

WEST END DAYCARE AND OSC



Parent Handbook

WELCOME TO WEST END DAYCARE AND OSC

Welcome to WEST END DAYCARE AND OSC. The intent of the Parent Handbook is to help you get to know us, to inform you of our policies, procedures, and practices. It is our desire to provide your child with high quality care in a safe and nurturing environment. We believe that the children come first, and they are the central focus of our program. This program is designed to offer developmentally appropriate activities and experiences for the children. We watch and listen to the children, offer them choices, expand their individual needs for optimum growth in social, emotional, intellectual, physical and creativity. We offer an on-site outdoor playground for the younger (under the age of six yr.) children and city outdoor parks for the older (school- age) children. By creating an atmosphere of love, acceptance, and fun, we seek to foster both a curiosity and a love of learning. As well, our goal is to encourage children's learning experiences with self-respect, self-control, responsibility, and independence.

Our center is directed by a Director and a Supervisor available all the time alternatively. All the educators are well educated, experienced, and certified under the requirements of Alberta Childcare. They are provided with continual in-service workshops and training programs, including First Aid Child Care Certification. Most important of all, they share a love for young children and provide high quality care for your child.

WHAT TO EXPECT AT WEST END DAYCARE AND OSC

- A diverse center where you will meet children and families from different cultures and backgrounds.
- Provide an inclusive environment to everyone, where everyone is invited to participate as much as they want to and everyone is treated with respect and kindness. We believe that each child is unique and special.
- Spacious rooms with lots of natural lights, clean and sanitized fresh facility, lots of age- appropriate activities to choose.
- Varieties of Open-Ended materials that encourage individual's social, emotional, spiritual, mental and physical needs.
- Trained and certified staff for early childhood education; plus, staff receive ongoing professional training for their professional development.
- Outdoor playground for physical activities that promote gross motor development of the children.

OUR MISSION AND OUR PHILOSOPHY

We strive to provide high quality childcare that is accessible and affordable to families in the community. WEST END DAYCARE AND OSC implements FLIGHT- Alberta's Early Learning and Care Framework into everyday practice with children and families. Centre's philosophy is based on a holistic development of the child by giving them age-appropriate learning, interesting, fun, and enjoyable activities that are based on their interests. Our philosophy is connected to Principles and matters to be considered in the early Learning and Childcare Act. We recognize that children have individual learning capabilities, and Our program philosophy is flexible according to the children's individual and families' needs, children's physical, emotional, physical, and spiritual needs. We believe in partnering with

our parents and community members to promote and enhance the child 's growth and development. Centre ensures the child's familial and Indigenous or other cultural, social, linguistic, and spiritual heritage are central to the child's safety, well-being and development.

Within age-appropriate limits, our children are encouraged to make choices about their play and explore their own interests. The children's interests are observed and documented to serve as the basic guide for weekly program planning. We also foster competence and independence in the planning areas. During transitions, the teachers know that they must prepare or have prepared the next activity before they finish their current one. On clean-up times, we praise children for being respectful and kind to their toys. We believe that when we encourage appropriate behavior, they will feel more comfortable and know what's coming next. It is our practice to give them a few minutes warning that they can finish what they are doing and prepare for the next activity.

OUR VALUES

- **Inclusiveness:** We make inclusion a positive experience for everyone by creating an environment where every person is valued as a unique individual who has something to contribute through different possibilities and their own abilities.
- **Diversity:** We incorporate an inter-cultural approach to diversity to provide authentic cultural experiences through different communities, religions, cultures, traditions etc.
- **Integrity:** We are truthful, trustworthy, and take responsibility for our choices, actions, and commitments.
- **Kindness** We are caring and compassionate. Optimism We believe in the strengths and potential in people and communities.
- **Well-being** We are dedicated to people's physical, social, and mental health.
- **Respect:** We treat every person with dignity.

