 



Little Stars Daycare Centre

11203 68 St NW, Edmonton,

Edmonton, AB T5B 1N6



Parent Handbook

Contents

[**INTRODUCTION TO PROGRAM** 3](#_Toc56601160)

[**PHILOSOPHY** 3](#_Toc56601161)

[**PROGRAM** 3](#_Toc56601162)

[**STATEMENT OF NON-DISCRIMINATION** 4](#_Toc56601163)

[**SUBSIDY** 4](#_Toc56601164)

[**REGISTRATION** 4](#_Toc56601165)

[**PAYMENT** 4](#_Toc56601166)

[**LATE FEES** 4](#_Toc56601167)

[**OPERATING HOURS** 4](#_Toc56601168)

[**STATUATORY HOLIDAYS** 5](#_Toc56601169)

[**ARRIVALS AND DEPARTURES** 5](#_Toc56601170)

[**RELEASE OF YOUR CHILD** 5](#_Toc56601171)

[**ATTENDANCE RECORDS** 5](#_Toc56601172)

[**ABSENCES** 5](#_Toc56601173)

[**SUPPLIES** 6](#_Toc56601174)

[**CHANGE OF CLOTHING** 6](#_Toc56601175)

[**CHILD DISCIPLINE** 6](#_Toc56601176)

[**NAP/QUIET TIME** 7](#_Toc56601177)

[**OUTDOOR PLAY** 7](#_Toc56601178)

[**OFF-SITE ACTIVITY** 7](#_Toc56601179)

[**COMMUNITY PARTNERSHIPS** 7](#_Toc56601180)

[**ACCIDENT OR ILLNESS** 7](#_Toc56601181)

[**CRITICAL INCIDENTS** 8](#_Toc56601182)

[**POTENTIAL HEALTH RISK** 9](#_Toc56601183)

[**SUPERVISED CARE FOR SICK CHILDREN** 10](#_Toc56601184)

[**ADMINISTRATION OF MEDICATION** 10](#_Toc56601185)

[**HEALTH CARE** 11](#_Toc56601186)

[**CHILD ABUSE AND NEGLECT** 11](#_Toc56601187)

[**NUTRITION** 12](#_Toc56601188)

[**MANNER OF FEEDING** 12](#_Toc56601189)

[**PARENTAL INVOLVEMENT** 12](#_Toc56601190)

[**EMERGENCY PROCEDURE** 13](#_Toc56601191)

[**LOCK DOWN PROCEDURE** 13](#_Toc56601192)

[**SMOKING** 14](#_Toc56601193)

[**TERMINATION OF CARE** 14](#_Toc56601194)

**PARENT HANDBOOK**

# **INTRODUCTION TO PROGRAM**

The management and staff would like to welcome you to Little Stars Daycare Centre. Please take a moment and read through this policy and procedure manual as we find it very beneficial to parents and families. Little Stars Daycare Centre will strictly adhere to the Government of Alberta Child Care Licensing Regulations.

We value each child as a unique individual with his/her own needs and opinions. Each child is treated as such, knowing that parents are the primary care givers and are equally valued and respected. Staff and management of Little Stars Daycare Centre strive to promote gender neutrality, multiculturalism, recognition and respect of all religions and inclusiveness.

# **PHILOSOPHY**

At Little Stars Daycare Centre we believe that the first six years of life are the most critical time for our children as they are developing to their full potential. We believe that high quality, developmentally appropriate programs should be available to all children and their families and should be applied to the four components of Early Childhood programs: curriculum, adult-child interactions, relations between the home and program, and developmental evaluation of children. We believe ‘learning through play’ and a good program will provide opportunities for all levels of development and types of play. Every child is treated with respect and consideration. At Little Stars Daycare Centre staff listen to children and respond to them in a respectful and appropriate manner. We support children’s respectful peer interaction, acknowledge children’s expressed feelings, and treat their feelings as valid.

# **PROGRAM**

We believe all children are diverse in their growth and development. With this in mind, the needs of each child is considered during program planning and child/staff interactions. Through a child directed, open ended environment, opportunities are provided for children to engage in experiences in all developmental domains. (physical, intellectual, creative, social and emotional) This, partnered with the purposeful, thought provoking interactions of staff can lead to a love and confidence of lifelong learning. Our program is based on prepared and spontaneous activities and environment that will foster children’s moral development, self control, awareness of rights and responsibilities.

