



OYEN DAYCARE

# Parent Handbook

107 4 Ave E  
Oyen, AB

Daycare: 825-998-9700

[oyendaycare@gmail.com](mailto:oyendaycare@gmail.com)

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# ***Welcoming Message***

*Welcome to Oyen Daycare where our vision is to quality child care enhancing the vitality and sustainability of life in our community!*

*The opening of our facility would not have been possible without the support of the community, Prairie Rose school division and many hours and hard work of our board members. Our board consists of members from different aspects of our community.*

*Our Board consists of:*

*McKayla Niwa- President*

*Brandi Smith- Vice President*

*Nancy Christianson- Secretary*

*Rebecca Hertz- Treasurer*

*Holly Dillabough- Parent Representative*

*Presley Peacock- Parent Representative*

*Chynna Kuhn- Parent Representative*

*Jaime Bolwes- Parent Representative*

*Jason D- Prairie Rose School Division Representative*

*Child care has proven to be in dire need in Oyen and surrounding areas. We are happy to provide such an important service for our great community. We are currently licensed for 21 children, ages 12 months to 5 years. Our staff roster may include up to a total of 6 employees.*

*Thank you for choosing our program! We are assured that your child will feel as if this is their home away from home as they become acquainted and comfortable with our center. We hope you, the parents, will come and visit, as we encourage an "Open Door Policy" with all families. We cannot wait to meet you and your child(ren)!*

*Sincerely,*

*Oyen Daycare*

## ***Philosophy Statement***

The Oyen Daycare's main focus is to create a warm and encouraging environment for children to discover and grow. Each child has their own way of learning, and we are prepared to facilitate the needs, interests and capabilities of each individual child. We believe that children learn through their play experiences, and we are prepared to find the resources and support necessary to ease the process of discovery. Every aspect of a child's development is included in our program – social, physical, intellectual, cognitive and emotional. We believe that the early years of child care should make each child feel safe to explore the world around them with respect. Nature and the outdoors is an important classroom for children, and we are aware of the prime learning opportunities associated with natural and organic surroundings. At Oyen Daycare, we understand early relationships with the environment, parents, teachers, and other children are vital to their wellbeing, and we are ready to support and assist them into making respectful relationships that they will benefit from, even after leaving the program.

## ***Our Mission***

At Oyen Daycare our mission is to work with families to provide quality, affordable childcare in a nurturing atmosphere. Our program will provide the opportunity for children to interact with peers through play experiences in an inclusive environment which allows freedom within set limits. Our caring and qualified staff will strive to provide a safe and developmentally appropriate learning atmosphere, which fosters a child's natural desire to explore, discover, create and become a lifelong learner.

## ***Our Goals***

For Children:

1. To provide opportunities for being with other children in a setting that fosters all areas of child development including social, physical, cognitive, creative and emotional.
2. To provide an opportunity for meaningful play that is based on the child's individual needs, interests and abilities in a licensed childcare facility
3. To provide appropriate play experiences that contribute to the developmental needs and interests of the child.

For Parents

1. To provide quality child care for families in a safe and enriched learning environment while they pursue employment or other interests.

For the Community

1. To establish secure partnerships through community awareness and support – engaging community and business.
2. To help meet the needs of the community by providing quality child care programs
3. To provide support to families in all areas of the development of their children
4. To provide a setting where people of different backgrounds can work together

## ***Operating Hours and Holidays***

Oyen Daycare's Operating hours are Monday to Friday, 7:00 a.m.–5:30 p.m. The centre is closed all statutory holidays and one week at Christmas.

- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday Monday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- One week at Christmas, TBA
- New Year's Eve
- New Year's Day

## ***Staffing***

Staff Positions:

Executive Director – responsible for the daily operations of the centre

Assistant Director – assists Executive Director when needed.

Child Care Professionals – working directly with the children on a daily basis and is responsible for delivering quality programming while keeping the children in a safe, warm and caring environment. Certification for this position can vary from Child Development Assistant, Child Development Worker or Child Development Supervisor.

Each staff member employed by Oyen Daycare must meet the **mandatory requirements:**

- Certificate in Early Learning and Child Care or a related field (Level 1 or higher)
- Criminal Record Check
- Child Intervention Check
- Valid First Aid
- 3 Positive References
- Child Care Experience

Professional development is important to help expand staff knowledge regarding children and their wellbeing. Courses and resources are readily available for each staff member, and are encouraged to be utilized for personal and professional growth. We strive to maintain updated knowledge and awareness regarding emerging best practice. We are active in the latest research – articles, online webinars, and other professional development opportunities. \*Due to the distance of some professional development opportunities, we may be required to close the daycare early on occasion for staff to attend.

