

# Parent Handbook

(Revised February, 2021)

## *LESSARD DAY CARE AND AFTERSCHOOL CARE*

*An Accredited Program Dedicated  
to Children, Families, & the Community*

WEBSITE:

**WWW.LESSARDDAYCARE.COM**

**Contact Information:**

**131, 6104-172 Street**

**Edmonton, AB, T6M 1G9**

**PH: 780-481-7817**

**FAX: 780-489-6835**  
**email: info.lessarddaycare@gmail.com**

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*Owners: Asha, Shanty, Sherine*

## **WELCOME TO LESSARD DAY CARE AND AFTERSCHOOL CARE**

Choosing the right program for your child is very important. Children want choice and lots of fun. At Lessard, we provide an environment where your child can choose from a variety of age appropriate, fun, and safe activities. We provide an environment that encourages active play, exploring new interests, social interactions, and space for quiet time and studying.

At Lessard, qualified staff serve as activity leaders guiding the children in organized fun and learning activities. This play activity approach gives the children, the freedom to choose activities that fit their changing interests. Our program is designed by the teachers/director within the rooms to ensure new experiences, to expand on children’s interests, encourage positive interactions, and provide developmentally appropriate activities throughout the day.

Our continual goal is to provide you and your child with a wonderful environment that recognizes individual needs, celebrates cultural differences, and provides each child with a loving learning experience each day.

We recognize the trust and confidence you have placed in us and offer you this handbook to help answer many of the questions you might have about our program.

Please feel free to talk to the Owners regarding any information you may require or any concerns you have about the program at Lessard Day Care and Afterschool Care.

Sincerely,

### Hours of Operation

The Centre will be opened between the hours 7:00 am to 6:00 pm, Monday through Friday. All holiday closures are posted annually in our front entrance way information board. We are closed on all statutory holidays.

### OPEN DOOR & SECURITY MEASURES POLICY

- Parents or Guardians (of registered children) are welcome to visit the Centre at any time. The Centre's open-door policy encourages you to come in and feel comfortable in the childcare environment.
- Parents are more than welcome to volunteer or observe the program at any time.
- The Program provides many opportunities for families to be involved. Families are encouraged to participate in child care activities and fieldtrips.
- As an important security measure, we ask you to bring your child into the Centre and see that he or she is under supervision before you leave. Equally important is that you re-enter the building when picking up your child at the end of the day. You are required to sign your child in and out upon arrival and departure each day. The Centre abides by all legally served court orders. We must have a certified court order on file regarding parental custody matters. Please note that the Centre is not to be used as a visitation site and the Open-Door Policy applies only to the custodial parent. We are required by law to report suspected child abuse or neglect to the proper authorities.

### **Family Orientation Procedure**

The Director and the staff of Lessard Daycare & Afterschool Care will provide an orientation to the families to help them feel more comfortable.

- The Director shall review the Registration Forms for any information that is necessary to communicate with the child's room staff (example; allergies, food preferences, behaviors, etc.).
- The Director will review any questions that the families may have from reading the Parent Handbook.
- The Director will provide the family with a tour of the facility and explaining the layout of the Centre (entry, exit, child's cubby, etc)
- The staff in the new child's room will be made aware the starting date of the new child, so that the room can prepare to ensure more time with the new child, depends on the need.
- Families will be welcomed throughout the Centre, and will be encouraged to visit whenever they like, telephone throughout the day, ask any possible questions, and/or voice concerns....We extend ourselves in any way possible to ensure the families feel confident that the child will be under well care in a happy and positive environment.

### **COMMUNICATION WITH FAMILIES POLICY**

The Program fosters positive relationship with parents by communicating with them about children's routines, moods, learning, and development. Regular communication between staff, children and parents helps strengthen the connection between the program and the home, and encourages a continuation of the child's learning.

#### **Parent Information**

Staff interactions and communications with families are intentional and facilitate positive, respectful, relationships.

- ❖ The program offers an orientation to parents in order to establish positive relationship between the child's family and the program.
- ❖ Relationship with schools are encouraged and initiated by the program.
- ❖ The program provides access to information and community resources to families when appropriate.

- ❖ Communications, whether internal or external are through many different forms such as; newsletters, communication booklets, posted policies, letters, parent and/or staff handbooks, posted notices, parent and/or staff resource area, the Centre’s website and verbal communications between families, staff, children, schools and the community.
  - ❖ A record of communications is kept by the Director, and a communication booklet is also used between staff members and is located in the Out of School Care room.
  - ❖ You will be provided with a monthly newsletter and calendar featuring the highlights of the program. A parent information bulletin board is located in each room. These are used to post weekly programs, menus, field trips, notices and reminders.
- Parents, the director and the staff are encouraged to communicate daily to share the child’s day.

### **PROGRAM CONDUCT POLICY**

All visitors of the Centre, families, staff members, including the Director shall act in an appropriate manner in the childcare Centre at all times. Yelling, swearing, and any other verbal or physical behaviour, that is inappropriate in a positive family environment, will not be tolerated.

### **Confidentiality Policy**

Confidentiality is a top priority for Lessard daycare and After school care. Personal information of children, families and staff will not be shared for any reason without prior written consent of the individual or guardian. When discussing children’s activities in the class room between staff or parents, only first names will be used. In situations regarding behaviour problems and / or Incident / Accident reports, names of children involved will never be given to families. When documenting children’s observations staff use only the child’s initials.