Physical Development: We encourage children to enjoy both indoor and outdoor play in order to develop their large muscle skills and self-help skills. Child are provided with nutritious meals and snacks. Nap times are incorporated according to developmental needs of the children.

Social Development: We encourage children to make friends and develop relationships with others, including our staff. We support children in developing their problem-solving and conflict resolution skills. We provide cooperative team experiences where children will learn about group dynamics and working with others. The staff assists children in every facet of their social development and are models of respectful interaction with children and adults of various age groups.

Intellectual Development: We encourage children to try new things in order to broaden their experiences in the world. Through our programming, we aim to provide children support for their emergent literacy, math, science and language development skills.

Creative Development: We provide numerous opportunities for children to express themselves through art, music and drama. We provide materials and props that promote and support a child’s imagination, creativity and need for exploration.

Emotional Development: We encourage children to feel pride and develop their self-confidence. We help children develop independence, self-control and a positive attitude. We also seek to introduce children to positive coping strategies and discover means of working through some of life’s more difficult feelings. We aim to help children have fun and enjoy their time both in and out of the centre.

## **STATEMENT OF NON-DISCRIMINATION**

Little Stars Daycare Centre welcomes all families, regardless of, race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status, and physical, mental, emotional or learning disability.

## **SUBSIDY**

As a licensed childcare provider, we are able to facilitate families requiring childcare subsidy. \*\*\*\*Parents are responsible for all fees until subsidy has been approved and you have provided us with a final approval notice. Should any fees be paid by subsidy that you have already paid, you will receive a credit the following month.

For more information on subsidy and eligibility requirements please use the following contact information:

**Online:** [**https://www.alberta.ca/child-care-subsidy.aspx**](https://www.alberta.ca/child-care-subsidy.aspx)

**By Phone: General Inquiries: 1-866-644-5135**

## **REGISTRATION**

Prior to commencement of care, the Child Registration Form must be fully completed. As per Child Care Licensing Regulations, we may not care for a child until ***all*** information, especially emergency information has been obtained. During registration, the Program Director will provide a tour of the centre, review all policies and procedures and answer any questions you might have. Parents and the child will be introduced to staff and children in their respective room. We request a 3 phase transition period where your child may spend time in their room while you remain on site. Starting with 2 hours, you may increase your time during each phase depending on how your child adjusts.

## **PAYMENT**

Childcare fees are paid directly to our centre on the 1st of the month. A $50.00 penalty will be charged if payments are later then the 5th of the month. NSF cheques will be charged a $35.00 penalty. Payments can be made by either Cheque, debit or Credit Card.

## **LATE FEES**

Late fees are charged for **care any time outside of operating hours**. This charge is $2.00 per every minute your child is still at the centre after closing hours. This is paid directly to the staff at the time of pick up. This charge is to discourage late pick up times and to compensate the staff for having to remain at the centre instead of being home with their family.  Failure to pay overtime invoices can result in termination of care. No childcare receipt is given for overtime charges.

We may waive your late fee, depending on the circumstances and if you have called to inform us of the situation.

As per Alberta Human Services, we are mandated to call the after hours emergency line for Child Care Services, should a child be left at the centre, unexplained, until 7:00 pm.

## **OPERATING HOURS**

Our daycare centre operates from Monday to Friday, 6:30 am to 6:00 pm.

Our 6:00 close time is firm.  Parents of children who remain after 6:00 will be required to pay a late fee.

## **STATUATORY HOLIDAYS**

This childcare centre is closed for all Federal and Provincial Holidays.  If a holiday falls on the weekend, we will be closed the next working day. A list of scheduled holiday dates will be given to you at the beginning of each year.

The following is a list of days that are closures:

* New Year’s Day
* Family Day
* Good Friday
* Easter Monday
* Victoria Day
* Canada Day
* Heritage Day
* Labour Day

\*\*\*\*Christmas Eve & New Year's Eve we close early at 3 pm.

Please make alternate arrangements if you do not have these days off.