OUR EARLY CHILDHOOD EDUCATORS

Our Early Childhood Educators come with a wide background of education and experience. Our staff must go through a screening process that includes demonstrating their values and skills, providing a police reference check that is renewed every 3 years, and holding a valid Standard First Aid and Child CPR certification. Once selected, new staff participate in orientation and training on policies and procedures and our curriculum. Our Early Childhood Educators are trained to:

- Communicate regularly to families about their child's progress
- Plan classroom activities based on their knowledge of early childhood development
- Observe and document the progress of each individual child
- Practice standards of child safety and protection.

we recognize the importance of continued professional learning and have developed an extensive series of learning modules that support Early Childhood Educators to gain a deeper understanding of child development, play, play partnership, program planning, extension of play and scaffolding of learning, effective communication, and providing positive learning environments.

PROMOTING SELF REGULATION AND POSITIVE BEHAVIOUR

WEST END DAYCARE AND OSC believes that it is the role of the adult in a child's life to support them to learn how to interact successfully with the world around them including other children, adults and the environment. Our Calm, caring, and consistent Early Childhood Educators and a child's family provide external supports that serve as the basis for a child developing self-regulation and set the stage for positive behavior through:

- Building dependable, positive and nurturing relationships with children and their families
- Fostering healthy social connections with other children.
- Responding to each child's individual developmental needs through observation and reaction to cues
- Providing small group experiences which allow for more individualized adult attention
- Role modeling inclusive, respectful, and collaborative interactions with children
- Ensuring the learning environment is flexible and materials are always plentiful and available
- Providing children with the freedom to make choices.
- Engaging as a play partner with children, to demonstrate pro-social skills including problem solving when conflict arises and understanding how our actions affect others.
- Attending trainings that address developing self-regulation and resilience in children

PROHIBITED PRACTICES

A prohibited practice is any behavior by a staff, volunteer or a child that puts children at risk or that can inhibit a child's growth, self-esteem or healthy development. Our staff, volunteers and placement students are aware that the following practices are unacceptable at the Centre.

- Corporal punishment or time out.
- Any form of abuse (physical, emotional, sexual or neglect)
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing.
- Leaving children unsupervised.

HOURS OF OPERATION

We open Monday through Friday. Hours of operation are from 6:30 a.m. to 6:00 p.m. We are open for 630 am only as needed. If you require care for 630 am, we request you to let the Educator know so that we can make the necessary arrangement. The following holidays are observed. We are closed for all the stat Holidays. When the holiday falls on a weekend, the Center closes the following Monday. The Center also closes for one week during the Christmas season. Parents are notified of closure dates annually in January and closure dates are posted in the parent information area.

CLOSURE DAYS

New Year's Day	Heritage Day
Family Day	Labor Day
Good Friday	Thanksgiving
Easter Monday	Remembrance Day
Victoria Day	Christmas day
Canada Day	Boxing day
The center will be closed for one week for winter break. Finalized dates for each year will be posted by October	

ENROLLMENT AND ORIENTATION PROCESS

- Book an in-person or Virtual Facility tour
- Receive registration form through email or personally from the center's office.
- Complete the registration form prior to your child's start date.
- Pay the registration fee \$100 to secure the spot.
- One month's parent portion as a deposit applicable to the last month's fees.
- Complete the required daycare subsidy forms if applicable.
- Participate in an orientation process.
- Read the Parent Handbook.

CHILD CARE FEES

- **Registration fee:** Upon registration the center charges a one time **\$100** non-refundable administration fee. This fee is due during registration. A spot cannot be secured without this reg. fee payment and . The registration fee will not apply to your monthly fee.
- **Subsidy** is available by Alberta Govt for eligible parents. Please check your eligibility and apply for subsidy at: <https://www.alberta.ca/child-care-subsidy#apply>. For the Centre to receive the full fee, subsidized 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/ month for daycare and 50 hours/ month for . If the child is not at the Centre for required hours and the center receives a short amount of subsidy, the parent is required to pay the balance of the fee, in addition to the regular parent portion.
- **Monthly Fee:** Monthly fees for each month are due before the first of each month. There will be at least 3% fee increase each year in Jan. Please call us to get updated fee information. Continuing parents will be informed with at least two month's notice about any change in fee.
- **Full day care for :** We are open for all school closure PD days and school vacations. One week each, fall break and Spring break are also included in the regular fee. There will be extra charges (\$100) during summer break to cover full time care and field trips expenses.
- **Field Trip fee:** Every summer, we plan indoor and outdoor field trips to make the summer fun and busy for children, i.e., Field trip to Jurassic Park, Telus Centre, Legislature Building, . There may be extra charges to cover up the cost of those field trips. Parents will be informed about those charges ahead of time. Field trip fee will be charged along with the

