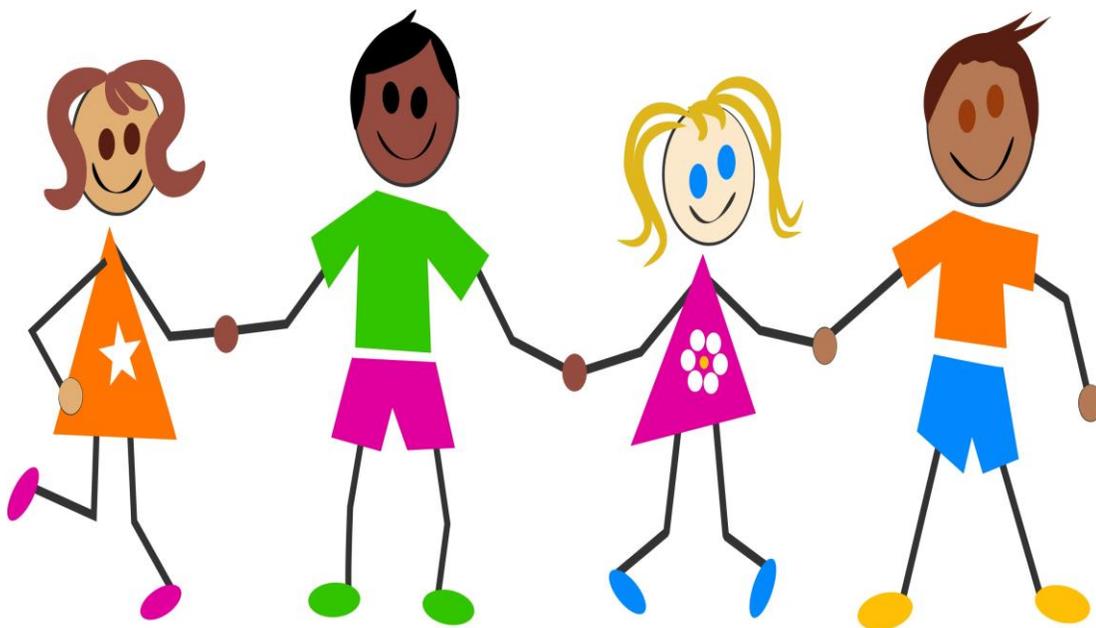


DEW DROPS DAYCARE CENTRE CALMAR Parent Handbook



UPDATED: Jan 2022

TABLE OF CONTENTS

Daycare Philosophy	04
Diversity and Inclusion	04
Education Philosophy	04
Mission Statement	04
OPERATION POLICIES	05
Admission (Intake Policy)	05
Daycare Fees	05
Hours of Operation	06
Open Door Policy	06
Daycare Inspections Results	06
Quality Childcare	06
Daycare Space Policy	06
Program Evaluation Policy	07
Transporting Children to and From School Policy	07
Field Trip and \Off-site Policy	07
Challenging Children	07
Confidentiality	08
Parent Policies	08
Arrival and Departure	08
Notification of Absences/Communication	08
Child Pick up Policy	09
Toy Policy	09
Program Policies	09
Program Planning Policies	09
Technology /DVD Policy	09
Child Dress Code Policy	09
Outdoor Policy	10

The Importance of Daily Outdoor Play	10
Parents and Staff Communication Book Policy	10
Parent Involvement Policy	10
Policy for Involving Parents in the Programming	11
Complaint Process	11
Family Support	11
Program Evaluation Follow up Procedure	11
Child Guidance Policy	11
Supervision Policy and Practice	13
Guiding Children Behaviour	13
Family Support	14
HEALTH SAFETY POLICIES	15
Health Care Policy	15
Illness Policy	15
Medication Policy	16
Special Health Care	17
Potential Health Risk Identifying and Reporting Suspect Outbreaks	17
Supervised Care for Skin Children Policy.....	18
First-Aid Policy	18
Non Smoking Policy	18
Nutrition Policy	18
Manner of Feeding Policy	19
Allergy and Specific Food Requirement Policy	19
Peanut/Nut Policy	19
Food Handling Policy	19
Emergency Situation Procedures and Protocols	20
Emergency Evacuation Plan	20
Daycare Cleanliness Policy	21
Hand Washing Policy	21
Safety Policy	22
Diapering & Toileting Policy	23

Naptime Rest Policy	23
Children's Personal Naptime Mat Policy	23
Personal Item Policy	24
Personal Grooming of Cleanliness Policy	24
Well Being Policy	25
Conclusion	25

Daycare Philosophy

The daycare philosophy provides the basis for our daycare to practice as outline below.

- Each child is an important individual with varying change needs, abilities, and preferences that we strive to meet each day.
- Each child is viewed as an individual developing in all aspects physically, emotionally, cognitively and intellectually. Each aspect of development is viewed with equal importance.
- Children will best develop in an environment that provides trust, security, encouragement, and activities that support their utmost development.
- Families have the most influence on a child's development, and it is so important to have an open communication between staff and parent. This will benefit the center to help meet their child's developmental stages.

Diversity and Inclusion

We are an inclusive centre. Everyone is welcome regardless of centre, race colour creed nationalities or religion. Whenever possible, children are provided with the supports they need to reach their full potential. Our children, staff and families are different, backgrounds, ages, gliders, cultures and religious. We celebrate our diversity in many ways. We have pictures toys, books, materials and artifacts for the children to learn about different cultures, and traditions. We recognise and celebrate traditions, music and cultural events though-out the year.

Education Philosophy

Our center is set up so children can feel free to explore and try new things that they may not have done before. We provide open-ended activities and experiences as much as possible so children can learn and explore things at their own pace. Staffs are responsible for designing the environment to be full of age appropriate choices that help the children to be confident individuals and make more choices on their own. Adults assist children in their play when it appropriate to do so, and expand the children's play experiences and activities by providing more information and materials related to their interests. This will help to expand the activity and develop the child interest in that particular area.

Mission Statement

The staff and operators of the daycare centre are proud to say that we strive to make this a “home away from home”. Children spend a majority of their day at the daycare and we want them to feel safe and secure coming here when they cannot be at home. We provide a high quality service to parents and children in the community and surrounding areas. We share responsibility with parents in helping their child develop into model citizens. Children are our future and we need to teach them well with the right knowledge and skills that will aid them as they grow and develop. We provide high quality care for each child who enters our centre and develop a program that will meet the individual need of the children and help them to develop to their fullest potential. Our daily program offers a variety of activities that encourages physical, social, emotional, intellectual, and creative development of each age group, with an emphasis on language/communication as well as problem solving skills to build their self-esteem. We review our mission statement and goals once a year. We make sure it reflects our most current documents and practices, by having all staff made aware our mission statement and goals at staff meetings, verbal communication and by reading our staff handbook.