### ***Registration***

Each family is required to fill out the mandatory registration forms. The forms are available at our office in the Daycare, and **need to be kept up to date, if there are any changes while your child is registered; they need to be updated accordingly.** Along with the form is an annual administration fee of \$50.00, per child. This will be added to your invoice each year unless other arrangements have been made. The forms are to be kept up to date. If there are any changes while your child is registered, please inform the Executive Director so updates can be made accordingly. The records will be kept on file at the Daycare, will be confidential and will only be used in the child's best interest. Upon registration, you will have access to the Parent Handbook which offers information about our program and will help clarify any questions or concerns. We also ask you to provide us with any necessary information regarding your child, to help the transition be as smooth and easy as possible for them.

### ***Observation / Open Door Policy***

Upon registration, parents are welcome to observe and join the fun at our centre. We want parents to always feel welcome, and know the environment their children will be spending their days in. If you are interested in coming to join us, please know our door is always open.

### ***Licensing Information***

A license is required under the Child Care Licensing Act to operate a child program that provides care for seven or more children. The Child Care Licensing Regulation sets out the minimum standards required in a licensed child care program to ensure that the health, safety and developmental needs of children are met.

Children and Family Service Authorities (CFSA) license, monitor and issue enforcement actions. We are currently licensed for 21 children, ages 12 months to 5 years. Our staff roster may include up to a total of 6 employees. Our inspection reports are always posted on the parent information board to openly share with families and other interested parties. If you would like more information, please visit [www.child.alberta.ca](http://www.child.alberta.ca).

## ***Health Inspections***

A health inspector will visit and complete a thorough inspection of our centre multiple times throughout the year. We follow all health and safety standards and hold a current food permit. Inspections and other health documents are posted on the parent information board.

## ***Program Description***

Each classroom has unique programming in place for different development levels. All levels of development (S.P.I.C.E – social, physical, intellectual, cognitive and emotional) will be covered through play experiences fostered in our centre. Learning about different cultures and countries is a very important part of our planning. If you have something to contribute (food, songs, pictures, etc.) from your background, we would be delighted for you to come and share with our class!

There are many open ended activities available to the children at all times. A range of materials available include art, science, multicultural, etc. These experiences will help aid in independence, enhance social skills, and encourage exploration and curiosity, as well as many other advantages. Children have the freedom to choose the materials they are most interested in, and to create or explore them as they wish.

Every child will receive the attention required from staff to meet their social and emotional needs. A safe and caring environment is provided for each child. We strive to ensure the physical and emotional safety of every child who is a part of our daycare family. We encourage respectful relationships with both teachers and their peers, as building positive relationships reflects the core of our practice. Outdoor time will be utilized daily to help meet the physical needs of the children, weather permitting. If the weather does not cooperate on certain days, gross motor activities will be planned for inside to meet this need. All classrooms are equipped with the following centers:

- Dramatic Play
- Exploration Center
- Art
- Literacy / Quiet Corner
- Block and Supplementary Center
- Sensory Tables



Each center will be refreshed as the children's interests change. Our goal is to keep the children engaged, help them discover their environments and learn from each special experience. We also believe that the environment is the third teacher, so we know it is important to keep an interesting, clean and safe place for them to discover. We encourage positive relationships with each other, as well as themselves.

To deliver quality care for your child, we welcome your input. Parent ideas, goals and suggestions in regards to your child's development are always welcomed and encouraged. We want you to be involved with programming and be vocal about goals for your child. At the beginning of registration, you will be asked to list goals you have for your child, as well as what is expected from their daycare experience. These will be discussed, kept up to date and reviewed with parents on a regular basis to ensure we are on the right track with your child's development.

For the basis of our programming, we use weekly interest sheets, as well as weekly planning sheets. Throughout the day, we record the interests of the children. Programming then webs from these observations. We strive to maintain a consistent delivery of care to your child, and ensure a thoughtfully planned program and experience is available.