### **EMERGENCY EVACUATION POLICY**

1. Upon discovery of a fire or the sounding of the fire alarm, emergency evacuation will take place.
2. Children, who are in the toddler room will be evacuated through the doors in the kinder room then through the front door entrance way.

- Children in the other areas of the day care will exit from the nearest exit. Staff in each playroom will take with them, the daily attendance register and emergency contact information. (emergency contacts will include a list of emergency and safety contact phone numbers) The owner and/or director will be responsible to ensure that all rooms and washrooms are vacant.
3. The children will be grouped according to their childcare room and will be evacuated from the centre and assembled at the bike path to the immediate south of the complex. A roll call based on that day's attendance records will take place immediately. In the case of severe weather conditions, such as extreme cold and/or heavy rainfall, the staff and the children will assemble for roll call at the bike path and then continue to Talmud Torah School and childcare Centre located 6320 172 street. Here we will do another roll call and contact parents, if necessary.
  4. The owner or director will be responsible for telephoning 911 to notify necessary emergency services, if necessary.

#### **FIRE DRILL POLICY**

We conduct at least one fire drill per month as per regulation to prepare children in the event of a real fire. For this reason, it is very important that the staff ensure each child has indoor shoes/slippers that are worn inside the centre at all times.

#### **LOCK DOWN POLICY**

A lockdown is an emergency situation, which prevents the safe evacuation of the daycare and requires steps to isolate children and staff from danger by requiring everyone to remain inside the building. This policy is to establish procedures for various levels of threats and emergency situations. Two (2) practice drills will be held per year. Notice of these drills will be posted in advance. Please note you will not have access to the building during these drills, as the doors will be locked. If you arrive while these drills are being conducted, we ask for your patience, as the drill lasts for a few minutes.

In recognizing that each potential crisis will vary, these procedures may be modified to adapt each unique situation.

During Lockdown drill the staff will gather everyone in the immediate vicinity into their childcare room or other secure area, ensuring that it is safe to do so: Junior Leader, Kinder & OSC at the back of OSC room, Toddler and Preschool at the back of Preschool room. The staff will take their emergency bags along. The staff will take all measures to ensure children are calm & not

frightened.

\*\*In the event of an actual Lockdown, the director or designated person “in charge” will dial 911 to report the emergency at their earliest opportunity. At the time the Centre is informed about the emergency, the director will confirm that the centre will also be informed when the emergency has ceased. Parents will be contacted immediately once it is safe and appropriate to do so.

### **CHILD GUIDANCE, DISCIPLINE & BULLYING POLICY**

The goal of the Child Guidance & Discipline Policy is to assist children in developing self-control, self-confidence and ultimately self-discipline and sensitivity in their interactions with others. Staff support the children through positive interactions and role-modeling.

We encourage children to talk through their own problems and conflicts, and to make appropriate choices and compromises; however, if a child seems unable to cope in a situation, the staff will intervene. The staff will reinforce appropriate behaviors in order to maximize opportunities for desirable behavior. Staff facilitates a safe environment for children to express their feelings and model respectful interactions with adults and children. Rules and expectations are age and ability appropriate. Safety issues are addressed in a timely manner by staff members.

The Centre’s program planning recognizes children’s diverse needs by organizing activities that encourage involvement. The Centre also strives to achieve an inclusive environment whereby all children feel comfortable to participate with others or independently. Programming is based on communicating with the children, and by observing them to create a diverse and inclusive environment.

In the event that a child makes a choice that infringes on the safety and protection of self, others or the environment, the staff will employ various guidance strategies such as:

- Setting clearly defined guidelines and limits which are consistently maintained
- Helping the child to express feelings verbally
- Offering appropriate safe choices
- Modeling problem solving skills
- Limiting use of equipment



- Using logical and reasonable consequences

**Any child disciplinary action taken is reasonable in the circumstances;**

Lessard daycare and out of school care will not inflict or cause to be inflicted any form of physical punishments, verbal or physical degradation or emotional deprivation. We will not deny or threaten to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement or isolation

At all times, the staff will gently guide the child, in assisting the child towards self-control and self- discipline.

Discipline needs to be a tool for positive growth rather than a punishment. As childcare workers, we strive to nurture and encourage children and create an atmosphere of warmth and comfort while allowing them their own independence.

**BULLYING POLICY**

- Staff intervene promptly when aggressive actions or bullying occurs.
- Staff members shall use their educational skills, experiences, and Centre resources to help support a child who is bullied, and also the Centre will work together to support the child doing the bullying.
- The Director, the staff members, and the family shall work together to find strategies to eliminate the bullying behavior of the child.
- Termination of the childcare can occur if the bullying behavior continues, at the discretion of the Centre.

**INCLUSION, CULTURE AND DIVERSITY POLICY**

- Activities involve input from the children and are responsive to their interest, backgrounds, preferences, needs and abilities.
- Staff members use programming time to ensure the children’s opportunities, such as activities and interactions with others are inclusive for all ages and abilities. The OSC has two different age groups (in pm only and non-school days) – 6 to 8-year olds, and 9 to 12-year olds...this is to accommodate different needs of these age groups. (Summer planning is done for whole group due to lower numbers)

- Staff members communicate with the children and their families, staff document observations, and survey the children to best meet the diverse needs and to include the individual interests of the children.
- Children always have a voice...family cultures and traditions are celebrated, and individual differences are positively regarded.
- Opportunities are provided that allow children to use their own abilities, skills and talents.
- Programming incorporates a variety of planned and spontaneous activities.
- The indoor space is arranged in a way that meets the diverse needs, as well as the number of children in the program.
- Children are supported by staff members to embrace individuality.