- **Payment options:** Monthly fee will be due before the first of the month. Payment can be made by a pre-authorized bank debit, money order or cash. Any type of Credit/ Debit cards cannot be accepted for payment at this time. Pre-authorized Direct debit always goes on the first of the month. If you are not able to pay on the First, please let us know ahead of time to arrange another type of payment. Reverse of a direct debit payment due to insufficient funds in your account will be charged with an NSF fee \$25 and payment should be done within 5days through a money order or cash. If payment for childcare fees is not received within the first 5 days of the month, a \$5/day a late fee will be charged for late payment. The Centre has the right to refuse the services for your child if payments are in arrears by more than 5 business days. Please speak with the Director or Assistant Director if you cannot pay fees on time.
- **Tax Receipts:** An official annual tax receipt is issued in early months of the year (Jan to March) or when the child is withdrawn from the center. Please talk with the Director if receipts are required at different times.
- **Part Time Care:** Parents who have selected 2 days or 3 days a week will be committed to attend only on those selected days. You cannot switch the day every week. We need at least two weeks' notice before we can confirm the requested days of care.
- **Termination Notice and fee:** When a parent/guardian decides to remove the child from our care, the center requires parents to provide a one-month notice. This will allow the center to enroll other children from the waitlist. Centre requires 30 days' notice starting before the first of month and ending at the end of month. We do not accept the notice that ends mid-month. If you are leaving at the mid of the month, you will be required to pay the full fee for the month.
- **No Refunds:** We do not provide refunds for absenteeism, sick days, statutory holidays, or vacations. If the fee is not paid for the vacation time, your spot will not be secured to be back after vacation.



Food menu: It is very important to us that our program serves snacks and meals that are nutritious and well balanced.

- The program will serve Afternoon snack to the children attending the program. Afternoon snack is served between 3:00pm – 3:30pm.
- Each in sufficient quantities in respect to age appropriate serving sizes. We take into account both the recommendation of the most recent version of the Canadian Food Guide, as well as the preferences of families and the children.
- We provide a rotating snack menu. It is posted on the parent board in the front entry, in the kitchen and in each of the playrooms.
- Parents are more than welcome to send their own snack for the children. We request the parents to make healthy choices. In case there are any unhealthy food items in your child's lunch bag, those items will be sent back with the child unopened.
- Infants who are unable to consume any kinds of table food for snack, parents or guardians will be responsible for providing the snacks for them.
- Children with medical conditions and for children with allergies will have to bring their own snacks for the day.
- The child while at the center will be given one choice other than what is on the menu and if the child refuses the program Director will contact the parents or the guardian of the child and have them feed the child so the child is not hungry.
- If you have personal or religious reasons please provide the program a detailed list of things that your child can consume.

Nut Free Centre: WEST END DAYCARE AND OSC Daycare is a Nut free Center. We do not use foods that may contain nuts. We also recommend the parents if they are sending food from home for their child, please ensure it is nut free. In case we found a child bringing a snack that may contain nuts, staff will keep the snacks away from the children's room and parents will pick it at the end of the day (pick up time).