Our evidence is kept in our service plan, staff and parent handbooks, financial planning and strategic plan. We update our files once a year or when we see need to do so more often. This will ensure that all files and programming are kept up to date, current and organized.

Parents are kept involved in the program planning by the following methods:

- Greetings to parents upon arrival and departure
- Keeping Thank-You notes and cards from parents and other forms of written documents.
- Children’s journals, encouraging parents feedback
- Having parents join in on special occasion parties
- Communicating one on one with parents on a regular basis
- Parents survey

Each staff that is hired at the centre or contracted by the organization have been thoroughly screened (police checks, references checked, etc,) before they begin to work with children.

OPERATION POLICIES

Admission (Intake Policy)

We are accommodating to parents when they enrol their child into our daycare centre. We recommend that children start off on a gradual entry, so they can get used to being here and feel more comfortable when they are dropped off for the day. This will ensure a smoother transition period for both child and the parent. Your child is adjusting to a new environment, friends and teachers which can be a little daunting for them in the beginning and is a big deal for children at a young age. We want children to feel comfortable and safe within their new surroundings, we encourage parents to spend some time with their child on their first day to make the transition for their child easier on them. Parents will also have the opportunity to get to know staff, and how their child interacts with the other children, and parents also become involved with the daily program.

The centre accepts children from 12 months -12 years of age, full and part time. We are licensed for 39 children maximum. Toddler room has a maximum of 12 children ages 12 months -35 months. The Pre-school room has a maximum of 17 children ages 3 years -5 years and kinder room 5 to 12 years 10 kids.

Daycare Fees

Childcare fees are due at the beginning of each new month, on or before the 1st. You will be allowed until the 5th of the month to have you fees paid, before you are charged a late fee. There will be a 10% charge for any overdue childcare fees, per month. If you are consistently late in paying your daycare fees by three month and have not arranged anything with the director, you will be asked to immediately remove your child from our daycare centre and find alternate arrangements. The centre relies on your monthly childcare fees to pay staff and other expenses related to the daycare centre. Your daycare fee does NOT include diapers or wipes for your child. If your child is on baby food or special diet you must pack their own snacks and meals. We thank you for your co-operation and understanding.

Hours of Operation

Our daycare centre is open as followed from 7:00am to 6:00pm daily, Monday through Friday with the exception of statutory holidays.

We are closed on the following Stat Holidays:

- New Year's Day January 1st
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day December 25th
- Boxing Day December 26th

If the day care will be close on any other days, it will be posted closer to the time of closer. We will give you at least one week notice ahead of time so you can make alternate arrangements for your child.

Open Door Policy

The centre has an open door policy, where parents are free to drop in and speak with available staff or to spend time with their child while he/she is engaged in activities. Parents are also welcome to observe their child at play to see how they are ding developmentally or how they are interacting with other children.

Daycare Inspection Results

All licensing inspection reports are posted on the parent information board located at the front entrance of the daycare. Parents are welcome to read these reports at any time to see how the day care centre is doing.

Quality Childcare

The centre hires qualified trained staff who have obtained their child care certification. Or who is willing to obtain their training. The day care staffs also maintain updated training on an ongoing basis through courses, workshops and seminars throughout the year. We hire friends and staff on verified that are helping to provide a safe environment for all children in the centre.

Daycare Space Policy

Dew Drops Daycare Centre have Licence for 39 children all together. Toddler room has space for 12 children(12 months to 35 months),preschool room has space for 17 children(36 months to 5 years old) kinders room 5 to 12 years old but we are taking only 10 children in toddler room and 16 children in preschool room at all the time.

Program Evaluation Policy

Twice a year the program director will review and evaluate the centres program. They will make any necessary changes as they feel are needed. Staffs are encouraged to have input into the evaluation process of the program and to help make any improvements to better the program for the best interests of the children and staff. If the director or staffs has any ideas for evaluation of the program they are able to bring forward their ideas and concerns to the director. All-important concerns and ideas will be discussed in the next staff meeting, so all staff is made aware and can voice their own concerns and opinion regarding the program evaluation process. The policy is documented in the staff and programming handbooks. We write ideas down on paper/computer and keep them on file for future references and will discuss them in regular staff meetings. A parent survey is sent out once a year, and parents have an opportunity to comment on our program and add any suggestions or concerns they may have. Director will discuss the results with staff regarding the results from parent survey.

Transporting Children to and From School Policy

Designated transportation staff will drive the children to and from school using the daycare van. Each child will use a proper booster or car set to ensure all safety measures are in place. Each child is personally dropped off at their class room, mornings or afternoons by the daycare staff member to. During pick up time from school one of the designated staff members will bring the children to the day care van. If for any reason a child is late arriving to the designated waiting point (place where children wait to be picked up by the day care staff) the day care staff will bring all the children currently in the van with them .When looking for the late arriving child or call the school to go find and bring the child to the day care van if possible. No child will be left in the van for any reason unless there is another daycare staff member present in the van.

Field Trip and Off-Site Policy (Updated: June 17, 2014)

Prior to each field trip or off-site activity the staff must make sure the following information is presented to children and volunteering adults prior to going:

- Where we are going
- What we will do there
- Who the children need to listen to
- Safety rules for riding the bus, walking, using washrooms
- Rules we need to know once we arrive at our destination point
- What group the children are each in, and what staff and volunteer is responsible for each group
- Answering any of the questions and concerns from children and adults
- What to do in an emergency situation
- What items we need to bring with us

Challenging Children

children with special challenges are welcome in our centre. Parents will be involved in providing resources needed to provide the best learning experiences for their child(ren). In special circumstances, if a child's needs cannot be met, the parents and director will discuss a more appropriate placement for childcare or the need for additional support(s).

Confidentiality

The professional staff maintain strict confidentiality with respect to children and families personal circumstances.

PARENT POLICIES

Items child required to have at the centre

Toddler Room:

- Diapers
- Wipes
- One extra snack (healthy choice)
- Extra set of clothing: shirt, pants, socks, underwear (if they are changed)
- Jacket/sweater
- Indoor shoes
- Appropriate outdoor footwear for the weather conditions.

