



PARENT HANDBOOK

Policy and Procedure

Address: 10130 156 Street, Edmonton, T5P 2P9

Phone Number: 825-440-8484

Info@wonderkidsdaycare.ca

www.wonderkidsdaycare.ca

Welcome

Wonder kids Daycare is a start-up daycare facility in Edmonton that provides daycare and out-of-school care services to children from 0 months through 12 years old. We hope that your involvement with our Centre will be a positive experience for both you and your child. We ask that you review the information provided in the Policy and Procedure Manual, which includes the policies, procedures and philosophy of our center. In order to look after your child's every need, it is up to all of us to work together. Thank you for your trust.

Introduction

Wonder kids daycare is operated under a direct supervision of director who has almost 10 years of experience working in this field. She owned and operated a day-home Centre. She holds a Level 3 Child Development Supervisor from the province of Alberta and has a Bachelor of Education Degree.

Through her position and independent work experience she developed the skills necessary to best manage the staff so that daily programs run effectively.

Program Philosophy

- Provide premium-quality care
- Encourage children to learn and develop through creativity and play
- Nurture and encourage physical, social, intellectual, creative and emotional development
- Efficiently operate a child-centered facility managed by dedicated, motivated, nurturing and well educated and well-trained staff.
- Achieve the utmost standard of care through the collaboration and open communication between parents, children, staff and the community.

Our goal is to provide an environment that will enable the child to develop to his/her optimum potential in all aspects of development. Our qualified staff members facilitate this environment and work to enhance the children's sense of self-respect, self-control, responsibility, and independence

Out of School Care Philosophy

Wonder kids daycare believe that children are entitled to opportunities that support and encourage their emotional, intellectual, social, cognitive and physical development. We believe that children are important individuals who develop at different rates and in their own ways. We seek to stimulate and develop children's creative thinking and problem-solving skills through both staff and child directed activities. We encourage children's involvement in the broader community to help promote a strong sense of community giving children opportunities to participate in community projects and special events.

We believe that children learn through play and personal experiences that foster each child's growth and development. We believe that children's programs should create an environment of trust where friendships are encouraged and each child learns a positive sense of him/herself. We support and encourage cooperative partnerships between parents and staff in order to meet the needs of all the children in our care. The most important goal of our program is to give children a positive sense of themselves.

Children are encouraged to try new things, ask questions and express themselves. Our staff members spend a lot of time interacting with the children, continuously making positive comments about children's activities, curiosities and accomplishments. We strive to help children develop confidence, independence and a desire to learn. Our program sets goals for each child in all areas of development.

Goals

The following are the basic goals for the children who are in our care

Emotional

- To become independent and learn to be in control of their emotions
- To be able to express and deal with the emotions they have
- To learn how other express and deal with emotions
- To develop empathy with others

Social

- To be able to function well in a group setting
- To be able to understand why they should cooperate with others
- To be able to develop meaningful friendships

Physical

- To develop large and small motor skills
- To learn the importance of good nutrition and good hygiene
- To develop lifelong, healthy habits

Intellectual

- To develop a lifetime love of learning
- To learn observation and discussion skills
- To build a love for reading
- To build upon natural curiosity
- To develop the foundation needed to advance in the primary grades

Parental Involvement

Wonder Kids Daycare encourage and welcome parental involvement in the daycare. Through parent/staff interaction, we provide an environment that will benefit the children. The daycare plans and organizes special events for parents, such as Mother's and Father's Days tea, charismas party, Birthday celebration, Family day etc.

This is some example of parent involvement activity

- Share a special interest or talent with the children and/or staff
- Share a favorite snack or recipe
- Join your child in playing a game or finishing an activity before going home at the end of the day

- Share your cultural experiences and celebrations with staff and children in the Centre
- Donate materials for the program, such as art supplies (paper, yarn, foil tart tins, buttons, fabric, etc.)
- Donate toys and equipment (dress-up items, old phones, hair rollers or an old curling iron for a beauty prop box, etc.)
- Complete annual parent surveys and provide specific feedback
- Use the suggestion box
- Be a field trip volunteer
- BBQ event

Outdoor Play Policy

Children will be expected to participate in a daily outdoor physical activity as part of the daily program and in accordance to the Canadian Physical Activity Guidelines. We believe that the outdoor learning environment has much to offer children and that outdoor play is central to young children's learning. It can provide relevant, engaging experiences that support learning in all areas of development. Therefore, If the child is feeling too unwell to go outside and participate in our daily outdoor program, we kindly ask parents to keep their child home for that day. In severe weather conditions, the program may limit the amount of time spent outside. If the temperature is -20c or below and 32c or above there is no outside play time. we will set up outside activity according to weather.