### **HEALTH POLICY**

- Opportunities are available for children to learn about the benefits of good nutrition, hydration, hand- washing practices and hygiene through teacher role-modeling and the annual presentation from the local community health center.
- Children are encouraged to keep a water bottle at the Centre to ensure hydration.
- Staff regularly remind children about hand-washing: there are two bathrooms containing sinks (boys & girls) and a sink located in each of the Out of School Care Rooms to accommodate regular hand washing (equipped with soap and paper towel).
- There are “Best Practices for Hand washing” posted near each sink area.
- All the staff members must have valid first aid (within 1 month of employment-requirement).
- Staff members must have valid first aid in order to administer medication.
- Sunscreen is provided by the Centre and the staff members ensure that all the children have apply it when necessary.
- Children have opportunity for outdoor recreation on a daily basis (depending upon weather). Staff program outdoor activities based on the children’s interests.

### **SAFETY POLICY**

**Lessard Daycare & Afterschool Care maintain a safe environment**

**for children, families, & staff members by;**

- A daily safety inspection of the indoor and outdoor environment is conducted to ensure that potential hazards are addressed.
- Staff members first on site in the morning will complete an environment safety checklist, daily. The Director is notified by the staff if there are any areas requiring attention. Checklists are done daily on a weekly chart that is initialled by the staff and handed it into the Director at the end of each week for filing.
- Staff members complete an outdoor safety checklist once they arrive at the destination. Checklist is handed into the Director once back at the Centre, for filing.
- All the staff members must have valid first aid (within 1 month of employment-requirement).
- Medication is stored in a locked medication box that staff only have access to.
- Each room has access to first aid supplies in an emergency situation.
- In the case of any medical, dental or health related issues, the child's parent or guardian shall be contacted immediately. If the parent is not reachable, the Director or the staff shall contact the emergency contact person listed on the child's file. If the emergency contacts cannot be reached, the Centre may contact emergency services (ambulance) at *the Centre's discretion*.
- Security of the children and families of the Centre is in priority, the Centre shall not release a child to anyone other than the parent or legal guardian or other known family members that the Director is aware of, unless the parent or the guardian has communicated an alternative pick up person. In this case, the authorized person to pick up must have photo identification. The Centre requires custodial information if applicable, and the Director shall inform the staff members with regards to legal rights and information.
- Children are transported by childcare van (certified & maintained at least every 6 months or when necessary) to and from school, some children will walk with childcare staff, depending upon weather

conditions. First aid and emergency files are in vans and with the staff members when walking. See \*Transportation Policy\*

- Staff members ensure the cleanliness of the toys and equipment by regular sterilization, daily cleaning and regular monitoring.
- Cleaning and sanitation of the facility is maintained daily by the room staff members, they are provided with a cleaning schedule by the Director.
- There are sufficient portable materials and equipment accessible to children.

### Transportation Policy

Our licensed, insured vehicle(s) will comply with Transport Canada Guidelines. It is fully equipped with seat belts and is provided by our Centre for transportation of children to and from school, and occasional fieldtrips. You will receive prior notice in the event of a planned fieldtrip, as the Centre *does* require a signed permission form authorizing children to leave the Centre for outings.

Children transported to and from school are dropped off and picked up at their schools and are to go directly to school. For picking up the children, the van is parked in the school bus zone or designated childcare pick up area. The children are to come directly to that area at dismissal time, because the Centre picks up several schools, the children are instructed ahead of time whether they will have a short wait (approximately 10 minutes) or if the van will be waiting for them upon dismissal. In either case, the van picks up at the same area each day. Kinder students will wait for the van inside the school or they will be buddied up with an older child from that school to pick them up from their classroom and deliver them to the van.

Late or missing children: *The Lessard Staff member will wait an extra five minutes from usual pick up time, they will go into the school office to have the child and/or contact the Centre (Lessard Daycare & Afterschool Care) by cell phone or school phone to check if the parent has contacted the Centre about the child. If there has been no contact by the parent and the child has not come to the van or the school office, the childcare staff member will notify the Owner/Director/Senior Staff at Lessard Daycare & Afterschool Care. The contacted person at the Centre will then proceed to try to contact the parent or*

*the emergency contact to locate the child's whereabouts. If it fails, the Director or the senior staff shall call 911. The Lessard Staff Member, who is at the school will then continue on with the van or walking scheduled route. If your child has been absent from daycare or out of school care in the morning, we will not be responsible for the pick -up of that child at the end of the day (dismissal time), unless otherwise notified by the parent (parent must contact the Centre or make direct contact with the staff member at the pick -up location) that Lessard is authorized to transport the child.*

*\*\*THE CENTRE WILL CHARGE THE PARENT/GUARDIAN A \$20.00 "NO CALL FEE "IF Lessard has "not" been notified of the absence of a child, who requires transportation or a child, who requires pick up at the end of the day but was not at the Centre in the morning.*

*We believe good communication is the key to ensure safe and efficient transportation.*