* Thanksgiving
* Remembrance Day
* Christmas Day
* Boxing Day

## **ARRIVALS AND DEPARTURES**

Parents must accompany their children inside the centre each time you arrive and sign your child in. Coats and outerwear are to be hung by the child or their parents. We ask that parents be consistent in your child's drop-off time in order to give them routine. You may stay for a while or leave right away, but we ask parents or guardians that the goodbye be a positive one and if your child seems upset, reassure them that you will be back to pick them up.

Upon departure, parents must: Sign their child out with time child is leaving. Please ensure you make personal contact with a staff member prior to your departure.

## **RELEASE OF YOUR CHILD**

Should you require someone other than yourself to pick up your child, be certain to let us know. We may not release your child if the person is not listed on the child profile sheet you completed upon registration. Written consent must include the full name of the person you wish us to release the child to. The first time anyone other then you comes to pick up your child photo ID will be required for us to verify identification.

## **ATTENDANCE RECORDS**

On a daily basis you will be required to sign an attendance sheet showing the exact days and hours your child has been in care. Please get in a habit of signing daily. This is a licensing policy to ensure safety and supervision as well as a record for subsidy to keep track of hours. Note: subsidy requires 100 hours per month or otherwise stated on your approval notice.

## 

## **ABSENCES**

Please advise us first thing in the morning if your child will not be attending due to illness or for some other reason.  If your child will be away for any other reason please advise us as soon as you know.

If you are going to arrive later than 9:00 am, please take a moment to call and let us know.  We follow a consistent routine and can be disruptive for children if it is not adhered to.  In case of a spontaneous off site activity, we can arrange things differently if we know in advance your child will be late. **Children may not arrive at the centre during nap time.**

## **SUPPLIES**

Parents are responsible for supplying diapers, wipes and creams for their child if needed.

There are two options in which the parents can choose to maintain these supplies.

Option 1: Diaper bag

Parents are free to bring a diaper bag each day for their child. This bag will come in the morning and go home at the end of each day. Please make sure there is a minimum of 6 diapers, a pack of wipes and any creams your child requires.

Option 2: Storage

Instead of bringing a daily diaper bag, parents are welcome to bring any supplies for us to store. Parents then can replenish the supplies as needed. We will inform you when we are running low and expect a refill within 2 days of being informed. If a parent is continually late in refilling supplies they will automatically be switched to Option 1: bringing a diaper bag daily.

## 

## **CHANGE OF CLOTHING**

Parents are responsible for maintaining a spare set of clothing labelled with the child’s name, in their child’s cubby. Children grow fast, please check frequently to make sure the spare set of clothing matches your child’s current size. Also please ensure that these clothes are seasonally appropriate. No child wants to wear heavy clothes in the middle of summer. All parents are required to provide weather appropriate clothing such as hats in summer and hats, mitts during the winter months.

## **CHILD DISCIPLINE**

Believing that children display negative behaviour when they feel detached, are bored and when they’re needs are not met, we endeavor to form positive relationships with children and ensure a wide variety of developmentally appropriate, stimulating, open ended experiences are provided.

Where appropriate, children are involved in the development of rules and consequences. When an inappropriate behaviour does occur, children are reminded of why their conduct is not acceptable and what the consequences of their actions are. If the behaviour continues, a logical consequence is to be imposed.

When a conflict arises between two children, they are taught the correct steps to conflict resolution. Staff provide active supervision to ensure children are safe and that all solution outcomes result in children feeling good about themselves and are better able to negotiate through conflicts.

**Discipline Policy for Infants and Younger Toddlers**

By understanding the development stages of children, we know that infants and toddlers can be quite self-centred. Because of this, duplicates of favourite toys and materials are stocked with the hopes of minimizing conflicts between children. When conflicts do occur, children are redirected when appropriate. Children are spoken to about the other child’s feelings and are given choices for alternate actions/behaviours. For negative or improper behaviour, logical consequences are imposed after 1 or a couple of warnings.

All child disciplinary action taken is reasonable in the circumstances.

We will not, with respect to a child in the program, inflict or cause to be inflicted any form of physical punishment, 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. These methods of discipline are not allowed.

## **NAP/QUIET TIME**

Not every child in care requires a nap. For those that do nap,, cots will be supplied and each child must bring in their own blanket to be kept at the centre and washed weekly. For older children that do not require naps they will still be provided with cots/mats during this time. They will be encouraged to rest their bodies for 30 minutes. To assist older children in winding down, they may read books or play with quiet activities on their beds. After rest time, these children will be offered a variety of quiet activities or may participate in outdoor play.