Outside play and park rules

Before we go outside with kids staff will make sure following

- Inspect play yard before take the children outside
- Ensure that the gate key with you and ensure that the gate lock is open but the gate itself is closed at all times while children are outside
- we will make sure that staff supervise children at all times at the park or at center's outside play area.

- Ensure that staff set up different kind of outside activity according to weather for children and participate in that activity.
- Staff must include verity of physical and movement activity for outside in their program planning
- Kids must wear weather appropriate clothes.
- Ensure to follow all the safety rules
- Ensure that staff take the portable records and emergency kit with them when go outside as well as any emergency medications
- Provide first aid for any injury that may arise while at the park
- Communicate with the daycare director regarding and incidents, accidents or child parent pick up while at the park
- Provide a name list of all children leaving to the park or play-yard before you leave and submit the director and call out the names with the director before you leave

Child Discipline Policy

Wonder kids daycare center ensure that

Child discipline methods utilized in the program are communicated to o Parents, Staff, and o Children, where developmentally appropriate

- Use or permit the use of any form of physical restraint, confinement or isolation. We treat children with respect by using discipline techniques that teaches children self-control and responsibility.
- Be a model of good behavior and encourage the use of manners.
- Redirecting disruptive or inappropriate behavior by offering
- Providing explanation for misbehavior immediately.
- Be fair and reasonable. Good and age appropriate behavior will be acknowledged.
- Give the child choices where ever possible.

- Explain rules, limits and consequences with straightforward explanations using simple words.
- Be an active listener.
- Model/teach problem solving skills and teach respect for others.
- Teach the children to use their words to explain how they feel about the situation.
- Gain the child's attention in a respectful way, such as eye contact and getting down to their level.
- Respect the child's feelings.
- Increase self-esteem and give the child social skills to interact positively with others.
- Talk with the children not at them.

Following are not allow

- Hit, spank, beat, shake, pinch, or any other measure that produces physical discomfort
- Cruel, harsh, unusual, humiliating, or frightening methods of discipline, including threatening the use of physical punishment
- Placement in a locked or dark room
- Public or private humiliation, yelling, or abusive or profane language
- Staff shall not associate disciplinary action or rewards with rest, food, or toileting
- Staff shall not use time out for any child
- staff shall not use time out for any purpose.

Off-Site Activity Safety Policy

Wonder kids center will notify the parents of an off-site activity by sending a consent form with the child for parents to read and sign. Parents are welcome to join us on field trips. We will also post our off-site activity details on the parent communication board. Notices may also be posted in the rooms and on the front door. We have field trips checklist that our staff check off before every field trip.

Daycare staff will ensure safety by completing a head count from the attendance list at the beginning, the end and few times during the field trip. To ensure the safety of our children, we will ensure that the daycare name and phone number is pinned on the children's clothing using safety pins. We will ensure that minimum ratios are met at all times and increase ratios by providing extra support staff and/or ask for parent volunteers to join our outings. we may take a child to an activity off the program premises only where

- The child's parent has been advised of the activity, including the transportation and supervision arrangements, address, and time with respect to the activity, and
- The child's parent has consented in writing to the child's participation in the activity. we will ensure that in the case of an activity off the program premises or an emergency evacuation a staff member takes the portable record in respect of each child to be taken off the program premises.