*Children must arrive by 8:00 am in the morning in order to ensure that they are accounted for transportation. Please contact the Centre in advance if your child will not be taking the daycare van to or from school. Please notify us immediately of any change in your child's school schedule, as we will try to accommodate the change, but not always it is possible. The Centre will not be responsible for transportation of children other than to our scheduled schools or authorized fieldtrips, alternate transportation will be the responsibility of the parent. (Continued on next page)*

*\*\*Please Note: Any child who is transported by the Centre or by a school bus, the Parent will be asked to sign off on a "Transportation Contract". The Contract states the specifics of the transportation and procedure.*

*Our vans are thoroughly inspected and certified every 6 months by an authorized Provincial inspector for travel safety. In the case of a vehicle accident, taking into account the seriousness and possible injuries, children's well- being will be the priority, parents will be notified as soon as possible by telephone.*

*In the case of an unexpected breakdown of Daycare van, such as flat tire, the centre staff member, who is driving the daycare van shall contact the director immediately. The staff will ensure the children's safety and will proceed to contact the parents and the schools about late drop off or pick up. The director*

will arrange an alternative transportation either the other daycare van if possible or call a cab and transport the kids with the centre staff member  
We Thank You for your Cooperation!

### **TECHNOLOGY & SOCIAL MEDIA POLICY**

- Staff members shall limit media play in the childcare program
- Children in the Daycare program will not have access to any electronic devices.
- Staff members shall plan program activities based on children's interests & abilities.
- The daycare rooms have a movie day every month, no more than 30 minutes for children under 4 and half years and one hour for children under 6 years,
- Children are not required to watch the show if they are not interested. Instead, the activity offered as one of several centers.
- Teachers may select movie which posses an educational theme.
- All movies provided to children shall be rated 'G'
- The Out of School Care has Movie afternoons on every second Thursday during regular school (no regular movie in summer). Maximum of 1 movie per two weeks during school days schedule, an extra movie per week during the summer may be possible after a long outing (to allow children resting time).
- The OSC children may ask for special electronics day's that they may bring in their own electronics for the day (must be a planned day once in two months, electronics are brought in "at the child's own risk"). Staff members shall monitor and provide guidance to children while they are using electronics on electronics day .
- Children may engage in electronic play for a maximum of one and half hours with teacher's supervision
- ***Social media can be a great way to stay connected, but it can also breach privacy of others. The Centre only publishes information on social media that we have been given specific consent for. Families are asked to refrain from posting photos on any social media sites of children in our programs or photos taken inside our facility. This is for the safety and protection of everyone.***

### **Children's Records**

The Centre requires the following up-to-date information with respect to each child; the child's name, date of birth and primary home address, the parent's name, home address and telephone number, the name, address and telephone number of a person who can be contacted in the case of an emergency; if medication is administered, the written consent of the parent and all information noted in Medication Policy; the particulars of any health care provided to the child, including the written consent of the child's parent required under the Health Care Policy; any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any. All records are available to Child Care Licensing at all times, and available to the child's parent at reasonable times. These records are retained on program premises for a minimum of two years.

### **Portable Records**

The Centre maintains portable record of emergency information of each child, including; the child's name, date of birth and home address; the parent's name, home address and telephone number; the name, address and telephone number of a person who can be contacted in case of an emergency; and any other relevant health information about the child provided by the child's parent, including the child's immunization and allergies, if any; and the telephone numbers of the local emergency response service and poison control centre.

### **Sick Child Procedure / Policy**

If a child exhibits the signs and symptoms of illness, the Centre will call the parent and arrange for immediate pick up of the child (as per Alberta Regulation's, sick children must be removed from the Centre). The child may return if the Centre feels that the child does not pose a health risk to other children / caregivers or if the child's parent may provide written notice from a physician indicating the child does not pose a health risk to persons on the program premises.

### **Illness / Accident / Incident Emergency Care and Reporting**

Sick children may not be brought to the centre for care. If your child becomes ill at the Centre, parents / emergency contacts will be informed it & to pick up the child immediately or you may be required to make arrangements to pick up your child. It is required that we have on file names, addresses and phone

numbers of persons authorize

If a child exhibits the signs and symptoms of illness, the Centre will call the parent and arrange for immediate pick up of the child (as per Alberta Regulation's, sick children must be removed from the Centre). The child may return if the Centre feels that the child does not pose a health risk to other children / caregivers or if the child's parent may provide written notice from a physician indicating the child does not pose a health risk to persons on the program premises.

d to pick up children. It is also necessary for us to have the name and phone number of the child's physician. If at any time this information changes, please inform the Director or Owner immediately.

The Centre reserves the right to engage medical assistance for children when such attention seems necessary. Parents will be responsible for the expenses incurred by this attention. Incidents and serious illness shall be recorded in a "recording booklet" and analyzed monthly to identify trends or issues to work proactively in the best interests of the children.

### **Incident Reporting Policy**

If a serious illness or injury to a child that occurs while at the Centre, parents have been contacted first and if required, necessary medical attention has been obtained. The Centre shall report each incident to the Child Care Licensing immediately using the prescribed form.

An incident may be any of the following; an emergency evacuation, unexpected program closure, an intruder on the program premises, illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight, an error in the administration of medication by a program staff or volunteer resulting the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or require the child to remain in hospital overnight, the death of a child, an unexpected absence of a child from the program (i.e. lost child), a child removed from the program by a non-custodial parent or guardian, an allegation of physical, sexual, emotional abuse or neglect of a child by a program staff member or volunteer, the commission by a child of an offence under an Act of Canada or Alberta, and/or a child left on the premises outside of the program's operating hours. The Centre shall analyze and review all the documented incidents on an annual basis to ensure that the Centre can work proactively to minimize future incidents as best as possible



## **Medical Forms**

In the interest of your child's health, and the health of all children, parents are required to submit your child's current medical and immunization record prior to your child attending the Centre.