### ***Inclusive Care and Resources***

At Oyen Daycare, we maintain an inclusive environment. We incorporate all cultures, genders, development levels, etc. into our planning and classroom. We coordinate our program with community resources such as Oyen Public School, PUF Programming, Speech and Occupational Therapy, and Alberta Health Services to provide families with an inclusive setting. If your child is in need of any of these services, please check out the resource board, or speak to one of our staff to help find the resources you need.

### ***Schedule or Routine***

When your child arrives in the morning, they will be welcomed in and they are free to choose where they would like to start their day. Around 9:30- 10:00 a.m. they start to get hungry for snack.

After snack is free play and sometimes a morning meeting. We usually will sing songs, introduce the friends that are at the center that day, talk about the weather, and read books. Meeting time can look different for any age and developmental levels as we never want to force the children to join, only encourage. This is also a great time for children to share their thoughts, choose a book, talk about what they did the day before, etc.

Meeting conversations will often turn into outside play(weather dependent) or dramatic play. We always follow the children's needs and interests. Sometimes older children will choose to have a more structured gathering/meeting time.

Diapering and bathroom breaks are always as needed throughout the day.

During this time, children will be able to choose their place of play and a free flow of interest is encouraged. Activities are also planned for this time, where children have the freedom to choose between the activities provided or free play. Throughout the day, the children will take part in this routine, and transition to each activity. These are great learning opportunities for them, as they are learning social interaction, patience, awareness of others, as well of themselves. Transitions are part of the planning process, and we keep in mind to use these as learning times, but as well, we keep the length of transitions appropriate to ensure the children have enough time to be engaged in their play.

A classroom clean up then takes place and all children assist to get the room ready for lunch. Hands are washed and meals are then prepared. We will warm up lunches as required and assist the children in opening containers, etc. A quiet and calm environment is encouraged for lunch time; children are required to remain seated during this time.

After lunch and everyone is cleaned up, mats will be brought out for our quiet time. If your child does not nap, they will have quiet activities to take part in while the other children nap.

After nap time, we usually transition to free play or sensory/exploration play. It is as the other children are waking up we clean up from quiet time, changing diapers, bathroom breaks, and close quiet interactions. Following this, it is usually afternoon snack time.

Sometimes more outdoor play, gross motor activities, dramatic play till pick up.

Children will then get ready for home time. Last pick up is 5:30 p.m.

### ***Guidance Policy***

Fostering positive interactions and a respectful environment are goals of our centre. There will be times that alternative methods will be required when dealing with certain situations. We understand child development, and are educated in child guidance policies. With positive reinforcement, as well as redirection, we will treat each child, in each situation, with respect and dignity.

- With our guidance policy, we have **two steps** we follow in each situation, clearly expressing these to the children so they grasp an understanding of protocol as well, where appropriate.

- When an issue does arise, caregivers will provide the child with **three separate warnings. If behaviour persists, a second action will be taken.** The child will be **redirected**, meaning they will be asked to remove themselves from the situation **until they are ready to resolve the issue, or resume appropriate play.**
- **Discussion will follow each issue**, letting the children have a chance to talk about the situation. When appropriate, the issues are encouraged to be worked out by the children, promoting responsibility and problem solving techniques. Child discipline action taken will be reasonable according to each circumstance.

Under no circumstances will we allow the children to be subject to bullying, verbal or physical abuse that would jeopardize their self-worth and confidence. A **physical altercation between the children means immediate intervention** to prevent harm to either child.

Forms of punishment not permitted in our daycare include physical restraint, confinement, and isolation. Staff are not permitted, under any circumstance, to cause a child harm. This includes damage to a child's self-worth, or proceeding with physical punishment. The children's basic needs will never be denied or threatened to be denied.

### ***Aggressive Children***

In a situation where we are dealing with an aggressive child, we will take the following steps:

- Respond to the victim and assist them in responding to the other child (ie. Tell Lisa you don't like being pushed. I will help you, if you need me to).
- Talk to the aggressor regarding the situation about how to deal with anger, frustration and the appropriate outlet for these feelings (I understand you want Damon to move, we can use our words. Please move Damon).
- If actions are repeated, we will redirect the child to another activity or create some one on one activity to calm the child (table top toys, books, etc.).

### ***Ongoing Aggressive Acts***

After following the steps above, we will be following our next protocol:

- Staff will inform the director of the situation.
- All involved staff and director will discuss the situation and create an action plan
- Parents will be informed by the director of the situation. They will be notified of the nature of the situation; what, when, and how long it has been occurring. The director

will also show documented records. The plan will be shared with the parents, and a discussion will occur to deal with options and timelines for review.