Clothing

Part of our daily program will also include taking the children for the Neighborhood walk. It will not be considered field trips but are part of our daily program to encourage physical activity and movement. We encourage parents to send appropriate clothing for the weather (hat, sun screen cream, insect repellent, water bottle in the summer) and (hat, mittens, neck warmer, snow boots, snow pants and jackets in the winter)

Sunscreen

Parents are required to send minimum SPF 30 non-aerosol spray sunscreen to the Center for children over the age of 6 months. Products that contain sunscreen and DEET (insect repellent) should not be used because sunscreen needs to be applied more often than insect repellent and the DEET reduces the effectiveness of the sunscreen. Parent permission is required for applying

sunscreen and a form will be provided to parents to complete. Sunscreen must be labeled with the child's name.

Emergency Evacuation Policy and Procedure

We will ensure that children's safety is maintained at all times. In case of an emergency all children, staff and visitors are expected to leave the building. Staff will help children leave the building in an organized manner. Staff and directors will ensure that a head count is done before and after all children have left the room to ensure total evacuation of the building. In case of an emergency, we have a community partner located close to the daycare that we can use as a refuge.

Our meeting location for parents to pick up their children will be at **10128 156 street. Logos Global Mission Church Edmonton AB.** In order for

Children and staff to be prepared for a real emergency, a fire drill will be practiced monthly at the Centre.

Emergency & safety contact route map will be display throughout the center in all rooms. The emergency contact will also be readily accessible when outside program premises.

- The staff must take the attendance book, first aid and portable Emergency record
- Go together to the meeting place (muster point). Do a head count and make sure all the children are accounted for by calling their names from the attendance list.
- A staff may be appointed to do a final sweep of the premises
- .Call the children's parents to come pick up their children in the case of a real emergency. Never go back to the Centre.

Accident Policy

In the case of an accident or serious illness involving a child our center

- The child's parent is notified immediately.
- The child receives medical attention if necessary, we will follow these steps once the directors are notified or made aware of an accident/incident. Staff will call 911 for serious injury immediately

- Accident and injury will be assessed on individual basis.
- We may provide health care in the form of a first aid only
- If the injury is serious, the director will call an ambulance then will attempt to contact the parents or emergency contacts of the child. one staff will accompany the child to the clinic.
- In the event an ambulance is called, it is the parent's responsibility to pay for the full ambulance fees
- An accident report form will be completed by the staff who witnessed the occurrence. Both the staff member and the director will then sign the accident report form. The accident report form will be presented to the parents at the end of the day. The parent will be required to sign the form.

Illness

In order to provide the most positive daily experience for each of the children, licensing regulation require that all children be observed for any signs and symptoms of illness. If a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness, the parents or emergency contact for the child will be contacted upon which:

- That child's parent arranges for the immediate removal of the child from the daycare premises, and
- That the child does not return to the daycare until the daycare directors are satisfied that the child no longer poses a health risk to children/staff in the program. o the child must be free from signs and symptoms for 24 hours or Parents must bring a physician notice indicating the child does not pose a health risk to other personnel before a child is allowed to return to the daycare.
- Child not allow to attend program if he/she exhibits any of the following symptoms:
- Vomiting, having a fever. (For reference, normal temperatures are: forehead is 36.6-38.0c (97.9-100.4 F)), diarrhea, new or unexplained rash or cough, flu, pink eye, chicken pox or lice If your child arrives exhibiting any previously

listed symptom, we will not accept them for care that day. If your child develops any of these symptoms while in our care, we require parents to arrange for the immediate removal. A sick child will be placed in the office or on a cot until the parent or guardian arrives. The child will be supervised during this time.

Incident

In this section, “incident” means a serious illness of or injury to a child that occurs while the child is attending a program, and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child. Our program will maintain an onsite incident/accident reporting form to report any occurrence for any child. Descriptors on form will include name of child, date of birth, time at which incident/accident happened, what was the incident or accident, where it happened, how it happened, form of first aid applied if applicable, who administered first aid treatment, time parents were notified of incident or accidents. Reporting staff will sign and date form, program director will read, sign and date form, and parent/guardian will read, sign and date form as well. Parents will receive immediate telephone call to inform them about any bodily harm or injury to their child before arrival. Any serious incidents will be reported immediately using prescribed form to our licensing office or Regional Child and Family Services office.