## **Medication Policy / Health Care**

All medication arriving at the Centre must be in its Original Container. The medication must be handed to a staff member by the parent. The parent will sign the Authorization Form indicating the name of the medication, time (or specific symptoms to watch for) and amount of medication to be administered. The parent must write down on the medicine form the last time the medication was administered, *daily*. The staff will put the medication away, either in the fridge in a locked container, or on a high shelf cupboard locked container if medicine is not to be refrigerated. A staff member will administer the medicine at the appropriate time, document the time and will sign her initials on the Authorization Form.

Medical authorization is required for special medical treatment, or when deemed necessary by a staff member. At any time, the Centre reserves the right to discontinue administration of medication.

Health care will only be provided with written consent from the parent, and is in the nature of first aid. Emergency medication will not be kept in the lock box, but in a location that is out of the reach of other children, **And All the Centre Staff Are Aware of This Location and Which Child It Belongs To!!** (i.e. inhaler, EpiPen).

Medication required to be used by a particular child as needed, such as puffers and epi-pens, if it has been agreed by the program operator and the child's parent, the program ensures that the medication is accessible by the child, and also ensure that it is not accessible by other children in the program.

## **Communicable Diseases / Supervised Care for Sick Children Policy**

Childhood illnesses and diseases are part of growing up. If your child becomes infected with a communicable disease, the parent will be asked to *immediately* remove the child from the program. In the instance of a communicable disease affecting children in the centre, a notice will be posted and you will be encouraged to consult your family physician. We inform such diseases to the local health authorities. Often, we will distribute

literature to parents about children's health issues. When your child is absent due to illness, please notify the centre. Children absent due to contagious disease may not return to the centre without a signed letter from a physician that the child is no longer contagious. A sick child within the Centre will be kept as far away as practicable from other children, supervised by a primary staff member and parents will be contacted and will be asked to pick up the child *immediately*.

### **Allergies / Food Restrictions**

Allergies and food restrictions are common among children. Please alert the Director or Owner, the needs of your child so that we may take appropriate precautions to protect your child's health. **Please be aware that the Centre is a NUT- FREE environment. Due to the health and safety of the children we will not serve homemade items such as birthday cakes, cupcakes etc. to the child care group. Labels with ingredients must be attached. We cannot serve items that are listed as "may contain nuts" or "process in a facility that contains nut products" or any label similar.**

### **Child Development Evaluation**

An evaluation plan is an essential component to the Centre. Development evaluations are tied closely to the overall program, as it helps the child's teacher to see what and how the child's learning process. Evaluations are on-going.

### **Equal Opportunity Provider**

The Centre is an equal opportunity provider. Applications for admission are accepted, if space is available, without regard to race, religion, sex, national origin, marital status or political beliefs.

### **Pick Up Policy**

The safety of children is of paramount concern to Lessard Daycare and after school care. To track all drop-offs and pick-ups of children, parents and guardians are required to sign children in/out on the daily attendance sheet. Children attending OSC, staff are responsible to sign children in/out on the daily attendance sheet. In daycare and OSC rooms it is the responsibility of the staff to ensure children's attendance is accurate at all times. Your child may be released to any person designated by you on the registration form. It is the parent's responsibility to notify the center in writing should you wish the person designated to pick up your child. Also, it is parent's responsibility to notify the centre if the child is to be picked up by a person not authorized in

the enrollment form. Anyone who is not familiar to staff will be requested to show a photo ID.

### **Late Pick-Up Policy**

The Centre closes at 6:00 pm. For casual lateness, a late pick-up fee of \$1.00 per minute will be levied for every minute past 6:00 pm. Continual lateness can result in termination from the Centre. Please be punctual. In the case of lateness, the \$1 per minute (\*past 6pm or other specified closing time) charge is due upon arrival (if it is not possible, the very next day), money owing may be paid directly to the staff member(s), who stayed with the child past their shift and missing time their family to ensure child's safety beyond the Centre's operating hours.

### **Registration Fee**

Upon enrollment of your child, the Centre requires a registration fee which helps to cover annual administrative costs.

**\$50.00 onetime charge per family**

A deposit may be paid by family to guarantee a child's spot in the Centre. The deposit is used towards the first month's tuition fees. *There will be no reimbursement if the child does not start on the specified "start date" on registration form, and the deposit cannot be carried forward to a later/different start date.*

**The deposit is \$100.00 per child**

**Please Note:** \*\*Both, the registration fee and the deposit are non-refundable if, for any reason the child/children will not attend.

### **Child Care Tuition Fees**

❖ **The month's tuition fee is due on 10th of each month.**

#### **Daycare**

Toddler                      \$925-\$510=\$415.00per month

Preschool                    \$895-\$450 = \$445.00per month

Kindergarten              \$826-450=\$376.00per month-Child must be attending  
Kindergarten. If the child is not attending Kindergarten, then the  
fees is \$866-450=\$416.00per month.