- **Arrival and Departure:** Each day upon arriving, parents are required to sign their children, noting the time of arrival. This is to be followed by signing the child out when leaving the Center at the end of the day. Please initial each day; this always gives us a written record of the children's attendance. Please do not drop your child in the hallway. Parents are required to come with enough time to drop your child to the room teacher.
- **Child drop in policy:** Please drop your child before 9:30 am, so he/she can join the morning activities. If your Child has an appointment, parents need to call the Centre to inform what time the child will come to the Centre. Please do not drop your child off at the daycare between the hours of 11:30am and 2:00pm since the children are transitioning to nap or are already napping. If you drop off your child (after 9:30am) when the children are outside either in the outdoor play area or on an excursion walk, we require that you deliver your child to join the group outside.
- **Notification of Absence or Late Arrival Policy:** Please call or email us to notify of any absences. If your child has an appointment and is going to be late, please notify us by phone as soon as possible.
- **Late Pick-Up Policy:** We close at 6pm. Parents are required to be here by 10 minutes before closing. If a child is not picked up by 6:00p.m., the parent will be charged a late fee of \$5.00 every 5 minutes. This fee is payable in cash immediately and directly to the staff member that stayed late to care for your child.
- **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. Authorized person is required to bring a photo ID to show at pick up time. Staff have the right to ask for your ID anytime they feel it's necessary.

Note: *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.*

- **Pick-up denies:** If a staff member suspects the person picking up the child is under the influence of alcohol or drugs, the parent/guardian will be denied from the pick up and/or can be offered with 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.

- **Movies:** Infants, babies and toddlers are not allowed to watch TV at any time in the daycare. Educational movies are shown to Preschoolers and children, only on the occasion when its related to their learning theme or when any other planned activity is not possible. In that case parents will be informed at the end of the day. A Movie can be watched at the Movie Day, planned according to learning theme. Children could have the opportunity to choose the movie according to theme and availability. Any further request must be approved by the director. Movies must be "G" rated. An alternative activity must be provided for the children who do not wish to watch the movie. The parents will be informed about the movie the children are going to watch before the Movie Day. All other electronic equipment such as handheld game consoles, cameras, cellphones, personal electronic devices like i-pods will not be allowed for children to bring from home to the Centre. We encourage parents not to send these items to the Centre. The Centre is not responsible for the lost items.
- **Toys:** We do not allow children to bring toys from home as we provide them a lot of toys to play throughout the day. We encourage parents to keep their child's toy at home to minimize frustration among other children. These toys can be misplaced or get lost at the daycare and the child will be upset. Day care will not be responsible for lost or broken toys brought from home. However, parents can bring comfort items from home to ease the transition from home to day care. It should be the same item daily, like a special blanket or stuffy.
- **Excursions:** At the daycare we have different daily outdoor activities for our children which we need parents/guardians to give us permission to do. If you do not permit your child to attend a specific outdoor activity, Parents will be responsible to keep the child home until the group is back from outdoor activity. Parents will be informed about routine based outdoor activities and will be asked to sign a consent during registration and it will be renewed every year. Two caregivers are required to go with the children during outdoor activity. Caregivers must ensure that children are dressed appropriately for the weather.
- **Field trip policy:** Field trips will be planned during summer. The field trip will support the program philosophy and children's interests. Whenever possible, field trips will be planned with the input from children to compliment the program and meet children's interests. Field trips that involve bussing are only for preschoolers and after school children. Any field trip requiring bussing must be approved by the bus company and follow Canada field trip guidelines. Staff will never transport the children to field trips or emergencies. Children will use daycare's van/bus or approved public transport.

- **Smoke Free Environment:**

To protect the children and staff from the negative effects of exposure to smoke, WEST END DAYCARE AND OSC Daycare is a smoke free facility. There will be no smoking on daycare/ premises at any time by staff members, visitors and parents.

- **Nap Time:**

The children under the age of 4 yr. old will have a nap time between 12pm to 2pm. All the children are required to have a rest at this time. Children who do not nap, will be allowed to rest on the mat and play some quiet activities such as puzzles, card games, coloring etc., so it does not disrupt the napping for others. We do not allow drop off and pick up during the nap time unless its urgent and can be informed ahead of time, So staff can plan ahead for your child's frustration.