Serious incidents include any of the following:

1. Emergency evacuation
2. Program closure due to an emergency
3. Intruder on the program premises
4. A child removed from the program by a person without parent/guardian consent
5. An injury requiring medical attention
6. A lost child or a child left on the premises after operating hours.

Centre will call parent and 911 immediately.

We will report the following:

- Neglect and abuse
- Parent arrives under the influence of alcohols or drugs.

In the event that we suspect neglect or abuse we may contact the authority to ensure the child's welfare is met. In that event an incident report will be filled.

Biting Incident

This particular kind of incident is documented separately for children 3 and under. All other ages should use the Behavioral Incident form instead. As with the previous form, the Biting Incident will be documented for both children, withholding the identifying information as noted above. If the bite draws blood, the Director will be notified immediately, regardless of the age of the children involved.

Potential health risk

Where a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness as set out in this subsection, we must ensure that the child's parent arranges for the immediate removal of the child from the program premises, and that the child does not return to the program premises until our Centre is satisfied that the child no longer poses a health risk to persons on the program premises. Signs or symptoms of illness exhibited by a child include the:

- child vomiting, having a fever, diarrhea or a new or unexplained rash or cough,
- requiring greater care and attention than can be provided without compromising the care of the other children in the program, or
- having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises. To assess if a child is ill within our program, a Program staff will take child's body temperature using a thermometer to assess for fever, observe child's general temperament and play pattern, observe child's bowel movement type and frequency, and vomiting if any and observe child's eating during meal times.

- Our program will record and document on file children who are removed because of an illness. Form will provide information about name of child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program, and the date the child returned to the program and evidence provided to warrant return to the program. Document will also include where symptoms/traits have changed if applicable, including where parents are not called to pick up child. This subsection does not apply if the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises. Our program will communicate how we manage children who are ill and require immediate removal during parent-child orientation into our program, via email, parent handbook, and policy and procedures manual.

Supervised care for sick children

Wonder Kids Daycare must ensure that a sick child is kept as far away as is practicable from the other children, and directly supervised by a primary staff member

- Parents are expected to arrange for the immediate removal of their child from the Centre.
- Parents will be informed if their child has been in contact with a confirmed case of communicable disease.
- First aid will be provided by an experienced staff with current first aid and CPR certification, as needed.

Medication Policy

Our center may administer or allow the administration of medication to a child only where:

- the written consent of the child's parent has been obtained,
- the medication is in the original labeled container, and

- the medication is administered according to the labeled directions. Where medication is administered to a child,

(WKD) must ensure that the following information is recorded:

- the name of the medication;
- the time of administration;
- the amount administered;
- the initials of the person who administered the medication.

(WKD) must ensure that

- all medication is stored in a locked container that is inaccessible to children,
- Medication that may be needed in an emergency is stored in a place that is inaccessible to children. Parent/guardian(s) must complete a form and send all medications for their child in the original container, clearly labeled with the physician's name, child's name, and date of issue, and instructions for administration. The Executive Director or Room Supervisor will only administer oral medications prescribed by a doctor. Nonprescribed medications will not be administered at the center. Medications are kept in a locked cabinet (or locked container in fridge if appropriate). Once medicine has been given, the staff will watch for any reactions that could occur from the medication taken. Parent/Guardian will provide on medical form when medicine was last administered at home. All medication when finished will be given back to the parent for proper disposal

Health care policy

Wonder kids daycare may provide or allow for the provision of health care to a child only if (a) the written consent of the child's parent has been obtained, or (b) the health care provided is in the nature of first aid.

Hand Washing

- Staff: The staff practices thorough hand-washing routines, using warm water and soap at the following times:
 - Before and after eating and food preparation and handling
 - Before and after feeding a small child
 - Before and after giving medication
 - After diapering and toileting.
 - After wiping noses
 - After cleaning of blood and body fluids.
 - After coughing or sneezing into hands
 - Whenever hands are soiled
 - Hand sanitizer will used by staff when there is no access of soap and water and hand sanitizer must be kept out of reach children.
- Children: Children practice thorough hand-washing routines using warm water and soap at the following times:
 - ✓ Before and after eating and food preparation and handling
 - ✓ After diapering and toileting.
 - ✓ After playing in the sand
 - ✓ After wiping noses, sneezing or coughing into hands.
 - ✓ Whenever hands are soiled

Reducing Cross Contamination and cleaning schedule

Rooms must remain clean and organized at all times. We strive to maintain healthy environment by:

- Encouraging the children to cover their sneezes and coughs and to wash their hands frequently, especially before and after eating and using the washroom.