Pre- School Room:

- Extra set of clothing: Shirt, pants, underwear, socks
- Jacket/sweater
- Indoor shoes

- Appropriate outdoor footwear for the weather conditions

Arrival and Departure

Upon arriving to the daycare centre, we required parents to accompany their children to each of their play room. Parents are asked to please remove any footwear prior to entering the daycare, so we can keep the floors clean as this is where the children play. Children need to have a pair of indoor shoes that they can be worn inside the daycare and left in their locker at the end of the day. Parents need to sign their children in when they are dropped off and sign them out when they pick their child up each and every day on the daily attendance record sheets located by the front door locker area. If for any reason your child will NOT be attending day care that particular day you MUST phone in ahead of time and let the staff know not to expect your child. This helps the staff know who to will not and not be coming to the centre that day.

Notification of Absences/Communication.

Parents must notify the day care if their child will be picked up from school by another parent or you have arranged for another to pick them up for you.

Child Pick Up Policy

Children need to be picked-up by 6 pm sharp. It is unfair to both your child and the daycare staff to be detained after 6 pm. Parents arriving after 6 pm will be charged a fee of \$10.00 for the first 5 minutes and \$1.00 per minute thereafter PER CHILD .

If you are late picking up your child, the staff will first attempt to call one of the parents. If there is no response and the parents cannot be reached, then the staff will call one of the emergency contacts person(s). If staffs are unable to reach one of the emergency contact person(s), then the staff will follow through with calling social services.

If you will be late picking up your child from daycare or you have arranged for an alternate person other then yourself to pick –up your child, please phone the daycare ahead of time so know who to expect. We have a Parent staff communication book that you can use to write this information down in and is kept at the front entrance. The staffs are required to see ID from the person picking up your child for safety precautions and for your child protection.

Staff and director/owner will provide a program that maintains a safe environment for all children within our care. Staffs are aware of any dangerous situations throughout the day and will take immediate action to correct them, so they are maintaining a safe environment for the children to learn and develop in.

Toy Policy

We ask that you do not allow your child to bring toys from home to daycare, except for our designated toy day during the week; the toy will remain in the child's locker. If for any reason the child does play with the toy, the day care will NOT be responsible for lost or broken toys.

PROGRAM POLICIES

Program Planning Policy

Staff will base their program planning on the observation of the children that are done daily. Our program planning is based on the observations done by the staff on children's development and interests. **Educated staff are given sufficient protected planning time.** The program planning is reviewed by the program director once it is completed. Evaluations are the program planning is done by staff afterwards and notations on how it went and how plans have been modified for the needs and interest

Technology/DVD Policy

The daycare will allow time for theme related material to be viewed at the daycare center with the children, on a limited basis. On special occasions and holidays we will have time for a fun movie day. Staff must make sure all DVD'S are aged appropriate before being shown to children. Children may bring in a DVD for theme related purposes or special occasions provided they are reviewed by staff before being shown to the children at the daycare.

Child Dress Code Policy

Your child must be fully and appropriately clothed for the season upon arrival at the daycare. All clothing must be labelled with your child's name. The daycare accepts no responsibility for loss of clothing or any other articles. The following is a suggested list of appropriate clothing for different seasons.

Summer: Shorts, T-shirts, sun-screen and bug-spray for kids safety Daycare cannot provide due to soft skins for the kids. **Winter:** Boots, snow pants, winter jackets, mittens and a winter hat.

Please be aware that we frequently enjoy the messy play activities. Therefore we request that children refrain from wearing their best clothing to daycare.

During the summer when it is hot, parents are asked to provide sunscreen and a hat for their children and the appropriate footwear (flip flops are not permitted for safety reasons). Children will not be playing outside when the sun is at its hottest between the hours of 11am-3pm. We have a wooden structure out in the play yard that children can go under that will provide them with shade from the sun. In the winter children are still taken outside to play on a daily basis (weather permitting) in temperatures no colder than -20 Degrees C. Children must have proper winter attire including: snow pants, winter jacket, waterproof mittens, toques, etc.

Outdoor Policy

The daycare outdoor play area must be free of toxic plants. When we go

on walks or to the parks with children, we will avoid any area that contains toxic plant material.

In the event the center uses a wading pool, we make sure to empty the water and store it upside down after using it.

Any sandbox that we may have outside will have a secure fitting lid. We want to make sure it remain free of contaminates and not used as a litter box for enamouring cats.

The Importance of Daily Outdoor Play: It is important for children to have access to daily outdoor play for fresh air and an opportunity to use their gross motor skills in a more spacious and physical environment. Director and staff will ensure this occurs.

Daily outdoor activity is important for children's development and gross motor skills. It provides time for children to be more active and burn off their energy. We strive to have two hours of outdoor time per day 1 hour in the morning and 1 hour in the afternoon (weather permitting). It is extremely important that children come to day care dressed properly according to the daily weather conditions. When children are dressed appropriate they will enjoy being outside more.

The director and staff will be responsible to ensure this is done.

When children can't be outside due the weather conditions staff will ensure to provide gross motor activities for the children inside the day care.

All staff will make sure toys are in good repair before taking children outside. If they see any broken toy they will be removed immediately, for the safety of all children who use the back yard space.

Weather: During the summer when the is hot, parents are asked to provide sunscreen and a hat for their children and the appropriate clothing (flip flops are not permitted for safety reasons).Children will not be playing outside when the sun is at its hottest between the hours of 11 am-3 pm. We have a wooden structure out in the play yard that children can go under that will provide them with shade from the sun.

In the winter children are still sent outside to play on a daily basis (weather permitting) in temperatures no colder than -20 Degrees C. Children must have proper winter attire including: snow pants, winter jacket, waterproof mittens, toque.

Parent and Staff Communication Book Policy

We have provided a book for parents to write messages in regarding their child, for the daycare staff to read. The book is located at the front entrance. For the privacy of other parent's messages we ask that we keep it confidential and parents refrain from reading other parents messages

Policy for Involving Parents in the Programming

We encourage parent's participation in our centres programming, by posting ahead of time in a newsletter, what we are planning on doing and asking for parent's suggestions and feedback. Parents are welcome to bring up any ideas that can assist us in our programming. Once a year we send out a parents survey where parents have an opportunity to provide comments and feedback about our daycare program. Several times throughout the year we have parties and functions that parents are encouraged to attend at the centre. We also encourage parents to spend time with their child involved in the regular daycare program.