**Out of School Care – 4 or more full days a month will be \$610.00**

**\$610.00/month Morning and Afterschool Care (New adm. \$650 if they have subsidy)**

**\$570.00/month ONLY morning or afterschool**

**\*\*Note: During school closures such as Spring Break or Summer holidays, fees automatically are THE FULL AMOUNT - \$610.00 or 3 full days in the osc within 1 month.**

In case the tuition is not paid by 10<sup>th</sup> of the month, a late fee will be added and will be required to be paid along with the monthly tuition, the child will not be able to attend beyond the 15<sup>th</sup> of the month, unless tuition and late fees are paid in full. Termination of the child's attendance is at the discretion of the Centres' owner or director unless a payment plan has been agreed upon. If tuition fees are not paid for the month by 10<sup>th</sup> of that month, the Centre has the right to fill the unpaid space immediately.

**\$50.00 Late payment fee (If payment is beyond the 10<sup>th</sup>)**

**Returned Cheques**

A fee will be charged for a returned cheque and the Centre will have the option to refuse any further payment by cheque. Reimbursement of the returned cheque and the return cheque fee will be required to be paid by **cash** only, as soon as possible to continue care. If the amount is not paid, the Centre will suspend or terminate care without notice.

**\$30.00 Cheque return fee**

**Subsidized Families & Subsidy Payments**

It is the responsibility of the parent/the guardian to ensure that subsidy is in place prior to a child attending the Centre. Subsidy re-approvals must be in place prior to their expiry. In case, the Centre has not received subsidy information, the parent/guardian is fully responsible to pay the monthly

tuition fee at the beginning of that month.

Subsidy is based on the hours that your child attends the daycare or out of school care. If the hours are not met based on the documentation from the Government, the Centre will charge an equivalent fee to the parent/the guardian to ensure the Centre childcare fees are met. If extra fees apply, they must be paid immediately to continue childcare.

### **Tuition Fee Increases**

Tuition fees are reviewed at least annually and are normally increased in September. However, other increases may occur from time to time based on 30 days' notice to our families.

### **Withdrawal/Disenrollment Policy**

The Centre requires **ONE FULL MONTH WRITTEN NOTICE** prior to your child's withdrawal. **NOTICE WILL "CAN ONLY BE ACCEPTED FOR THE BEGINNING OF A FOLLOWING MONTH" – The Centre will not accept notice for middle of the month.** If the required notice is not provided to the Centre, the full month's fees will be payable. If fees are not paid, the Centre will enforce the process of collecting the funds through a second party (a Collection Agency). Fees will be collected based on "full" amounts outstanding, including subsidy amounts. For various reasons, some children and/or families have difficulty adjusting to the child care environment, in such cases our Centre management will ask that you withdraw your child *immediately*. If Centre staff are treated disrespectfully by parents or guardians, the family will be provided with immediate termination from the Centre by management immediately, without notice. Immediate termination may be given to the family verbally, a written letter will not be required. We uphold a high standard of environment which serves many families. We thank you for your understanding of our policy.

### **Policy Changes**

The Centre reserves the right to change existing policies or introduce new policies with two weeks prior notice (will be visually posted for families).

### **Vacation, Illness or Absence Policy**

No credit on tuition is given for scheduled General holidays, Centre closures,

and family vacation periods. If a month's (or more) absence or holiday is required or taken then one half the month's tuition is due as usual to hold your child's spot. This is NOT a credit to the month's fee in which your child returns. If this fee is not paid there is no guarantee that we will have room for your child after the absence. \*\*Families that will not attend the Centre throughout the summer holidays but will be returning in September will be required to pay half tuition fee for July and half tuition fee for August per child to *guarantee* a spot for September.

### **Custody Orders**

Certified custody orders must be provided to the Centre's Director or Owner during the enrollment process, updated when applicable and notice of changes to be given to the Centre immediately. The policy of the Centre is to release children only to the parents as shown on their enrollment form and to specifically designate authorized alternates on the Emergency Information Form that are able to pick up your child/children.

However, the forms must be consistent with any custody orders regarding the enrolled child.

Our Centre cannot deny a parent pick up rights unless there is a court order or restraining order, or similar order on file prohibiting the child from being released to that parent. If you require any further information in regards to the above, please speak directly to the Director or Owner immediately.

### **Licensing**

The Centre is licensed by the Province of Alberta. The licenses and monitoring reports are displayed in the front entrance way of the Centre for your convenience. We are inspected periodically by our regulatory offices to ensure the best care for your child in the areas of health, safety, and specific requirements mandated by the Provincial standards. We value our partnership with the regulatory offices and support their commitment to quality child care.

### **Learning Program**

#### **Daycare Program**

The program at Lessard Daycare is designed to meet the individual child's basic developmental needs - social, physical, intellectual, creative, emotional and self-concept. The child's world is expanded mainly through appropriate staff peer interactions and by staff picking up on children's interests. Themes are used to expand the child's knowledge of their own world and is integrated within the learning activity centers whenever possible.

### *Out of School Care Program*

School age children participate in a variety of fun learning experiences and work on projects and utilize community resources. Children are encouraged to grow as they express themselves creatively, make decisions, grow as leaders and problem solve as they work together with others or they also can choose to work by themselves. Whatever this group chooses to do, they will be positively supported by the Centre's staff members.