- We have posted hand washing posters in each washroom to encourage children and staff to wash their hands properly.
- We will teach children the importance of handwashing by stories, songs, craft and some other science activity.
- We have sinks available in each individual room (outside the washrooms).
- We will use wipe-able surfaces for sleeping covered with sheets/blankets. Each child will have their own designated sleeping equipment. All sheets and blankets will be washed weekly and as needed.
- The program provides a wipe-able surface change mat for infants and toddlers. The mat will be cleaned and disinfected according to the health requirement before and after each use.

Cleaning schedule

- Toys and surfaces used by children are disinfected regularly as per health requirement, and any toys that are mouthed are go in wash me bucket and staff will wash it and disinfect toys at nap time and end of the day.
- Staff must follow the cleaning schedule in the rooms for cleaning toys and complete the form and submit it to the director. There are daily, weekly, monthly, and annual cleaning schedules that must be filled and submitted each week
- Staff will make sure that dipper changing surface is clean and disinfect after each use.
- Tables and countertops must be disinfected before and after eating or food preparation.
- Paper towels are used for drying hands and discarded after each use.
- Children's bottles and sippy cups must be labeled with the child's name and stored in the fridge when they have milk in them
- Each child uses his or her own personal grooming items.
- The staff is required to regularly clean and disinfect the furnishings, equipment, and play materials, and to note the date and initial on a checklist.

- Bed linens are laundered at minimum weekly.
- Cots are disinfected weekly at minimum.
- Floors are swept after each snack and after lunch and mopped daily
- Washrooms are cleaned as needed and at least once a day.
- Soiled linen and garbage are stored in closed containers and taken out daily.

Children with Allergies

Parents wishing to enroll their child(ren) in our program must discuss the child's allergies with the program director in advance of registration to determine if the center can manage the child's allergies To determine manageability we look at the following factors: a) type of allergy, b) number of allergies, c) level of severity, d) can exposure to allergen be managed safely and reasonably?, e) are staff and parents comfortable with level of risk that is inherent Once it is determined that the allergy is manageable, The parent will be able to meet and discuss this information with the center's staff

- The parent will give written consent to advise other parents in the center about their child's allergies and to allow us to post the child's Allergy Alert form in the center
- The parent will demonstrate the administration of the medication/ treatment to the program staff
- The program director and the parent will prepare a plan that outlines who will provide the food for the child (the center or the parent or a combination of the two)
- The parent and program director will review the plan and the child's needs on a regular basis
- It is the parent's responsibility to notify the program coordinator, staff and cook of any changes to the child's allergy
- Any changes to the child's allergies must be noted and signed by the child's physician
- Peanut or any other nut product not allow in daycare.

If any child has savior food allergy, we will not serve that food

Smoking

In accordance with the Child Care regulation, our staff will ensure that no person smokes on the program premises. Also, no staff member shall smoke at any time or place where child care is being provided As children are not always able to move away from a smoker as adults are able to, we will strictly adhere to the smoke free environment policy. The objective of this policy is to protect all persons from the effects of environmental tobacco smoke, including passive smoking Parents, family members or relatives of children enrolled at the service will not be permitted to smoke on the premises and will adhere to our Smoke Free Environment Policy

Nutrition

Morning Snack:

School Children: 7:15 -8:00am Daycare Children: 8:00 – 9:00 am

Lunch: 11:30- 12:30 pm

Afternoon Snack

School Children: 3:45-4:30pm Daycare Children 3:00 - 3:45 pm

- Nutrition Policy Good nutrition is vital to children’s physical and mental development. We have developed childcare nutrition policies in our program to encourage the development of good eating habits that will last a lifetime.
- Our menus are planned in accordance with the most recent Canada’s Food Guide. The menus are posted weekly for parents, guardians and children to review. Our menu is developed for two weeks and will be rotating
- The staff members will monitor all children for any food allergies or special diet needs. All staff who are responsible for food storage and preparation have completed a food-handling course. Staff members will ensure hot foods are kept hot and cold foods are kept cold at all times. Food preparation and serving utensils and surfaces are sanitized after each use.
 - Food to avoid;
Seeds, Popcorn, Peanuts, Potato chips, Whole grapes