Complaint Process

It is the goal of Dew Drops Daycare Centre to provide services of the highest quality. To achieve this, we welcome ongoing feedback from families. Hearing concerns helps us build on and improve our services. We will respond to all concerns that families may have and ensure that the Directors are informed of concerns that are received both verbally and in writing. If a parent has a concern, they are encouraged to discuss this with the child care staff who is working directly with their child. The child care staff will work with the family to resolve the situation as quickly as possible. If the situation is not resolved, or if a parent/guardian is uncomfortable approaching their child's staff they can discuss the issue with the director. If the concern is not addressed to the parent/guardian's satisfaction, a written complaint can be filed with the director. The following information should be included:

- The nature of the complaint
- An outline of relevant circumstances
- Step already taken to resolve the issue
- The desired action/outcome

Within five working days of receiving a written complaint, the directors will work with the family to make a thorough inquiry into the complaint and to prepare a report summarizing the problem, including the discussion with the parent and the recommendations and action taken. All written complaints reported to the director will be documented and kept in the children's files.

Family support

The centre posts information on community resources for all parents, special events and workshop notification are also posted. Special resources are available through outside agencies. Parents can discuss how to access their resources with the director at any time.

Program Evaluation Follow up Procedure: Once we have discussed the results of the parent survey and the staff input, we will document the results and ideas. We will set goal timelines for addressing these concerns and ideas that are identified. We will draft up a newsletter on our progress and plans and the date we hope to have them accomplished by.

Child Guidance Policy

The program focuses on a positive approach towards child discipline and guidance. The staff members use techniques such as redirecting children and assisting them with their problem solving skill when needed and providing them with positive approach regarding child behaviour, and helping them to express their feelings and emotions in a positive way, understanding the consequences of their actions at a developmentally appropriate level. Staff will get down to the child's level and give eye contact when communicating with them.

Under no circumstance will any staff member or adult volunteering at our daycare center use physical, mental or verbal abuse towards any child within our centre. Appropriate disciplinary action based on each situation will take place when there is a staff member or adult volunteer who is seen abusing their authority and causing undue harm on any child including

physical punishment verbal or physical duration or emotional deprivation. We will not threaten or deny basic necessities for children. No Staff or volunteering adult shall use or permit the use of any form of physical restraint /confinement or isolation with children.

Parents are communicated about our greed our policy through initial registration, by reading parent handbook and by verbal communication between staff /director and parent.

Children are taught what acceptable and not acceptable behaviour at our centre, and are let known of the consequences of their actions in a developmentally appropriate level of understanding. Before any disciplinary action is made requiring children, the staff member must make sure the form of disciplinary action is reasonable for that particular circumstance.

Toddler Room:

- The staff assists children to use communication rather than the use of aggression to solve problems. Providing children with the appropriate words at a level they can understand. Toddler children who can use some language are encouraged to use their words.
- The staffs involve children solving conflicts and problems. This helps children to become aware of others and their feelings
- If a situation continues the child will be removed and put in an alternate area to play
- Staff may also consult other professionals if needed for advice: workshops, ARQUE, flying colors....
- If the situation with the child does not get resolved to a satisfactory level or is an ongoing matter, the director or staff member will communicate with the child's parent(s) regarding the situation

Pre-School Room:

- Staffs encourage and assist children in using their appropriate words to communicate rather than the use of aggression and physical violence to solve problem and situations
- Staff are encouraged to think ahead and try to avoid problems from occurring with children
- Circle time is a great opportunity to teach children to communicate problems that may have occurred earlier on and as a way to work through conflicts that are high areas of concern using role-playing, puppets, stories and song
- Children are encouraged to think of solutions for their problems on their own and are assisted by staff when needed
- Staff may need to seek outside professionals if a problem continues or progresses: workshops, ARQUE, flying colors.....
- If a problem persists, redirection will take place and the child will be moved to an alternate area to play
- If this does not resolve the situation or the child's unacceptable behaviour continues the day care staff/director will communicate with the parent(s) regarding the situation with their child

Kindergarten:

- The day care staff will ensure any disciplinary action is reasonable each circumstance. Staffs are not allowed to inflict or cause any form of intentional physical abuse, punishment, physical degradation or emotional deprivation on

children. The staffs are not allowed to deny or threaten to take away basic necessities e.g. food/water or clothing, use or permit the use of any form of physical restraint, confinement or isolation.

Kindergarten children are to:

- Use appropriate words to solve problems and situations as opposed to violence: physical or verbal
- Tell a teacher when there is a problem and to ask for assistance when needed
- Follow rules for cooperative play And activities
- Share ideas and items while playing or involved in an activity
- Practice team working skills
- Clean up their area after they are done playing
- Are taught why teasing and belonging are unacceptable behaviour
- The steps to proper problem solving : rules for working it out and the fouls to avoid

Staffs are encouraged to role model appropriate problem solving techniques and are encouraged to aid children in their problems solving skills when needed. Children are encouraged to try and look for solutions on their own first before seeking adult assistance. We also encourage children to use words to solve problems as opposed to using any form of violence. When a problem is ongoing with children and does not get resolved to a satisfactory level parent(s) will then need to be informed of the situation and the steps already taken.

We inform parents of our discipline policy during registration of their child and through reading our parent handbook.

Supervision Policy and Practice

The appropriate supervision of children is critical and eliminates many accidents and incidents amongst the children in the daycare centre. The daycare educator's follow the proper procedures:

- Knowing how many children are in the center at all times
- Closely supervising children
- Keeping an eye on each play area of the room
- Knowing which children have arrived and departed the center
- Keeping the children engaged in activities in a safe manor, reinforcing rules with the them when needed

When the staffs are engaged with children, they are involved in primary care giving not cleaning duties that will take their focus away.

Guiding Children's Behaviour

Children are at the various stages of problem solving skills, and children are also beginning to relate to those around them. Guiding children's behaviour in a positive way is very important in the development of children as they grow and learn. The methods below are the ones used in our centre.

Meeting the Needs Of individual Children: The staffs strive to meet each child need through SPICE: Social, Physical, Intellectual, Cognitive, and Emotional. Adults continually observe children, being aware of verbal and non-verbal cues coming from the children as they play and interact with other children.