## **OUTDOOR PLAY**

We try to go outdoors to play twice a day, weather permitting.  **Make sure your child is dressed for the weather.  We don't like to keep a whole group inside because one child has no boots or jacket.  We have minimal extra clothes for your child.  We may not always have a supply of hats or mitts.**

You may choose to leave an extra pair of snow pants, boots, a hat and mitts at the centre in the winter.

Please leave labelled sunscreen and mosquito spray at our centre for your child if you wish these to be used in the summer. We will apply them as needed.  We will not apply these to your child unless you have provided a written permission.

If your child is too ill to play outside, they are too ill to be at the centre.

## **OFF-SITE ACTIVITY**

On occasion, children will be taken off site. These are pre-planned excursions, as an extension of the weekly program plan or simply for the fun of it. A written, parental consent to the child’s participation in the activity must be attained. The same consent form also includes the destination, times of departure and arrival, mode of transportation, supervision arrangements and a rain-out plan with respect to the activity. Field trips may be communicated to parents via monthly newsletter, a posting on the parent board or playroom door or personally by staff. In most cases, all 3 methods of communication will be utilized. Staff members will be required to ensure all parents are aware of off-site activities and that a written permission has been obtained. Parents are always invited to join their child for field trips.

Our emergency back pack containing children’s portable emergency records, a list of emergency phone numbers, first aid kit, children’s attendance and all other items required for the different age groups (diapers, books, etc) accompanies staff to all outside activities.

A blanket permission is also required for children to partake in neighbourhood outings such as walks and community playgrounds.

## **COMMUNITY PARTNERSHIPS**

We believe that Community Resources are a very useful asset in everyone’s life. Engaging in services offered in the community in early childhood provides children with a sense of belonging and has a lasting, positive impact on our society at large.

We value our relationships with the library, health units, public schools etc.

Referral; Parents may be referred to speech therapist, occupational therapist and physiotherapist, Community options and other parenting, health and early learning resources available in the community.

## **ACCIDENT OR ILLNESS**

In case of an accident or serious illness involving a child, staff will:

* Assess the situation and remove any immediate danger
* Assess the child and provide health care in the form of first aid if required.
* Notify the daycare director
* Parents will be contacted immediately by phone and informed of the accident or illness. If parents cannot be reached, then the emergency contacts will be phoned. If neither party can be reached, and if the child is not in need of immediate medical attention, they will be kept as far away as practicable from the other children. Also during this time, the child will be directly supervised by a staff member or program director.
* If the child needs medical attention beyond minor first aid, an ambulance will be called. Program Director or a staff member will accompany the child in the ambulance, should the parents or emergency contact not reach the centre in time. Parents will be responsible for the cost of ambulance fees
* An accident report will be completed and signed by the staff who witnessed the occurrence. This will be presented to the parents for their signature. Program Director will also sign the form and provide a copy to the parents if one is requested.
* In a situation where the child requires medical assistance, the Child Care Licensing Office will be notified immediately and a critical incident report will be submitted with 2 days.

The centre tracks and analyzes all accidents on a form, reviewing it regularly to identify trends or issues.

## **CRITICAL INCIDENTS**

Little Stars Childcare Centre adheres to the utmost safety procedures to protect children and staff of the program. Unforeseen circumstances are bound to happen. A license holder is required to immediately report any incidents listed below that occurs while a child is attending the program or any other incident that occurs while a child is attending the program that may seriously affect the health or safety of a child. These are reported to Child Care Licensing.

• An emergency evacuation

• Unexpected program closure

• An intruder on the program premises

• A serious 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 in the

child becoming seriously injured or ill and requiring first aid, or the program requesting

emergency health care and/or requires 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 and/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

• A child left on the premises outside of the program’s operating hour

All critical incidents will be reported immediately to Child Care Licensing Officer. If after hours, staff will report to the Child Abuse Help line 1-800-638-0715. The program will submit an incident report within two days using the prescribed form to the regional Child Care Licensing Officer.

## **POTENTIAL HEALTH RISK**

A child exhibiting signs or symptoms of an illness which may include the child:

-Vomiting, having a fever, diarrhea or new or unexplained rash or cough

-Requiring greater care and attention than can be provided without compromising the care of the other children in the program

Having or display any other illness or symptom the staff member know or believes may indicate that the child poses a health risk to persons on the program premises.