- Parents will be asked for input regarding causes and possible solutions.
- Staff will carry out the action plan and keep parents updated on the status of the situation.
- If the problem is not resolved, a new plan will be created with all parties' input. We have the right to ask any family to leave the program if harm is being caused to other children or staff.

### ***Incident / Accident Reporting***

Safety is one of our main concerns at the centre. Children are constantly active and curious in their diligently supervised and carefully planned environments. They are continually discovering and developing their motor skills, and learning about risk and consequences. All these components can lead to incidents and injuries. All staff are trained to properly supervise and keep children safe. In the event an incident does occur, staff will record and document these occurrences. Any injury that is observed when a child arrives at the centre, as well as any injury that happens at the centre, will be documented. When an incident report is created, it will be sent to the director to review and sign. It will then be forwarded to the parents to review and sign as well. If more clarification is needed, please don't hesitate to ask your child's teacher. Accident reporting follows the same protocol (falling, scraping knees, etc.).

### ***Part Time***

When your child is attending part time, please inform the director of dates and times you require, as availability will need to be confirmed. The annual administration fee applies to part time and casual registrants.

### ***Cancellation / No Show Policy***

If your child is scheduled to attend, and you cancel in less than 3 business days, you will be charged the time your child was scheduled for (ie. if your child is booked in on Thursday at 8:00 a.m., you must contact the centre no later than Monday at 8:00 a.m. to avoid being charged).

### ***Fees and Subsidy***

Please refer to Appendix 1 Schedule of Fees.

Fees are reviewed annually and are subject to increase, in conjunction with the cost of living. Families will be informed in advance before fees increase.

Fees are to be paid within 5 days of receiving your invoice. If payment is not received within the 5 days, your child will not be permitted to participate in the program until fees are paid in full.

**If you are late with payment 3 times, you will be asked to prepay prior to having your child attend.**

Cash, cheque or e-transfer is the accepted method of payment. There will be a \$20.00 charge for NSF cheques. E-transfers can be sent to [oyenchildcare@gmail.com](mailto:oyenchildcare@gmail.com)

For families qualifying for subsidy, please go to the Alberta Child Care website at [www.child.alberta.ca](http://www.child.alberta.ca) to apply for fee assistance.

### ***Termination and Vacation***

If at any time your child needs to leave our program, we ask that you provide a month's written notice so we have adequate time to notify prospective clients of the available space.

When your family decides to take your child on vacation, please give us as much notice as possible so we can schedule accordingly.

### ***Downsizing***

In the event that the daycare has a situation where ratio levels cannot be met, the downsizing process is as follows: starting with the most recent / casual spots based on ratio, then the most recent full time spots (excluding children of board members and staff).

### ***Arrival and Departure***

Upon arrival at the daycare, please ensure time in your drop off to help the transition during your child's first days with us. It is important to try to help keep this a positive time for the children, as it may set the tone for your child's day. Please make sure that a staff member always knows of both your arrival / departure. When you and your child arrive / depart, we require you to sign in and out of the Sign in Binder located in the entry of the daycare. Children must arrive and depart from our centre with a person 18 years or older. For pick up, a child can only leave with a person whose name is on the list provided by the parent.

### ***Late Pick Up***

**Last pick up of the day is 5:30 p.m., daily.** Please make arrangements in advance to have your child picked up by this time. **If you arrive late for pick up, you will be charged \$15.00 for every quarter hour you are late, with a minimum of \$15.00 being charged.**

## ***Child Release***

Provincial regulations state that children can only be released to adults authorized in writing by the child's legal guardian. Upon registration, parents are asked to submit a list of persons authorized to pick up their child. Any changes to the list must be updated immediately.

## ***Child Safety***

If a parent or guardian arrives to pick up their child and is clearly under the influence of drugs or alcohol, police enforcement will be contacted. It is our responsibility to keep the children safe.

## ***Field Trips and Transportation***

Part of our programming may include field trips throughout the Town. On these field trips, parents are welcome to join us, and have fun with their child. For each individual field trip, a new permission slip will need to be signed prior to your child participating. We will be walking to each destination.

## ***Permission Slips***

For each child that attends the centre, permission slips will need to be filled out in order for your child to participate in certain activities. Please fill out the necessary permission slips when registering your child for our program.