Realistic Expectations: The daycare educators know the stages of child development and the need to encourage each child's curiosity in a safe positive way. The expectations of each child must be realistic and developmentally appropriate. The room is set up to enhance children's natural curiosity and to offer a variety of play experiences that can be modified to accommodate the children in our centre in a developmentally manor. The experiences and materials in each room are developmentally age appropriate, encouraging further exploration. This helps to prevent situations from occurring that can cause problems. We ensure children have an opportunity to enhance their developing skills and are challenging for each age group. When there is a variety of choices to engaged children in their play and learning, there is seen to be less conflicts and accidents amongst the children.

Modeling Appropriate Behaviour: The daycare educators communicate appropriate expectations to the children who come into our centre to ensure the environment is conducive and co-operative. Children are visual learners therefore it is important that all staff and volunteering adults' role model appropriate behaviour.

Redirecting Children to Appropriate Behaviour: Children are just beginning to learn how to problem solve on their own and may still require adult assistance. It is a natural reaction for children to use physical or verbal aggression towards other children, when they become angry or upset. Children have a lot of energy and are just learning to use words to solve situation rather than the use of physical or verbal aggression. Children's world is all about them and we as adults need to teach children that others feelings and needs are just as important as their own.

Problem Solving Techniques for Children: It is important for children to learn how to problem solve in a positive way, this is why adults need to model appropriate behaviour, as children are visual learners. The Staff need to encourage Children to use words to express their feelings, and assist those who are unable to do so. If children are using negative words staff will need to intervene and help those children to choose more appropriate wording.

Ensuring Staff Are Following These Practices: The daycare director/operator visits each room several times each day, and is their responsibility to observe staff child interactions and see how they handle a variety of situations. Positive behaviours that are observed in each room are acknowledged and reinforced. If a situation with a staff member arises the director/operator will take corrective action immediately and discuss it with that staff.

Family Support

When staff have a concern regarding a child's development they will discuss these concerns first with the director/operator of the center. The staff and director/operator will then write a letter and/ or talk one on one with the parent(s) regarding any concerns they have about their child's development. The staff will document any concern they have about that child and put it on file. The director will take responsibility for making any referrals on the behalf of the parents and providing parents with

any useful information they may need to help aid their child. We will refer any outside agencies once we have had a one on one discussion with the child's parent(s), and they are o.k. with us doing so.

Informing Parents of an Off-Site Activity and Field Trip: While on an off-site activity a letter is written to the parents with detail about the activity. Parents MUST fill out and sign a consent form prior to their child going on the off-site activity. All off-site activities (excluding local parks and walks) will need to have consent for filled out and signed by the parent. The centre may only take the children on an off-site activity if the following had been done prior to going.

- Parents have been advised of the off-site activity (does not include parks or walks)
- Details of the activity: method of transportation, what the child need to bring, if there is a cost
- The consent form has been filled out and signed by the parent
- The emergency back pack containing portable records on each child and any emergency medication & a first aid kit is brought on the off-site activity
- When going on an off-site activity, we have child staff ratios in place and we must always have at least one extra adult attending the activity with us. One staff member must be a primary staff and to make sure children are supervised at all times to ensure their safety and well being

Transporting Children to and From an Off-Site Activity: When transporting children to and from an off-site activity, the staff member will help the children get into the vehicle (bus, van, and car). One staff member will help children out of the vehicle as well. Head counts are done to ensure the correct number of present at all times: when leaving the centre, when on the bus, van..., when arriving at the destination. This is to ensure all children are properly accounted for and safe.

Staff ratio will be in effect while on the offsite-activity and each staff member will be responsible for the children in their own designated group. Head counts are also done periodically during the off site. We have at least one adult extra over and above the required adult staff ratio accompany us one any off-site activity. Staff will ensure once we reach our activity destination point and all safety measures are in place. Safety rules are reviewed with children, staff and volunteers prior to leaving.

Parents are informed of our program's supervision policies through initial registration, reading parent handbook, verbally and prior to going on the offsite-activity.

Emergency Evacuation of Off-site Activities: When an emergency occurs while we are on an off-site activity with the children of the day care center, the director or primary staff will ensure the following procedures occur:

- Call for emergency help e.g. 911
- Ensure the safety of the children and other staff or volunteering adults
- move to a safe location if ok to do so
- Make sure all children are accounted for
- Keeping children and staff calm
- Keep track of emergency back pack

HEALTH AND SAFETY POLICIES

Health Care Policy

The director must make sure parents fill out the needed forms giving the daycare centre permission to administer ongoing prescriptions, first-aid and emergency medications to their child while in the care of the daycare centre. The licence holder must see that the health care provided, is done in the correct manner. Health care or first-aid will occur once the situation is viewed as an emergency by the daycare staffs or health care professionals.

When we have infants in our center the director will ensure the appropriate staffs are trained or have obtained training in the care of young infants and are provided with detailed information regarding Sudden **Infant Death Syndrome (SIDS)**.

Illness Policy

- 1) **Exclusion From The Centre:** The children should remain home if they are experiencing or any of the following occurs:
 - a) The children's temperature is 37.5 degrees C or greater than 100 degrees F
 - b) Is vomiting frequently
 - c) Has diarrhoea 3 or more times in a 24 hour period
 - d) Has a communicable illness such as: head lice, chicken pox, strap throat, pink eye....
 - e) If they have a persistent cough
 - f) If they have thick green mucus coming from their nose
 - g) If they appear lethargic and cannot participate in the regular program
 - h) Has a new or unexpected body rash

Staff is advised to stay home if they have a fever, vomiting, diarrhoea, communicable disease or are unable to properly supervise the children under their care.

- 2) **Sudden Illness:** If a child is in the centre when h/she becomes ill (with one or more of the above symptoms) one of the parents will be phoned and you will need to remove your child as soon as possible from the daycare centre. If the condition with the child worsens, then the parent will be advised to take their child to a health care professional.\
- 3) **Returning After Illness:** A child who had been sick/ill will be allowed to return to the day care centre if they no longer pose a health risk to others around them and are able to participate in the regular day care program.
 - a) The body temperature returns back to normal temperature of 36.8 degrees C
 - b) Vomiting has subsided fir 24 hours
 - c) Diarrhoea has subsided for 24 hours
 - d) The stage for contagious communicable illness had passed

If your child will be on medication upon returning to the day care the following must occur before the designated staff member are allowed to administer any medication. A medication form must be filled out in full.