- **Child Illness Policy:** When a child is ill, Daycare staff will notify the parent/guardian if they feel that he or she is not well enough to stay at the Daycare.

- **Our center requires that following symptoms will be reasons for a child to be absent from**

- the daycare and for *24 hours post symptoms and post treatments:*
- Temperature over **100°F (38°C)**
- Eye infection commonly referred to as Pink Eye.
- Bronchitis: Hoarse Cough and slight elevation in temperature.
- Rashes that cannot be identified or have been diagnosed by a doctor.
- Impetigo: Show up as red pimples on the skin.
- Diarrhea is watery or greenish bowel movement that looks different and is much more frequent than usual. A child has a severe cold with fever, sneezing and or significant nose drainage.

- **For contagious diseases** a child must also be absent for the long of time that covers the contagious and recovering periods. This will vary with the type of cases; verification by a doctor may be required to allow your child to return to the center.

- **Over the counter Medications:**

It is not our practice to administer medications such as Advil, Tylenol, or Motrin to control cold or flu symptoms. It is in the best interest of the child experiencing these symptoms to remain home, to rest, and get better.

- **Prescribed Medication policy:** The program does not administer any prescribed or non-prescribed medications. The Staff will only administer emergency medication as advised the doctor.

- **Emergency Medication:**

In case, a child is required to have an emergency medication, such as EpiPens or inhalers etc., parents need to provide it to be kept at the center all the time to help in an emergency. These medications will go with the staff in her emergency backpack while on outings with the children. Parents will be required to complete

a form and sign the consent.

- **Incident/Accident Report policy:**

If a child is injured or get sick, staff will ensure that the child receives appropriate first aid. If the situation requires medical attention staff will contact the parents or the emergency contact person to take the child for medical attention. The incident report will be written and signed by staff, the director will review and sign the report before giving it to the parents indicating that she/he had read it and verified the happenings. Parents will be notified of the incidents and need to sign that report.

The incident report form is also filled for any incident that requires First Aid or any concerns regarding the wellbeing of the child such as suspected abuse; or can also be used to document behavior concerns. All the incident reports will be filed for the Centre's record.

- **Sunscreen and Insect Repellent Policy:**

We provide outdoor activities which are available all the time. In summer, Parents and staff will ensure that children are safe when playing outside by providing sunscreen lotion, water bottles/drinking water, and sun hats. Parents will be responsible to provide the sunscreen lotion and insect repellent suitable for their children. In case, a child does not have his/her own sunscreen/ insect repellent, Center's staff will not be using the lotion from other children. Parents will be responsible to provide the sunscreen / insect repellent or pick the child when we are unable to keep the child inside. Parents need to sign the consent form before we use the provided sunscreen or insect repellent.

- **Children's clothing and personal items:** Families are required to provide personal items for their children. Bottles and sippy cups must be taken home every Friday for cleaning. The Center provides sleeping mat sheets and washes them weekly. Each child has a designated cubby in which to store his/her belongings. Please ensure all personal items are labeled with your child's name. Parents should provide the following items.

- Two full changes of clothes.
- A pair of indoor and outdoor shoes—no sandals, flip flops, etc.
- A weekly supply of diapers or pull ups and cream if required .
- A napping blanket for children who nap.
- A comfort toy if it helps your child fall asleep at nap.
- A hat and sunscreen during the summer.
- Snow pants, toque, mittens, a neck warmer and warm winter boots in the cold months.

Communication with Families: WEST END DAYCARE AND OSC has an open-door policy for families. Parents are encouraged and most welcome to participate in our day care activities any time.