### **Nutrition Policy**

Daycare children are served snacks & lunch provided by the Centre, each morning open breakfast starts 8:00 am until 9:30am , hot lunch at 11:00am & afternoon snack at 3:00 pm. The Out of School care children are served morning snack, provided by the Centre, starting approximately 7:15 am until approximately 8:00 am, and an afternoon snack when they return from school. On PD days & non-school days , the centre provides hot lunch for After School kids. The menu is planned in accordance with the latest version of the Canada Food Guide and two food groups are provided for snack . Our menus are posted weekly in each room. The Centre encourages our families to follow the recommendations of the Canada Food Guide on a daily basis. The Director shall review the Centre menu plan weekly to ensure optimal nutrition, as well as ensure children's food brought from home meets the requirements of the Canada Food Guide. Please visit the Canada Food Guide on-line...[www.hc-sc.gc.ca](http://www.hc-sc.gc.ca) »»Canada`s Food Guide»» Food Guide

Basics. We kindly ask parents to limit heat-ups during July-Aug due to the fieldtrip schedule. Again, lunch kits are keeping in the children's cubbies, please include an ice pack to keep their food cold when necessary.

**A few Vegetable Choices**

Broccoli  
Celery  
Cauliflower  
Cucumber  
Green Peas  
Mushrooms  
Olives  
Potatoes  
Squash

**A few Fruit Choices**

Apples  
Banana  
Blueberries  
Grapes (sliced in half)  
Cantaloupe  
Oranges  
Pears  
Pineapple  
Strawberries

**Suggestions;**

- **cheese & cracker**
- **sliced veggies,**
- **yogurt, yogurt drink,**
- **rice pudding**
- **cooked pasta**
- **macaroni & cheese**
- **sandwich with whole wheat bread or tortilla wraps**
- **chicken nuggets**
- **soup with crackers on the side**

**Toys/Personal Belongings Policy**

We strongly discourage the children from bringing toys and treasures from home to the Centre due to potential loss and/or breakage. Staff members will ask the child to put any toy or other special item away until the end of the day, or they may ask the parent to please take it with them when they leave. Check the monthly calendar, when your child's name is listed it means they may bring a special item from home. Young children can bring a soft plush toy, blanket, or something similar to comfort them during rest time. Any items brought from home must have the child's name labeled on it. The Centre is *not* responsible for lost or damaged items.

**Birthdays**

When your child has a birthday, you are welcomed to provide a "treat" for



each child in your child's group. We do ask you to please arrange the date and time with the teacher or the director. Be advised that any snacks or treats you provide for the group must be store bought with an ingredient label attached as per Provincial Health Board regulations, and are completely "nut free".

### **Clothing**

Your child will be active both indoors and out. It is important for your child to be dressed in comfortable, washable play clothes that will adapt to food spills, paint, sand and water play. It is wise to label jackets, sweaters, hats, bathing suits, towels and other clothing that might be removed. Parents are responsible to supply diapers or pull ups for their child. If your child is in the process of being toilet trained, we urge you to provide us with sufficient changes of clothing.

We ask that children between the ages of 19 months - 5 years old have a spare set of clothing should be kept at the daycare, the soiled clothes will be returned home with the child. Parents are required to bring a replacement the next day. Children should wear suitable footwear outside according to the weather condition. All the children are required to have a pair of *inside shoes* that are to be kept at the centre.

### **Parent Involvement**

We believe that parents are the child's primary caregiver. We encourage all the parents to become involved in our program. Our open door policy allows parents to visit the program whenever they wish, volunteer in their, child's room, join us on fieldtrips, come in and read a story or sing a song with the children, bring in materials for arts & crafts, share your culture or language with the children (stories, songs, dances, foods, words), bring a birthday cake to celebrate their child's special day, etc. The center hosts many celebrations throughout the year where we ensure to welcome the parents to take part in their child's experiences. Some of these days that parents are involved in are; December – open house party, Mother's day tea party, Father's day muffin mornings, Pancake morning grandparents day celebration, June- Family BBQ etc.

### **Parent/Staff Committee**

The Centre encourages parents to join our Committee to share ideas, voice comments, and provide additional insight as we strive together to provide

quality child care.

### **Outdoor Play Policy**

Fresh air and exercise are important to a child's good health. We have an adjacent outdoor play area that is in compliance with the standards outlined in the current edition of *A Guideline on Children's Play Spaces and Equipment, CSA Standards*. There will be frequent opportunities for activities at nearby parks. We carefully monitor outdoor play and provide adequate water and shade. Please be sure your child has appropriate clothing for all seasons. In warm temperature, sunscreen is provided by the center and the staff members ensure that all the children apply it when necessary. It is equally important that the children have a hat at the Centre.

Outdoor areas are checked to ensure the area is free of toxic plants and other items that could be harm to children.

Outdoor sand boxes have tightly covered lids that are kept on while not in use.

Children's wading pools are drained and stored up-ended when not in use.

Staff members complete the ``playground daily safety checklist`` when at the daycare playground and/or the community playground .

### **Fieldtrips**

Fieldtrips are an important and fun part of our program. Your child will have many opportunities to visit places of interest within the community such as, the zoo, parks, museums, city libraries, senior assisted living facilities etc. Fieldtrips are frequent in the summer months. The Centre requires your permission for your child to accompany us on a fieldtrip, there may be fees related to the trip that parents would be responsible for. The Centre will notify you in advance of all excursions. **Parents, please join us at any time!**

### **PHYSICAL LITERACY POLICY**

The program shall provide physical activities in various forms of exercise or movement that is essential for the children's growth, development, and well-being.