Medication Policy

The director ensures all staff knows which (if any) children use emergency medications, where the medications are stored and how to properly administer the specific type of medication to the child.

The director will designate a staff to observe the child carefully for any allergic reactions after receiving the medication or herbal remedies.

We require the parents to provide in writing to the staff when the last dose of medication was given at home prior to arriving at the day care centre.

Parents must fill out in full, one of our medication administering form before any staff member will be allowed to give out any medication for that child.

Administration of Medication: Medication can only be administered to children with written consent from parent. A medication sheet must be filled out in full containing the following information:

- Name of Child
- Start date of medication to be given at daycare
- Finish date of medication to be given at day care
- Name of medication as written on label
- The exact times medication is to be given to child
- The correct amount of medication to be administered to the child as written on the label
- Last time medication was given to child at home
- Any special instruction on how to give the medication e.g. with food
- Parent/guardian signature

Medication must remain in its original container for staff to be able to administer it to that child. Medications are not allowed to be given to any other child other than the name of the child on the containers label. The daycare staffs are not allowed to give medication to siblings even with parents' consent. The licence holder must ensure all medication is stored in the locked medication box either in the fridge or above the fridge and is inaccessible to all children. All emergency medications that a child may need in an emergency are to be stored in an unlocked container within easy access for staff, but inaccessible to all children. Staff must be aware of these medications and where they are kept at all times. If they day care goes on an off-site activity the staff must bring the emergency along with them in the emergency back pack along with the up to date medication permission form. Only a level 2 child care worker or day care supervisor with their current childcare first-aid can administer medications to the children. Staff /providers will medication and herbal remedies to families when the authorised period has ended.

Special Health Care

Director ensures the staff responsible for a child who requires health care (additional to giving medication) is trained in the proper method of administering the type of health care by the child and this training is documented in both the child's and staffs file.

Potential Health Risk Identifying and Reporting Suspect Outbreaks

If the center has had an unsuspected illness or outbreak, it will be recorded on a log sheet with the following information:

- Name of person (child)
- All symptoms reported
- Date the symptoms were first started
- When and how the symptoms were reported (e.g. by parents, staff at the day care...)
- Action taken at the child care facility (e.g. parent's contacted ill child sent home...)
- Name of the staff member reporting the ill child
- Time Parents were first contacted
- Time child was removed from the day care premises
- Date child returned back to the day care centre

If the parent does not pick up their child within the hour of the daycare contacting them, the center will then phone emergency contact person(s). If the emergency contact cannot be reached, then the child will remain as far away from the children as necessary, with supervision from a primary staff, until a parents or emergency contact can be reached and the child is taken home.

When two or more children have the same category of symptom that have started within 48 hours of one another, we must report the information to the Office of the Medical Officer of Health, Edmonton Zone, Alberta Health Services(AHS)

AHS public health staff will provide recommendations to the child care facility staff to help them prevent the spread of further illnesses within the centre.

All children who pose a potential health risk will be removed from the play group and kept as faraway from other children as possible within reason. If the Day care staff has any reason to believe the health risk is a potential for a wide spread epidemic within the centre, the licence holder will contact regional child care office, and may call ambulance and have the child transported to the nearest hospital. Staff would accompany the child to the hospital if the parents have not yet arrived.

Supervised Care for Sick Children Policy

If children become ill while at the daycare centre with one or more of the following symptoms the parent or emergency contact persons will be contacted immediately.

- Fever

- Vomiting
- Diarrhoea
- New or unexplained rash
- Cough
- Thick green mucus

The ill child will be kept as far away appropriate from other children. The child will either lie down on a mat or play quietly with a toy until they are picked up. The primary staff will ensure the ill child is properly monitored and supervised until they are picked up.

First Aid Policy

All staff must have their first aid child care CPR prior to working at the day care centre, or be registered to take the course on the next available date. Staff must renew their child care first aid prior to its expiry date or be registered to take the next available class.

NonSmoking Policy

No staff member or volunteer shall smoke inside or outside of the daycare premises where child care is being provided and or children are present. Staff and volunteers who smoke must make sure it is done at least 5 meters away from the day care center and out of plain sight.

Nutrition Policy (Updated: June 17, 2014)

Our day care centre provides one snack in the morning and a snack in the afternoon. All of our snacks that the daycare centre provides are nutritious and meets the current Canada Food Guide guidelines for feeding children. **The morning and afternoon snacks consist of one serving from two different food groups(2 servings of food for each snack.)**. We also take in to account **children and families preferences**. All staff is made aware of children's specific nutritional need and allergies.

It is important to review menus on a regular basis to ensure that they meet the current up-to-date Canada Food Guidelines and that the centre is providing nutritional meals and snack. The director will be responsible to ensure this happens.

When families choose to bring food from home, they are encouraged to follow the Canada Food Guide guidelines. Nutritious supplements will be provided if **their snacks or lunches do not meet their daily nutritional needs**. All food from home must be a healthy food choice.

Parents will be asked to provide food from home, when they have children that are on a specific food diet (allergies or restriction). All children who are unable to eat the food as printed on our menu must bring their own food from home. We ask that parents who provide food for their children choose healthy food. All foods brought into the centre must be **peanut free**.

The menus are reviewed once a week prior to being posted to ensure they meet the current Canada Food Guide guidelines and supporting children's healthy development. The director will initial and date the back of the menu indicating it has been reviewed. Parents are welcome to obtain a copy of our menu if they request to have one for their personal use.

Manner of Feeding Policy

All children must be seated while eating or drinking, to reduce the risk of choking and spills. No beverages will be provided to babies/children in bottles or Sippy cups while they are napping. They may have it while they are awake and put away before they go to sleep. This is to reduce the risk of children choking in their sleep.

Allergy and Specific Food Requirement Policy

Children, who have allergies or specific food requirements, are asked to bring their own food from home ensuring it meets the current Canada Food Guidelines. Posted in each room is an allergy list with details of the children in that room who have food allergies or special food requirements. All staff and volunteers working at the centre must be aware of this.

Peanut/Nut Policy

Our centre is a **Peanut/nut free** centre, due to the wide range of children having peanut/nut allergies. Peanut and nut allergies can be life threatening and the centre must provide a safe place for all children to be in. If child has a pipe there will be at least one staff on site at all times who has knowledge on how to use it. We ask that all parents do the following before bringing food into the day care for their child.