Manner of Feeding

- Infants should always be held when being fed as they need more attention.
- Parents must provide baby's food for their child/children. Please ensure that you label all infant foods and bottles with baby's name.
- We will give the toddlers an opportunity to explore with their food and make it easier to get it to their mouths. we will provide finger type foods such as cheese, bread sticks, carrots, celery, etc.
- Supervision will be provided when the children are eating at all times.
- Help during feeding will be provided if children require help or if they ask for help.
- The children must be sitting up right when they are eating and drinking.
- We may, from time to time, provide a hot lunch. If we provide hot dog, Grapes, carrot etc. we will cut it in half and length wise for younger children.
- No beverages while child is sleeping.

OSC

- Parents of children in Grades 1-6 must send a nutritional lunch for their children daily when children are in attendance full days. Families are encouraged to follow the recommendations of the age appropriate Canada Food Guide. Any foods containing nuts not allowed. Lunch boxes and drinks brought to the Center by families must be labelled with the child's name.

Food Handling & Safety

Wonder kids daycare is licensed to provide lunches and snacks. The staff follows food handling policies and procedures that comply with AB Health Services and our Director and Cook are required to complete an approved food handling course to ensure foods are prepared and served to the children in a safe manner.

Development observation

- Staff will closely Observe Physical development/Wellbeing, social/Emotional, Language/communication skill, Cognitive skill
- To develop above skill staff will include verity of activity in their weekly program planning which focus to develop their skill.

- As a part of the registration process, parental permission will be obtained to monitor children's development using the Nipissing District Developmental Screening tool.
- Screening will be implemented at the following ages: 12 months, 18 months, 24 months, 30 months, 3 years, 4 years, and 6 years.
- Results of the child's screening will be shared with parents and parents will be given one copy and a second copy will be kept in the child's file.
- The Centre will provide play experiences that support the child's development.
- Before sharing information about children with other professionals, parents will be asked to sign a permission form.
- Ongoing communication between the Centre, the family and professionals will enable us all to work together to promote the child's optimum development. The Centre welcomes participation of outside agencies to support the child, the family and the staff.

Developmental Screening Policy

The children's development is monitored at regular intervals using Nipissing District Developmental Screening tool.

- Results are shared with families and children and families are supported in addressing any
- developmental delays.

Procedure

- As a part of the registration process, parental permission will be obtained to monitor children's development using the Nipissing District Developmental Screening tool.
- Staff administering the developmental screening will be trained in child development and hold at minimum Child Development Worker (Level 2) certification.
- The Centre will provide play experiences that support the child's development.

- Ongoing communication between the Centre, the family and professionals will enable us all to work together to promote the child's optimum development. The Centre welcomes participation of outside agencies to support the child, the family and the staff.
- Before sharing information about children with other professionals, parents will be asked to sign a permission form.

Supervision policy

Observation of children play indoor and outdoor

- directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups;
- observing play and anticipating what may happen next in order to provide staff with the opportunity to assist children and intervene in the event of potential danger;
- listening closely to children, even those who are not in the staff's direct line of sight (such as those in outdoor play spaces)
- positioning staff to allow for the supervision of the entire group of children;
- monitoring children's health to identify early signs of fever, illness, or unusual behavior;
- watching and participating in children's play to ensure that children are playing in a safe manner
- maintaining staff to child ratios at all times.
- reviewing policies on a regular basis with all staff, including caregivers, particularly when there are programming changes (for instance, during the summer, when children are outside more, or in the fall, when new children may enroll in the program)

We have open door policy so Parents and guardians are welcome to drop in for a visit anytime. When parent register a child for the program we will discuss about staff and kids ratio.