- Field Trip / Off-site – required for activities off the daycare premises. This may include the school, park, etc. A separate form will be sent home for field trips (a field trip is considered +4 block radius).
- Photography – photographs taken will be used for advertising (newspaper, Facebook, etc.) and for evidence of programming for accreditation.
- Bug Spray / Sunscreen – sunscreen and bug spray must be provided by the families.
- Child Pick Up – this is to give permission to specific people to pick up your child.

## ***Hand Washing Policy***

To help prevent the spread of illness, it is mandatory for staff and children to practice proper hand washing. Staff is to ensure that children follow proper hand washing. To assist children in washing their hands for the recommended amount of time, staff encourages them to sing a song for the duration. Staff and children will be washing their hands using warm water and soap:

- Before and after eating

- Before and after food handling and preparation
- Before and after giving medication
- After diapering and toileting
- After wiping noses
- Whenever hands are soiled

After children are finished eating, staff will wash their faces using an individual face cloth and wash their hands as well.

### ***Medication***

A **medication form is mandatory** whenever your child requires medication to be administered at the daycare by our staff. This form is to insure that we have the proper information to administer the medication safely and correctly to your child. It is confirmation for when, how much, and what medication to administer to your child. Medication that you bring must be in its **original container, have your child's name, physician's name, name of medicine and dosage on the label.** We will not administer any medication that does not have the original label on the container. Directions for medication needs to be specific for times and dates. Please have all the correct information for us to help make your child feel better! Medications such as Advil and Tylenol are not permitted to be kept on site for "just in case" situations.

If your child has emergency medication, please bring this every day, or leave it at the daycare so we can be prepared if your child does have a severe allergic reaction or asthma attack. All staff are trained in how to administer emergency medication such as an Epipen and Ventolin Puffers.

### ***Vaccinations***

Please let us know if your child has been vaccinated, or if you choose not to vaccinate your child.

### ***Illness Policy***

If a child has a serious illness, or there is an accident involving a child:

- The child's parents will be notified immediately, by calling the numbers provided on the child's record. The child will receive medical attention if necessary. If parents cannot be contacted immediately, staff will then call the emergency contact listed.

- When the parents arrive to pick up the child, they will be asked to sign an **illness record** that has been filled out by concerned staff. The report will indicate the child that is ill, date of occurrence, staff involved, time the parent was contacted, who contacted the parent, when the child left the program and when they returned back to the centre. The report will then be kept in the child's file for further review if necessary. The child will be allowed to participate in the program when they have been **symptom free for 24 hours, or the director is satisfied** that the child no longer poses a health risk to the other children or staff.

Criteria for notifying parents when an illness is suspected:

- Vomiting, a fever over 101°F, diarrhea or a new or unexplained rash or cough,
- requiring greater care and attention than can be provided without compromising the care of the other children, or
- having or displaying any other illness or symptom the license holder or other care providers knows or believes may indicate the child poses a health risk to persons at the centre.

If your child does become sick while at home, please call our director as soon as possible to inform us your child will not be in. Please contact the directors after hours phone number if the illness occurs outside of business hours as we would appreciate a call as soon as possible.

All health care provided to children, when necessary, by staff, is in the nature of first aid.

### ***Lice Policy***

If your child has lice, you will be asked to keep them home until all nits and live lice are gone. When a child gets lice, precautions will be taken in order to prevent the spread. Classrooms will be cleaned daily, stuffed animals and dress up clothes will be stored in garbage bags for a minimum of two weeks, then washed in hot water. If your child comes back to the daycare and staff notice they have nits or live lice, they will be sent home immediately. **We have a no nit policy. If your child has any nits, they are not permitted to attend daycare until all nits are removed.**

### ***Posted Illness***

When a child becomes infected with a contagious illness, we post the illness on the parent board. It will post the name of the illness and the date the child was diagnosed. This is to let other parents know what illnesses are circulating so they can take the proper precautions for their child. Never will your child's name be posted.



## ***Personal Belongings***

It is required that you **label all of your child's belongings**, so their items can be returned to them.

If your child would like to bring a toy from home, it is not our responsibility if the toy becomes lost or broken. If the special toy becomes an issue in the classroom, it will be set safely in your child's locker to play with at home. Each child will have their own cubby to put their belongings in. If an item is brought to the daycare unlabelled, staff will label it.