- Parents are encouraged to talk to their child's caregivers daily about the child.
- A daily written report will be provided to parents with children under the age of 36 months.
- Please watch for any posted notices in the parent information area and in your child's room.
- Notifications will be posted in the entrance hallways and and/or sent by e-mail.
- Parents and the Director may use e-mail to communicate with each other.
- Parents are encouraged to use email as a preferred communication method.
- You will get a monthly newsletter that will keep you informed of activities, events and any changes that affect you.
- **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.
 - If parents want to keep the complaint confidential and do not want to disclose their name, they can opt to drop a written complaint in our suggestion box.
 - 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. You send an email with details or can call during bus. Hours.
 - 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.
- **Child Custody policy:** If parental access is restricted in any way during daycare/ hours, legal documentation must be provided. If one parent or a guardian has sole/ shared custody of a child and provides a legal document that clearly defines that the non-custodial parent does not have access or can have access on specific days 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 required.
- **Confidentiality Policy:**
Information provided to WEST END DAYCARE AND OSC Daycare for enrollment or

otherwise shall be considered confidential and shall not be used or made available to anyone outside of the daycare except as required by law and Child Care Licensing. All employees are required to complete a confidentiality agreement to pledge confidentiality related to written records of employee or participant information as well as discussions related to employees, volunteers, participants, families and children.

- **Family Support and Referrals:** If developmental delays are suspected or indicated through formal and informal observations, a recommendation will be made to the child's parent for further screening. Further screening can be done only after a written consent from the parents. The Director will assist the family in locating further resources those can be helpful for the child and the family. A record of referrals will be kept in the child's file.

- **Parent involvement Policy:**

We believe parents are the most important and influential people in their children's lives. To support parents as partners, we encourage families to be involved. We have an open- door policy, allowing parents to visit and participate in our programs any time, fostering a sense of openness and inclusion. Parents/guardians are welcome to drop in for a visit anytime or phone to check in on their children. Parents are invited to join us on field trips and to participate in special activities at the center. Special events for families will be planned. We strive to create an atmosphere where the families and children feel at home. Families are encouraged to provide us with feedback and suggestions and communicate with us about any concerns.

Some ideas for parent participation are:

- Share a special interest or talent with the children and/or staff
- Share a favorite healthy snack or recipe
- Join your child in playing a game or finishing an activity
- Share your cultural experiences and celebrations with staff and children in the Center
- Donate materials for the program, such as recycled materials for art (paper, yarn, foil tart tins, buttons, fabric, etc.)

Donate toys and equipment (dress-up items from your culture, old phones, hair rollers or an old curling iron for a beauty prop box, etc.)

- Volunteer during a field trip
- Share your ideas for the children's program with the staff.
- Read a story to children.
- Share knowledge of resources with us
- Participate in an annual program review by completing parent surveys

Sharing child specific information: To help families and to ensure safety and well being of

children, we work with services like schools, therapists, other support organizations. Open communication with those parties is especially important for child's growth. The Centre will ask the permission from parents/guardians to share the information with those organization while child is in our care if we are in a position to do that for child or family's benefit. This consent will end in case child/Family stops receiving the service from the WEST END DAYCARE AND OSC Center.

EMERGENCY POLICIES

WEST END DAYCARE AND OSC Daycare is committed to the safety and well-being of the children, families and the staff. Policies, procedures and protocols have been developed to ensure the staff knows how to respond most effectively to emergencies and that the children are familiar with the procedures. Emergency exits are clearly identified and evacuation procedures and emergency contact information is posted in each child care room. Staff will take along backpacks with the children's emergency information, emergency contact numbers and first aid kit on both practiced and emergency evacuations. Parents are informed of emergency policies in the parent handbook and the staff is informed of emergency policies during the orientation process for new staff.

- **Safety Drills:** Being prepared for emergencies helps the staff respond appropriately and helps children to feel less frightened if an emergency were to occur, Children are informed of emergency procedures by practicing evacuation drills monthly.
- **Emergency Evacuation Procedure:** Emergency exits are clearly identified and evacuation procedures and emergency contact information is posted in each child care room. Evacuation and safety drill procedures will be reviewed regularly with the intent of identifying the most efficient practices to ensure the safety and well-being of the children and staff. Evacuation drills are conducted monthly. In the event of an emergency that necessitates evacuation of the center, our priority is getting the children to a safe place. The staff will follow procedures outlined in the Policy Manual. In case we need to relocate, the staff will escort the children to our relocation site Edmonton Public Library.
- **Serious Injury or Illness:** Under the circumstances such as serious injury and a child requiring emergency medical attention, 9-1-1 will be called and an ambulance will be requested to transport the child to the hospital. A qualified staff member will administer care in first aid. The Emergency Medical Team will decide which hospital is most suitable given the location and nature of the emergency. A staff member will take the child's emergency information and go in the ambulance with the child or follow the ambulance to the hospital. Parents will be informed immediately.