Physical literacy policy is part of our daily program plan, which provides simple, safe & enjoyable activities that will help children:

- Learn the basic movement skills.
- Create more opportunities for play.

- Help them take part in positive & fun physical activities.

For young children, physical literacy is the development of fundamental[basic] movement skills. Learning how to do basic movements is like a child learning their ABC's when learning to read; they must learn the basic skills before they can do more complicated tasks.

Examples of fundamental movement skills according to a child's age.

Examples of fundamental movement skills according to a child's age.

**Age of child                      - Examples of fundamental movement skills**

19 months – 4 years    - Walking, running, throwing, catching, kicking, Swimming & skating.

4 – 6 years                - Running ,throwing , catching, tumbling, hopping, - jumbling skipping, swimming, skating & cycling.

**Examples of physical literacy skills & related activities**

If you can.....

You are more likely to participate in

Run                                - Soccer, Football, Basket ball, Tennis, Batminten

Swim                              - Swimming, Sailing, Kayaking, Diving, water Sking.

Throw                            - Base ball, Frisbee, Bowling, Football, Basketball

**OUR STAFF**

Staff members meet the qualifications established by Provincial regulation, complete an orientation process and participate in continuing education in the childcare field on a regular basis throughout their employment at Lessard. Our staff are committed to working in partnership with you to meet the needs of your child.

**COMPLAINT PROCESS**

Complaints at our Centre are always deal with a very personal manner. If you have a concern or problem, no matter how small, it is best to deal with immediate effect. It is important that you speak with the owner your concern.

We will meet with you to discuss the concern and do our best to resolve the issue. Should this require further attention, we will then sit down with who it is that may have pertinent information regarding the situation. All concern will be handled in a professional and efficient manner.

## **SUPERVISION POLICY**

- Staff should be located at different points/areas of the indoor and outdoor environment so that children can be effectively supervised.
- Staff “shall not” engage in personal and/or in-depth conversations with parents during times that children are within the childcare room. If it is required to speak with a parent about a sensitive matter, please ensure you have a support staff cover so that supervision will not be sacrificed at any time.
- When a staff member is engaged with one child or a small group of children, they continue to maintain an awareness of the whole group.
- Staff adjust their supervision appropriately to meet the needs of children of different ages and abilities
- Staff carefully observe, intervene proactively, and react quickly to solve issues in a comforting and supportive manner.
- When children are involved in higher risk activities such as; swimming, water, play, woodworking, cooking, field trips and new or unfamiliar situations, staff will take additional precautions by focusing on the child’s task.
- Diapering areas are in an area that allows for appropriate supervision of other children.
- Staff focus on children and maintain an interactive relationship throughout the day.
- Staff/child ratios are adequate to provide a safe environment taking into account the nature and type of activity, and location.
- Staff members will circulate the play room to ensure the safety of the children and do regular head counts of the children.
- During outdoor supervision, staff shall check play area to ensure it is free of debris or hazardous material, circulate play area (perimeter of a playground), and do head counts every 5 minutes.
- When children in a day care center are asleep, staff are in the same room with the children and continue to actively supervise.

- Staff members shall ensure the sign in and out attendance books are kept up to date throughout the day and that children that have left for the day have been accounted for and signed out, including if the child is transported by daycare van to and from school. If a child is not accounted for, the staff shall inform the Centre’s Director immediately, whereby the Director shall contact the parent or emergency contact immediately to ensure the safety of the child.
- The Centre shall transport children to and from kindergarten, if a child fails to show up at the arranged pick-up time or location the driver of the daycare van shall follow the steps outlined in the “Transportation Policy” in the Parent Handbook on Page 12& 13.
- Parents shall be made aware of the “Supervision Policy” by posting in the entranceway and in each room on the “parent boards”.

***The Centre Shall also follow Best Practice and ensure the following;***

- Staff consider each child’s learning needs when they provide supervision.
- Staff balance the need for children to be independent with the requirement to provide support and ensure their safety.
- Children are supervised by staff who actively encourage them to develop age appropriate social interactions eg, taking turns, outside planned and unplanned activities, etc.
- When children are away from the licensed facility, there are additional staff (above the required staff ratio) accompanying them.

**PROGRAM REVIEW POLICY**

- The program shall review strengths and weaknesses of the program on a regular annual basis, updating / revising policy and procedure of the Centre based on feedback from parents and staff, and to meet the needs of providing a continually positive, high quality environment.

**PARENT RESOURCES AND INFORMATION**

- LESSARDDAYCARE.COM (FIND CENTRE INFORMATION & YOUR ON-LINE NEWSLETTER)

- HUMAN SERVICES

<http://www.humanservices.alberta.ca/>

The Subsidy Office – 780-664-9992 – Choose option 2

- PARENT LINK CENTRE

<http://www.parentlinkalberta.ca/publish/default.htm>

- ALBERTA'S PROMISE

<http://www.albertaspromise.org/>

- Alberta Supports Contact Centre 1-877-644-9992

- Bullying Help Line 1-888-456-2323

- Child Abuse Hotline 1-800-387-KIDS (5437)

- Family Violence Info Line 310-1818 (toll-free, 24/7)

- Kids Help Phone 1-800-668-6868

- The Family Centre (780) 424-5580

**\*\*Other Family Resources can be found in our Front Entranceway of the Centre**