To assess a child’s well being, staff will take the child’s temperature using an ear digital thermometer. If the temperature is 38 degrees or higher, the child has a fever. Should we require further information or assistance, **ALBERTA HEALTH SERVICES** will be contacted.

* The child is to be kept as comfortable as possible, as far away from the other children as practicable, with direct supervision from a primary staff member or the Program Director.
* Parents will be contacted for immediate pick up of their child.
* The child may return to the Centre 24 hours after he/she has been free of symptoms unless the parent has obtained a physician's note stating other wise.
* Program Director or a staff member record and document children who are ill, including the name of the child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program and the date the child returned to the program.
* If the parent fails to arrange for immediate removal of a child who is ill, the child's emergency contact will be called. If no one is available to pick up the child, the Centre may access emergency medical service by calling an ambulance, depending on the severity. Parents or the emergency contact will be informed of this decision by phone prior to taking action. All expenses incurred will be responsibility of the parent.

Parents are also informed to seek alternate child care or to keep their child at home if their child has received one or more of the following diagnoses from a physician or other health professional:

* Chickenpox (the child can be permitted to return to the program when he or she feels

well enough to participate in all activities, regardless of the state of the rash and as long

as the child returns to the same group they were with one to two days before the onset

of the rash);

* Diarrhea or loose stool (the child should be excluded for 24 hours until symptoms are

resolved or assessed by a physician);

* Hepatitis A (the child should be excluded until 14 days after onset of illness or seven

days after onset of jaundice);

* Impetigo (the child should be excluded until 24 hours after antibiotic treatment has

been initiated);

* Wheezing/Persistent Coughing; (the child should be excluded until assessed by a

physician or the symptoms are resolved);

* Measles (the child should be excluded until four days after the appearance of a rash);
* Mouth sores with drooling (the child should be excluded until a physician has

determined that the symptoms are non-infectious);

* Mumps (the child should be excluded until nine days after onset of parotid gland

swelling);

* Pertussis, or “Whooping Cough” (the child should be excluded until five days after

antibiotic treatment has been completed, until three weeks after onset of symptoms, or

until the coughing has stopped);

* Purulent conjunctivitis, or “Red/Pink Eye” (the child should be excluded until 24 hours

after antibiotic treatment has been initiated);

* Rash, with fever or behavioural change (the child should be excluded until a physician

has determined that the symptoms are non-infectious);

* Rubella (the child should be excluded until at least four days after onset of the rash, or

up to five to seven days at the option of local health authority);

* Scabies, Head Lice, or other Infestation (the child should be excluded until appropriate

treatment has been completed);

* Strep throat or other Streptococcal Infection (the child should be excluded until 24

hours after appropriate antibiotic treatment and cessation of the fever);

* Symptoms of Possible Severe Illness, such as lethargy, uncontrolled coughing, irritability,

persistent crying, difficult breathing, wheezing (the child should be excluded until

assessed by a physician or the symptoms are resolved);

* Temperature, with a fever of 38.0 degrees C or higher;
* Tuberculosis (the child should be excluded until a physician has approved his or her

return)

* Vomiting – with two or more episodes

## **SUPERVISED CARE FOR SICK CHILDREN**

Should a child become ill while at the program, parents will be contacted by phone to pick up their child immediately. If the parent cannot be reached, the emergency contacts will be phoned. Until one of them arrives, the child will be kept as far away as practicable from the other children. Also, during this time, the child will be directly supervised by a primary staff member or program director.

## **ADMINISTRATION OF MEDICATION**

When children are sick with a non-contagious illness and require medication, Little Stars Daycare Centre staff will administer the medication only when:

(a) the written consent of the child’s parent has been obtained in person.

(b) the medication is in the original labelled container, and

(c) the medication is administered according to the labelled directions.

Parents are to fill out the medication administration form with the following information:

(a) name of the child

(b) name of the medication

(c) dose to be given to the child

(d) The time to be given at the daycare. In case of an over the counter medication, they need to

indicate the time that the last dose was administered.

(e) method of administration for example oral, eye drops, ear drops, ointment…etc

(f) Start date and end date

At the time of administration, staff record the following:

(a) the name of the medication;

(b) the time of administration;

(c) the amount administered;

(d) the initials of the person who administered the medication.