## ***Proper Attire***

Having daily interaction with nature is very important at our centre. Therefore, **all children must be dressed appropriately** for the weather of each season.

- Winter: mitts, toque, snow pants, warm winter jacket, boots, extra socks, extra mitts
- Spring: rain coat, rain pants, rubber boots, extra socks
- Summer: hat
- Fall: appropriate jacket, mitts, toque

Because your child is in a learning environment, things can get messy! **Please send your child in clothes you do not mind getting dirty, as paint and other messy activities will be part of their day.**

An **extra set of clothes (or two) is required for your child's day.** It is mandatory that you send an extra set of clothes every day. If your child requires a spare set of clothes and one isn't available at daycare, we will contact you to bring a set in. Please take soiled clothing home daily.

Our fire drills are held on a regular basis, so each child is required to wear indoor shoes at all times. Because the plan is to get out of the building as quickly and efficiently as possible, children will not have time to put on shoes, so we want them to be prepared, having their little shoes on at all times. We also ask that you do not send your child in flip flops, as it does hinder their ability to run, jump and play. Please send your child with supportive, easy to put on shoes.

## ***Diapers***

It is the responsibility of the family to provide diapers for your child if they require them. If your child requires a specific type of wipes, please supply these for your child as well. **As with**

**the extra set of clothing, if your child does not have diapers left, or not enough for the day, you will be contacted to drop some off immediately.**

### ***Potty Training***

If your child is learning to potty train, please send multiple sets of clothes each day. We are more than happy to support this stage in development, and will take part in this when the child begins the process at home as well.

### ***Bug Spray and Sunscreen***

Please send your child with labelled sunscreen and bug spray to be kept at the daycare during the warm summer months. If your child has reactions to certain sunscreens, please let us know. All children **must** wear a hat when outside. Please send one daily or send one to keep at the daycare for your child to use. No spray sunscreen, lotion only.

### ***Meal and Snack Times***

Each child is required to **bring their own healthy lunch and snacks** to daycare each day (depending on the hours they attend). Our centre encourages families to pack their child's lunch based around the Canada Food Guide. We have both a refrigerator and microwave so lunches can be kept at a safe temperature until meal time, and can be prepared just as the child likes it. Having each child bring their own lunch and snacks will help them eat a full meal that they enjoy, and help our friends who have food allergies. Please make sure all containers, bottles, lunch kits, etc. are labelled. All children are to be seated when eating or drinking.

Oyen Daycare is a **PEANUT and NUT FREE ZONE**; please remember to keep all peanut products at home. Please be very cautious regarding peanut allergies, as they can be fatal. Children sent with peanut butter or nut products on their hands or faces may be sent home to be cleaned up as a precaution for our children with these allergies.

### ***Food Allergies and Intolerances***

If your child has specific food allergies, preferences or intolerances, please send them with appropriate snacks and lunches from home. This way, we can assure your child will not have to worry about eating food they may react to. This applies to all children, full time, part time and casual. Parents of the children with food allergies or intolerances will be asked to fill out a form to help our staff ensure the child is only eating the foods they are able to. We want to ensure they are kept safe and happy.

### ***Nap / Quiet Time***

Quiet time is provided for all children in our centre. The general time for nap time is from 12:30-2:30 and each child will be provided with a mat covered with a sheet to sleep on. These sheets are sent home at the end of the week to be laundered, and the beds are disinfected

daily. Your child is invited to bring a special blanket to sleep with during this time. For children who do not nap, they will be provided with quiet activities. Children are to have no beverages while they are napping. If your child has a different sleeping schedule, please let us know and we will accommodate your child's needs.

### ***Fundraising***

Fundraisers will be held throughout the year to assist with operating costs. All parents are expected to help with our fundraising. Updates will be posted on the parent board or sent out via email.

### ***Communication***

At Oyen Daycare, we are committed to keeping our centre as green as possible for our children. For communication to parents, we rely on email, Facebook and our telephone. There are registration forms, updates, calendars, events and resources, so please check often, as it is the parent's responsibility to obtain this information. Schedules and events will also be posted on the parent board. In order to help keep child care fees down, invoices will be emailed. Please provide us with an email address upon registering your child.

Please contact the director if you have any questions. A meeting can be set up to discuss your concerns or ideas. Any issues parents may have will not be acknowledged via text messaging.