Social Media Policy

The posting of confidential and identifying information about the children, parents, or staff at the Centre on social media is strictly prohibited. As with the use of social media, the publication of photo is prohibited without prior approval from the Director and written permission from parents when photos include pictures of children

Technology/Movie Viewing Policy

We will use technology for learning, music and movement for example, dance on music, yoga, Zumba, games, exercise.

Movie will play once in month if children interested for that and we will make sure following

- Only movies rated "G" are to be viewed.
- Movies must be screened by staff prior, to ensure they meet the developmental needs of the Children and are appropriate
- Other supervised activities are to be made available for children who do not wish to watch the movie
- Staff are to site with the children while they are watching the movie, still being able to supervise any children who do not wish to watch the movie.
- The title of the movie, length and rating are to be recorded on the program planning sheet.
- The theme or content of the movie must be related to what is being discussed/planned in the room.

Hours of Operation

Our hours of operation are Monday to Friday 6:30 am to 6:00 pm. Children may attend for a maximum of 10 hours per day unless individual arrangements are made with the director.

There may be an additional charge for additional staffing if children are attending over the maximum hours per day.

Holidays Closures

Wonder kids Daycare will be closed on regular statutory & civic holidays

Heritage Day – Alberta
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

New Year's Day
Family Day – Alberta
Good Friday
Easter Monday
Victoria Day
Canada Day

School Closures

Parents are responsible for providing written notification at least one week in advance to Daycare Centre of all non-school days, PD days, non-instructional days, holidays, and schedule changes

Severe Weather Conditions

In the event of severe weather conditions, wonder kids Daycare will generally follow the Edmonton School Board in determining whether or not to close the Center. Employees are instructed to listen to local radio.

FOIP Policy

All information that is provided on your child's registration form and during your child's enrollment will be confidential and shared in accordance with the Alberta Government daycare licensing requirements.

Release of Children Policy

Only the authorized parent(s) or others identified by the parents can pick up a child. Parents can provide the names of authorized pick-up persons on the child's enrollment form. Parents are asked to call the Center when an alternate person will pick up their child, even when they are listed on the enrollment form. Parents may provide written notice of alternate pick-up persons at any time. If written notice cannot be provided, we will accept a phone call from parents. Staff are required to ask for identification if they do not know the person picking up the child. Under no circumstances can a child be released to an alternate person unless the parent has informed the Center. Daycare children will not be released to anyone under the age of 18 years unless the individual is the parent of the child.

If a staff member suspects the person picking up the child is under the influence of alcohol or drugs, the parent/guardian will be referred to the designated person in charge who will offer suggestions for alternate transportation (i.e. a taxi). If the parent/guardian is uncooperative, the police will be called to make a report of a person suspected of driving under the influence of alcohol or drugs.

Child Custody and Access Policy

Children will be released to parents and emergency contacts listed on the child's registration form. Parents are required to inform the Center of any custody and access arrangements that are relevant during the hours the child is at the center. If parental access is restricted in any way during daycare/OSC hours, legal documentation must be provided. Without a copy of a legal document detailing parental access, we cannot deny access to children by parents. It is important that parents have regular and clear communication with the Director regarding custody and access. If one parent or a guardian has sole custody of a child and provides a legal document that clearly defines that the non-custodial parent does not have access during our operating hours, we will not release the child to a non-custodial parent. Should the situation arise where the non-custodial parent comes to pick the child up, we will ask for supporting documentation for access and contact the sole custodial parent and the police if necessary.

Enrollment & Orientation Process

- Complete the registration from prior to your child's start date.
- Pay the \$70 deposit to secure a spot.
- Complete the required daycare subsidy forms if applicable.
- Participate in an orientation process.
- Read the Parent Handbook. The Director can answer any questions you may have and will review some important policies with you.
- Acknowledge that you read, understand and agree to comply with the Center's policies by signing the acknowledgment form

Child Care Fees

Payments:

Childcare fees are due on the FIRST business day of each month. Payment can be made by direct bank debit, pre-authorized bank debit, e-transfer, cash, cheques or money order. Credit cards cannot be accepted for payment at this time. Please speak with the Director or Assistant Director if you cannot pay fees on time.