The staff who administers the medication must hold a valid first aid certificate

•Non-prescription medication such as Tylenol may be administered; however, it must be authorized by a parent’s signature on the medication chart prior to administration and must be administered according to the label. If a specific time as to when the medication may be administered cannot be provided, please provide the symptoms to watch for telling staff the child requires medication. For example: When temperature is above 32 degrees Celsius. “As needed” on the medication form will not be permitted.

Medication is stored in a locked container that is inaccessible to children, and

Emergency medication is stored in a place that is inaccessible to children but readily available to

## **HEALTH CARE**

If required, staff or director will provide health care to a child in the nature of first aid only with written consent.

## **CHILD ABUSE AND NEGLECT**

Reporting child in need 4(1) **Any person who has reasonable and probable grounds to believe that a child is in need of intervention shall forthwith report the matter to a director.** (1.1) A referral received pursuant to section 35 of the Youth Criminal Justice Act (Canada) is deemed to be a report made under subsection (1). (2) Subsection (1) applies notwithstanding that the information on which the belief is founded is confidential and its disclosure is prohibited under any other Act. (3) This section does not apply to information that is privileged as a result of a solicitor-client relationship. (4) No action lies against a person reporting pursuant to this section, including a person who reports information referred to in subsection (3), unless the reporting is done maliciously or without reasonable and probable grounds for the belief. (5) Notwithstanding and in addition to any other penalty provided by this Act, if a director has reasonable and probable grounds to believe that a person has not complied with subsection (1) and that person is registered under an Act regulating a profession or occupation prescribed in the regulations, the director shall advise the appropriate governing body of that profession or occupation of the failure to comply. (6) **Any person who fails to comply with subsection (1) is guilty of an offence and liable to a fine of not more than $2000 and in default of payment to imprisonment for a term of not more than 6 months.**

As per the above regulation in the CHILD, YOUTH AND FAMILY ENHANCEMENT ACT, all staff members have an obligation to report suspicion of child abuse or neglect to Alberta Government via the Child Abuse Hotline at 1-800-387-5437

## **NUTRITION**

At Little Stars Daycare Centre, we provide a healthy morning and afternoon snack (9:00 am and 3:00 pm) containing 2 food groups from the Canada Food Guide, as well as a healthy lunch, containing 3-4 food groups, also from the Canada Food Guide at 11:30 am. Staff are required to sit with the children, assisting and encouraging them in building independence skills, self-control and providing positive role modeling. We consider this a social time, for children and staff to interact with each other in their small groups, making it a positive experience.

## **MANNER OF FEEDING**

All staff and children are expected to be seated while eating or drinking.

No beverages are provided to children while napping.

All foods and bottles are labeled with the child’s name.

## **PARENTAL INVOLVEMENT**

We believe that parents would play the most important role in supporting their child in our daycare programs. Hence, parent/staff communication is extremely important for your child’s development & happiness.

Researches show that parents who are involved and show enthusiasm for their child’s early childcare programs promote their child’s self esteem and reduce discipline problems both at home and at the centre.

We invite parents to:

Visit the program, volunteer in the playroom, join us on field trips, visit the program to read a story or sing a song with the children, share their professional expertise, share cultural traditions, clothing,

foods, etc., support fundraising efforts, bring in a birthday cake to help us celebrate your child’s special day, participate in dinners, teas, breakfasts and other special celebrations, and attend parent-staff meetings.

Little Stars Daycare Centre publishes a monthly newsletter to inform parents of upcoming events. A parent information bulletin board is be located at main entrance.

We conduct an annual parent survey regarding the service we are providing, our programs, facilities, nutrition, and safety etc. Parents' input is essential to assist us in addressing areas that we need to improve upon in providing the best environment for the children.

The director and staff encourage daily communication with parents to share information about their child’s experiences during the day and learn about any news from home.

Parents are welcome to express any concerns or expectations for their child. We believe that open communication between parents and daycare center's staff is essential.

## **EMERGENCY PROCEDURE**

Fire drills will be conducted monthly.

The following procedures will be followed in case of an emergency:

Toddler Room - Staff members will gently gather all children and proceed to the nearest exit. Staff A will collect children's attendance records and the emergency backpack containing portable emergency records and first aid kit, complete a quick sweep of the room and shut all doors. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff A will conduct roll call, ensuring all children in care are present.

