setting for reason relating to disability.
- We take action against any discriminatory behaviour by staff or parents whether by:
  - direct discrimination – someone is treated less favourably because of a protected characteristic e.g. preventing families of some racial groups from using the service
  - indirect discrimination - someone is affected unfavourably by a general policy e.g. children must only speak English in the setting

- association – discriminating against someone who is associated with a person with a protected characteristic e.g. behaving unfavourably to someone who is married to a person from a different cultural background; or
- perception – discrimination on the basis that it is thought someone has a protected characteristic e.g. assuming someone is gay because of their mannerism or how they speak.
- Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

### **Valuing diversity in families**

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children to contribute stories of their everyday life to the setting.
- We encourage mothers, fathers and other carers to take part in the life of the setting and to contribute fully.
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion.
- We offer a flexible payment system for families of differing means and offer information regarding sources of financial support.

### **Food**

- We work in partnership with parents to ensure that dietary requirements of children that arise from their medical, religious or cultural needs are met.
- We help children to learn about a range of food, and of cultural approaches to mealtimes and eating, and to respect the differences among them.

### **Monitoring and reviewing**

- To ensure our policies and procedures remain effective we will monitor and review them annually to ensure our strategies meets the overall aims to promote equality, inclusion and valuing diversity.

Reviewed 13/02/2020

### Termination Policy

When a parent registers their child/children at our centre, it is with the understanding that the agreement may be terminated at any time. Unfortunately, from time to time situations arise where we are in a position that we may no longer be of service to some families. The rationale for this of course is that we reserve the right to act in the best interest for all parties involved. This termination policy applies to all families registered at our centre and the administration of our centre.

If a parent wishes to withdraw from our program, we require a 30 day written notice. This applies to all parents/guardians whether they are subsidized or paying full fee. If adequate notice is not given, one month's fee is due to be paid.

Our centre reserves the right to terminate our services for a child if his/her behaviour is putting him/herself, other children or any staff member at risk. The child/children may also be terminated if we do not receive cooperation from the parent/guardian on any issues that may arise.

Childcare fees are due and payable on the first working day of each and every month. Our centre has the right to terminate service if childcare fees have not been paid by the 15<sup>th</sup> of the current month.

Every reasonable attempt will be made to come to a mutual agreement; however, our centre reserves the right to make the final decision in a timely manner.

Reviewed 13/02/2020