Non-Emergency Medical Care: If staff has determined that a child's condition requires medical attention, but it is not an emergency, parents will be called and asked to seek medical care for the child. A qualified staff member will administer first aid

PROGRAM POLICIES

- **Child guidance policy:** All our staff understands the importance of establishing and being consistent with limits set for our Centre. Our policy is to guide and remind the children of the limits on a daily basis and be consistent, by redirecting, acknowledging feelings, giving choices, stating rules and expectations. We encourage children to solve their own conflicts with others with staff support. We also encourage cooperation. Staff will help children understand their own feelings and emotions and feelings and emotions of others; also the impact of their behavior on themselves and others. Parents will be notified verbally or in writing if there were issues during the day.

TERMINATION AND WITHDRAWAL POLICIES

WEST END DAYCARE AND OSC strives to meet the individual needs of all the children and families enrolled in our childcare programs. However, situations do arise from time to time where it may be necessary for the Centre to withdraw childcare services for a child and/or their family. The Centre does not take these decisions lightly and takes reasonable care to ensure a thorough assessment of the child's needs, community supports available, and the program's ability to support the child have been undertaken before withdrawing services. Termination of childcare is based on various reasons such as:

- Parent/ Guardian decision due to family necessities.
- Non-payment of program fees.
- Frequent late pick up.
- Parents/guardians or children who exhibit violent or harassing behavior towards staff, volunteers, students on placement, other children, or families.
- Community resources for children with special needs are unavailable or have been exhausted.
- Refusal by parent/guardian to meet with Centre's staff and/or consent to the use of support services for children.

Child's behavior (like bullying) that becomes a threat to the staff and or other children in the group.

Parents must:

- Notify us about child's absenteeism, late drop off or early pick up for appointment.
- sign your child in and out every day on the children's attendance sheet.
- Keep the staff aware of anything that may cause change in your child's behavior.
- Notify us if someone else is picking up your child, write in the parent communication book.
- Pay fee at the first week of every month.
- Supply diapers, pull ups and wipes for the children who are not potty trained.
- Notify us if your phone number and address change.
- Call by 9:30 am if your child is not coming that day.

ACKNOWLEDGEMENT

Please sign and return this form to acknowledge that you received, read and understand the parent handbook with the following information:

- ☐ Center's Philosophy, mission, and values
- ☐ Promoting and Prohibited practices.
- ☐ WEST END DAYCARE AND OSC Staff, Volunteers and Educators
- ☐ Centre's hours, closure dates, enrollments.
- ☐ Monthly Fees, Field trip fee, payment options, Tax receipts, refunds, and termination fee
- ☐ Nut free, Nutritional menu, meal times, Allergies, and dietary restrictions,
- ☐ Arrival and departures, absence, Late pick-up, authorized pick up, pickup denies.
- ☐ Occasional activities: Movies, toys, Excursions, Field trips
- ☐ Health and safety: Smoke free, nap- time, Child illness, medications, Incidents.
- ☐ Sunscreens, Child's personal belongings.
- ☐ Transportation policy and Field trip policy
- ☐ Family communications, Parent concerns, Confidentiality.
- ☐ Family support, Parent's involvement
- ☐ Emergencies Evacuation, emergency, and non-emergency medical care.
- ☐ School Transportation Policy, Child Guidance.
- ☐ Termination/ Withdrawal notice
- ☐ Parent's responsibilities.

I _____ the parent of _____, received read and understand and policies and procedures outlined in the parent handbook.

PARENT NAME	PARENT SIGNATURE	DATE