- Read labels on packaging
- Make sure all food is peanut free
- If they are in **doubt** of it being ok to bring **Leave it out** and do not bring it to the daycare center and leave it at home.

Food Handling Policy

All food brought into the day care for day care meals and snacks are stored in the proper manner: Put cold food in the fridge or freezer and dry food in the cupboard/storage room or on the shelf in the kitchen. Hot foods are kept hot and foods that are perishable are kept cold. The fridge temperature is monitored to ensure it is the proper temperature. Staff that are responsible for food storage and preparation have completed a food handling course. Food preparation and serving utensils are sanitized after each use.

Emergency Situation Procedures and Protocols (Updated: June 17, 2014)

A back pack containing the children's emergency contact information and a first aid kit is located in each child care room. In the event of an emergency and whenever leaving the centre with children, the staff will take the back pack with the.

The daycare director will make sure each child and every staff is made aware of the center's emergency procedures by one or all of the following methods:

- Reading the handbooks
- Reading all emergency evacuation procedures and protocols posted on the wall
- During initial interview
- During meeting
- At circle time with the children

Staff will insure the children are made aware of the emergency procedures, in an age and developmentally appropriate manner during circle time once a month and when new children arrive. Once a month, the centre will have a fire drill to keep staff and children current with the procedures.

Emergency Evacuation Plan

To ensure the safety of all children, fire drill is practiced once a month. The director will turn on the fire alarm bell. Staff must quickly and calmly evacuate the children according to the daycare evacuation plan. The fire drill frequency chart is posted on the parent's information board for parents to view at any time

Staff members are responsible for the children assigned to them.

Each staff member must check their assigned areas and proceed to evacuate everyone from the building at the nearest exit.

The director will take final look when everyone is out (if safe to do so) to make sure no one is a miss and everyone is safely evacuated out of the building.

Upon the sound of the fire alarm everyone needs to take action immediately, and start evacuating the building.

Doors and windows will be closed as soon as everyone leaves the room.

The director will phone the fire department 780-986-3567 once everyone is collected at the muster point across from the daycare and parking lot.

Everyone will meet outside at the back of the daycare if the fire starts at the front of the daycare

The director will decide if and when it is safe to return back to the daycare. If it is not safe to return back into the building, then we will take the children to Salem Manor Nursing Home located near the daycare across the street 4419 46th street phone # 780-986-8654.

The Daycare Educators:

- Always positions themselves so they can see what is happening around the entire playroom.
- Always inform other co-workers whenever they leave a playroom or when they can't properly see children, are involved in administrative work, preparing materials for activities/displays act
- Limiting the number of children involved in an activity or play area

- Continually scan the room being alert to any indicators that can cause problems and intervening before the problems occur
- Move closer to the area where you see problems are more likely to occur
- When situations do occur can, staff can quickly intervene to correct the problem in a timely manor
- Toy equipment is checked often to ensure it is in a safe condition for use by children

Daycare Cleanliness Policy

A clean environment is essential for the health and wellbeing of the children and staff at the daycare.

The staff know their responsibility with respect to preventing the spread of infectious diseases (staff hand washing, ensuring children practice hand washing, safe food handling, and disinfecting surfaces and sleeping area).

Our centres cleaning schedule is as follow:

- Floors in the playroom are, hallways, eating areas are mopped daily
- All carpeted area are vacuumed daily
- Bathrooms are cleaned daily
- Toys that are put in the children's mouth are washed daily
- Main play toys are washed twice a month with disinfecting method of water and bleach and are left to air dry
- Covers on pillows and circle time cushions are cleaned once a week or as they become soiled
- Each child's mat sheets and blankets are washed weekly
- During cold and flu season, the daycare is being disinfected more often to help avoid the spread of germs and viruses

We regularly disinfect all furnishings, equipment and play materials, and we note this on a checklist once completed.

All soiled linens will be placed in closed plastic bag out of the reach of children and laundered as soon as possible.

Hand Washing Policy

Daycare staff and volunteers wash their hands regularly throughout the day, to help avoid the spread of germs and viruses. We always wash our hands with warm water and soap and dry them with paper towel before performing the following:

- Before and after serving food
- Before and after feeding a bottle to a baby
- After wiping a child's nose
- After using the washroom
- After being involved in craft with children
- Before and after handling play dough
- After sneezing, coughing
- Anytime their hands become soiled

Each child must wash their hands with soap and warm water and dry them on a hand towel (that is changed at the end of each day) when they perform the following:

- Before and after water/sand play
- Before and after play dough play
- After using the washroom
- After art and craft
- After sneezing, coughing or blowing their nose
- After touching their nose
- Before and after eating or handling food items (e.g. cooking with teacher)
- After outside play
- Whenever their hands become soiled

Safety Policy

Staff and providers have read and indicated that they understand the up-to-date safety policy which outlines the program's approach to maintaining a safe environment as outlined below. Owner/director will be responsible to ensure this is done.

Staff director/owners will provide a program that maintains a safe environment for all the children in our care. A daily indoor and outdoor safety checklist is completed by the staff before children enter the play areas. Any safety concerns are addressed immediately or the children are kept away from the hazard until it has been rectified. Staffs are aware of any dangerous situations throughout the day, and will take immediate action to correct them so they are maintaining a safe environment for the children to learn, play and develop in.

The director/owner will be responsible to ensure staffs have the opportunity to read the current research and emerging best practices in health and safety as recommended by the Health Care authorities.

The importance of keeping current with best practices in health and Safety as recommended by licensing and health care authorities are for the following reason. Staffs are made aware of any changes that have taken place and are able to use the best and most current methods of best practices in health and safety leading to a better play and learning environment for all children in our program.

Outdoor Play Structures: All of our outdoor play structures comply with the standards outlined in the current edition of A Guideline on Children's Play Spaces and Equipment, CSA Standards.

Wading pools: If we ever have a wading pool or any other piece of equipment that could collect water, will be drained and stored up-ended or upside down when not in use.

Toxic Plants: The outdoor play area will be free of any toxic plants

Outdoor Sandbox: We have a large sand area that can not be covered by a tight fitting lid, it is surrounded by a chainlink fence. In the event we do have a smaller sandbox, it will contain a tightly fitting cover which will be kept on the box when not in use.

Electrical Outlets: All of our electrical outlets are covered with child protective caps that are within reach of children and when children 5 or younger are present. We have caps on all of our outlets at all times unless it is in use for vacuuming.