Preschool Room & Kinder Room- Staff will gently direct all children to the nearest exit. Staff A will lead the children out the door, collecting the emergency backpack on her way. Staff B will assist any stragglers, or upset children, directing them toward the exit, collect children's attendance record, complete a quick sweep of the room, shut all doors and follow the group to the Muster Point. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff A will conduct roll call, ensuring all children in care are present

Program Director will retrieve the master portable emergency records, cell phone, complete a quick sweep of the centre, calling out for any children possibly left behind, if required, pull the fire alarm and meet all staff and children at the Muster Point.

**MUSTER POINT** – against the playground fence, farthest away from the building.

At the Muster Point, staff will immediately conduct roll call of their respective group to ensure that everyone is present and accounted for. This shall be reported to the Program Director. The group will remain at this site until further direction from the Director or Fire Marshall is received.

Since there isn’t any other place of shelter within walking distance for younger children, i re-entry to the building is refused, (in cold weather) the Director will immediately call for an ambulance to provide shelter for the children. Once settled, the Program Director will contact all parents/guardians and arrange for children to be collected from there.

Child Care Licensing will be contacted at this time, and an Emergency Evacuation Critical Incident will be reported. A Critical Incident Report will be completed and submitted to Child Care Licensing within 2 days of the incident.

* Muster Point location: **Against the playground fence, farthest from the centre**
* Fire Drills are be conducted monthly
* An evacuation plan and map is be posted in each play room and by each exit door.
* Staff and children are made aware of emergency evacuation procedures through the centre policies included in the staff and parent handbooks and by monthly fire drills. Children will be informed of the emergency evacuation procedures where developmentally appropriate.

## **LOCK DOWN PROCEDURE**

In the case of an unidentified person, armed or threatening in anyway entering the premises of Little Stars Child Care, we will adhere to the following lockdown procedure:

\_ At the time the centre is informed that lock down is necessary, the Director will ensure that Police have the centre phone number so they may be apprised of updates.

-Director will declare a lockdown; this will be done by yelling it to each room.

-A red sign will be posted on the door, **PARENTS** if you are to ever come to the daycare and a red sign is posted on the door. This is a declaration of being in lockdown

-Cellphones if on hand will be turned to silent

-All doors are to be shut and locked –

-Windows and blinds are to be shut and lowered –

-Staff and children are to move away from any entrances and try to remain as low and quiet as possible and staff will provide a variety of quiet activities.

-Until a signal is given that it is safe to evacuate the building, Under no circumstances is the door opened to anyone if the all clear signal has not been given.

-If for some reason you are not in a classroom at the time a lockdown is called proceed to the nearest classroom, or space that can be barricaded.

\_If a fire alarm is pulled unless using your 5 senses there is no reason to believe there is a fire, ignore it and do not leave the room until safe to do so. -The director will declare when the lockdown is over

## **SMOKING**

No staff member shall smoke at any time or place where child care is provided. **Licence holder must ensure that no person smokes on the program premises.**

## **TERMINATION OF CARE**

Childcare can and will be terminated the following reasons (but not limited to the following reasons)

* Non payment of childcare fees/late payments/incomplete payments
* Failure to show up for childcare for five consecutive days without any communication to the Centre.
* False information given to us by parent or guardian, either verbally or in writing
* Lack of parental cooperation
* Physical or verbal abuse of any person or property (by child, parent, guardian or any other person who is authorized to pick up your child)
* Concealing an illness or knowingly bringing in your child when ill
* Behaviour problems such as incessant crying, biting, swearing, and destructive behaviours such as wilfully breaking toys and or damaging furniture. Efforts will be made to resolve behaviour problems before termination is necessary.  In the case of damage, parents will also be responsible to pay for replacement of toys or furniture and repair.
* Failure of child to adjust to childcare in our centre, after a reasonable amount of time (as determined by the director, on a case by case basis)
* Our inability to meet the child's needs
* Serious illness of a child

Termination by the parent will be at your discretion. **If you wish to terminate your child's enrollment, a one month's written notice is required**.  One month's fees may be paid in lieu of notice.

We reserve the right to terminate without notice if you as parents are in violation of our agreement and/or safety or health of children is at risk.