If payment for child care fees is not received within the first 5 days of the month, a \$50 fee will be charged for late payment. The Centre has the right to refuse services for your child if payments are in arrears by more than 5 business days.

Part Time Care:

Parents who have selected certain days of the month on a regular basis. i.e. every Tuesday, Wednesday and Friday will be charged for those committed days. Payment is due for those days on the FIRST day attended in the month. We cannot give a refund, nor a credit for days committed and not used.

Notice of Change of Child Care Fees

A fee schedule is available in the office. At least 3 months' notice will be provided of any change to the child care fees. Normally any changes would occur at the beginning of the calendar year.

No Refunds: We do not provide refunds for absenteeism, sick days, statutory holidays or vacations.

Subsidy: Subsidies may be awarded after an assessment of family income and conditions are made. Applications can be made directly on-line at: <http://www.child.alberta.ca/home/710.cfm>. A response should be almost immediate.

For the Centre to receive the full fee, parents pay the assessed parent portion and the balance of the fee is paid to the Centre by Child Care Subsidy. To receive full subsidy, a child must be in attendance 100 hours in a month. If the child is not at the Centre 100 hours, the parent is required to pay the

balance of the fee to wonder kids daycare in addition to the regular parent portion.

Tax Receipts:

An official tax receipt is issued when cash is paid and in early January or when the child is withdrawn from the center. Please talk with the Director if receipts are required at different times.

Withdrawal by Parent:

Parents are required to provide one full calendar months' notice if you intend to withdraw your child from care. This means that notice must be provided on the 1st of the month or prior to the 1st for withdrawal past the 30th of the following month. In lieu of one month's notice, the full fee for the following month is required.

Termination of Care by Center:

- Care may be terminated by the Center under the following circumstances:
- unpaid child care fees;
- failure to comply with the Center's policies;
- unreasonable or unacceptable behavior that could be to the detriment of the children, the staff or the Center; and
- the Center is unable to meet the needs of your child.

Late Pick-Up Policy

- If a child is not picked up by 6:00p.m., the parent will be charged a late fee of \$20.00 every 10 minutes. This fee is payable immediately directly to the staff member that stayed late to care for your child.

Transportation

- We are not providing transportation at this time from school to daycare center. Prior to registering your child please check with your child's school to familiarize you're self with the school's transportation policy as well.
- We are planning to provide pick up and drop off service from school to the daycare center. We will inform parent about that.

Parent Concern Policy

- Although the Center makes every attempt to offer quality care to all children and families, there may be occasions when parents have concerns. We encourage parents to bring their concerns to us so that we can work together to determine solutions. The Center will take appropriate actions to resolve all parent concerns in a timely manner.

Parent Complaint Procedure

- Parents are encouraged to talk to their child's caregiver as a first point of contact.
- If parents have tried talking with the room staff without satisfactory results, or if the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the Director.
- The Director will schedule meetings as necessary with appropriate parties to gather relevant information before deciding on a course of action.
- Parents will be informed, as appropriate within confidentiality requirements, as to the result of the Director's inquiry and action taken.
- All concerns will be dealt with in a timely manner.
- If the concern is serious and/or was not resolved within the Centre, parents have the option of contacting licensing (Alberta Children's Services @ 780-427-0444).

Agreement to Comply with wonder kids daycare & osc Policies:

- The Parent Handbook has been created to help you understand our policies and practices.
- It is important that you read this entire handbook before your child attends the Center.
- Please note that we reserve the right to make changes at any time to our policies and procedures. Parents will be notified of any changes that affect them.
- After you finish reading the Parent Handbook, please return the sign this page and give it to the Director, prior to or on your child's first day of attendance.
- By signing below, you acknowledge that you have read and understood the policies outlined in the wonder kids daycare & osc Parent Handbook. You agree to comply with the
- policies contained in this handbook and to read and comply with updated policies. You understand that this handbook is intended only as a general reference and is not intended to cover every situation that may arise at the Center.
- Please speak with the Director to clarify any questions you may have about our policies.

Your feedback on our policies is welcomed!

Child's Full Name _____

Parent/Guardian Signature _____

Parent/Guardian Name (Printed) _____

Date Signed _____

Comments : _____