Arts and Craft Policy: The daycare will only use non-toxic art material and supplies with children, reading labels to ensure they are safe to use with children. We supply a wide variety of open-ended craft material for the children to use and replenish it on a regular basis.

Aerosols: Aerosols will not be used around children at anytime. The use of aerosols are avoided whenever possible this includes playrooms and washrooms.

Pesticides: The use of pesticides indoors and outdoors is avoided when children are present. They may be used when daycare is not in regular operating hours. Children are kept away from any areas indoors/outdoors that have been recently exposed to pesticides as recommended by the local health authorities.

Garbage Can: All the garbage cans inside and outside of the day care will have a lid and be closed at all times when not in use. Each garbage can will have a plastic garbage bag inside, that will be emptied at the end of each day or when full. We have a garbage can located in the Toddler room, Pre-school room, each of the two bathrooms, kitchen and one just outside of the day care back door or by the fence.

Diapering & Toileting Policy (Updated: Oct/2019))

The center's diapering policy and procedure are posted on the wall in the toddler room washroom. The center's diaper change table is located in the bathroom across from the toddler room. Children who require diapers, pull-ups, wipes or diaper rash cream must bring their own supplies and enough for the day or week. Staff will notify the parent's a week in advanced when their child's supplies are running low. Diapers are checked often throughout the day, and changed when soiled or wet. Soiled diapers are put into a small plastic bag and disposed of outside in a plastic lined garbage can with matching lid. Wet diapers are disposed of in a plastic lined garbage container with a securely fitting lid. All diapering supplies are kept in the bathroom and are labeled with child name. The diapering change table must be sanitized after each use. All staff and children must wash their hands afterwards using warm water and soap before leaving the washroom area. We have a diapering procedure posted on the wall which all staff must follow the proper diapering procedures at all times when changing a diaper. Toilet seats are sanitized after each use.

Naptime Rest Policy

Rest and naptime is important for the growth and development of young children. We have a daily nap and rest period each day, so children can relax and calm their bodies from their busy active day. Children have a rest period 2.5 hours from 12noon-2:30pm. All children are encouraged to lie quietly on their mat and sleep, or do quiet activity if they are not sleeping. We need to respect the needs of those children who do sleep, and we ask the non-sleeping children to remain on their mats quietly. Children may bring a blanket, stuffed toy or quiet toy to use at nap time only.

Children's Personal Naptime Mat Policy (Updated: June 17, 2014)

- Each child is given their own mat with a name on it for nap time used

- Each child is given a clean sheet and blanket at the beginning of each week
- Children are allowed to bring their own blanket from home
- Blankets and sheets are washed weekly
- Mats are disinfected weekly
- soiled sheets blankets are **stored in closed containers until they are washed** and replaced with fresh bedding

Personal Items Policy

Bottles are kept in the fridge if they contain milk or formula **and must be labelled with the child's name**. Empty bottles are kept in the child's locker or in laded bins. If children are unable to use a daycare cup, they can bring a sippy **cup labelled with the child's name**. **Food parents bring for children must be labelled and will be stored properly** - in lockers, on a shelf or in the fridge. Children who bring toys from home, the daycare will not be responsible for lost or broken toys. If children require special items for the day or you have items that will need to go home with your child please let the daycare know. If your child has Chap Stick, the staff will need to hold onto it and give it to the children to use throughout the day this is to avoid the possibility of children wanting to share it with other children. Naptime blankets and stuffed toys will be put away for naptime use only except if they need extra security for a short period of time to calm down or rest in the corner for a while if they are tired.

Personal Grooming of Children Policy

When we groom children's hair, we use a clean comb each time. The combs are kept in a salon comb solution out of children's reach, and are rinsed off in warm water prior to use on children. We never use the same comb on different children without the comb being put back in the salon comb solution and rinsed off.

Children have their own clearly marked cloth and hand towels (name and or picture) and are washed daily.

Child Interaction Policy

Dew Drops Daycare is very proud of the way in which are staff interact with the children. We believe that any interaction between a child and staff member can have a profound effect on the child's self-esteem and overall development. We are educators and carers understand the very privileged and responsible position that we hold in each child's life and therefore aim to care and educate each child through interactions that are meaningful, caring, respectful, warm and friendly. By doing this we hope to pass on the same values and attitudes to the children in their own future interactions.

Well Being Policy

Dew Drops Daycare pride ourselves in providing Inclusive Childcare Program. This means that children of all abilities and stages of development will not only be accepted to the program, but the programming will be created in such a way that all children can participate at their own comfort level.

we accept all children and families and are proud to say we have an Inclusion Coordinator who spearheads this operation. she is a trained and educated individual who has a particular passion in helping children with special needs. The Inclusion Coordinator works 40 hours per week and spends almost all of that time working on supporting both the children and teacher s to successfully integrate all into the program. She will observe children if necessary, provide tools and techniques to help parents and teachers, set-up meeting with specialists such as Speech Pathologist Occupational Therapist, Physiotherapist, EIBI etc.

On any given day you may find unfamiliar professional faces in the centre. There would be our partners in the community; professionals that are here to assist in the Inclusion of children with Special Needs (some examples mentioned above). Feel free to ask any time when you see an unfamiliar face. Due to confidentiality, however, we would not disclose whom they are here for.

We take the role of parents very seriously and we them as a Partner in the process of involving their child in the Inclusion program. Further, parents will be openly given all information pertaining to their child and invited to any meetings or information sessions that may benefit their child..

Communication with Families.

Parent/Staff communication is very important for your child's health and happiness. Please speak to your child's caregivers on a regular basis and compare what is happening at home and at the centre. We believe that parent and staff can learn from each other. Parents are invited and encouraged to participate in the program by volunteering and visiting to the centre.

Notices and special messages are posted on the Bulletin Boards in the front entrance. A newsletter will also be distributed in your child's locker. Please take the time to read our newsletter as they contain important information and announcements. New policies are often announced via our newsletters and it is your responsibility to familiarize yourself with this information.

Conclusion

This concludes Little Otters Parents Handbook. We hope the information included was helpful. If you have any questions or concerns please feel free to speak with the director or one of the other staff.

Dew Drops Daycare Centre Calmar

Parent Acknowledgment of Policies

Child's Name: _____

I _____ (Parents name) have read, understand and agree to
comply with the policies and information contained in this Parent handbook.

Parents signature: _____ Date: _____

Comments: _____

Updated: Nov, 2016