A daily communication journal will be kept for your child. Staff will write in it daily to let you know how your child's day was and to give you information on their development. Please sign daily to let us know you are reading it. For any questions or concerns you may have, please speak with a staff member and they will be happy to help you.

### ***Emergency Evacuation Plan***

In the event of an emergency we must be prepared. By taking part in monthly drills, staff and students will become familiar with the procedures. Fire drills will take place monthly, lockdown procedures will also be practiced on a regular basis. Evacuation plans are posted in each room at the centre if you have any questions regarding the procedures.

### ***Child Abuse***

Child abuse is any act of maltreatment of a child by a parent or guardian that results in injury or harm. The Child, Youth and Family Enhancement Act define the four main types of abuse as:

1. Neglect
2. Emotional injury
3. Physical abuse
4. Sexual abuse

As per the protocols outlined by the Child Welfare Act for the prevention and reporting of child abuse, the centre's staff is legally required to report suspected cases of child abuse.

### ***Grievance Policy***

If an issue does arise, we are willing to work with you to come up with a solution. If you have any suggestions or comments about the centre, please speak directly to the executive director and a meeting will be set up to discuss it in person. If the issue cannot be resolved with the director, please send your issue in writing to the Oyen Childcare Society Board, and it will be reviewed at our next meeting, which is held monthly. A suggestion box is always available for parents.

If appropriate, we may send out a letter of resolution following our soonest board meeting to discuss your concerns. We strive to resolve concerns in a timely manner.

### ***Resources***

We are happy to provide parents with resources concerning the stages of development for your child. If you have any questions regarding childcare, please ask one of our educated staff members. We are more than happy to answer your questions or point you in the right direction for resources. Please check out our Facebook Page (Oyen Daycare), email or our parent board for resources about stages of development, and other information pertaining to children.

### ***Policy Review***

Policies will be reviewed on an annual basis to ensure they are kept current and help us deliver quality child care to our families. If you have any insight that you would like to share regarding our policies, please let us know, and your ideas will be considered.

### ***Program Evaluation***

To create and maintain a high quality child care centre, we will participate in the following processes:

- input from staff (staff meetings, communication book)
- input from parents (parent meetings, suggestion letters, surveys)
- input from board members (board meetings, strategic planning)
- annual reporting of incidents (reports to licensing)
- annual review of illness logs
- inspections from licensing, health and fire

A review of our evaluation findings will include staff and board members when necessary, and changes may be shared with staff, parents etc. in a timely manner, when applicable.

## ***Parent Collaboration***

Once a year, all parents will be asked to fill out a survey regarding the care they receive at our centre. Parents will also be asked for their input and suggestions regarding a variety of things such as events, programming, menus, etc.

Parents are encouraged to attend the annual general meeting, which is held in March. At these meetings, parents may bring up any suggestions, issues or concerns to the board members, which will be discussed at the next monthly board meeting.

Monthly board meetings currently include 2 parent volunteer members. Policies and procedures may be reviewed at monthly meetings if necessary, to ensure they are kept current with our philosophy and centre. When a change to a policy or procedure occurs, parents will be notified in writing, which will be posted on the parent information board, or via email.

The Parent Handbook will be reviewed by board members and staff annually. Parents will also have the opportunity to give suggestions and input upon reviewing the Parent Handbook, as well.

## *Appendix 1 Schedule of Fees*

### **Full Time (5 days a week):**

Infant (12-19months) - \$845/month

Toddler (19months-3 years) - \$820/month

Preschool (3 years - 5 years) - \$790/month

### **Part Time (3 days a week):**

Infant (12-19months) - \$507/month

Toddler (19months-3 years) - \$492/month

Preschool (3 years - 5 years) - \$474/month

### **Part Time (2 days a week):**

Infant (12-19months) - \$338/month

Toddler (19months-3 years) - \$328/month

Preschool (3 years - 5 years) - \$316/month

### **Drop In Casual:**

Full Day Drop In - \$46.50

-Full day is more than 4 hours

Half Day Drop In - 24.50

- Half day will be 4 hours or less

### **Information**

- Receipts will be issued after each monthly payment
- Subsidy is available to families who qualify
- For families with subsidy, it is the parent's responsibility to keep it current
  - o <https://www.alberta.ca/child-care-subsidy.aspx>
- \$50 administration fee at registration per child and then annually after that