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Sept 2025

Fort Shine Child Care *Parent Handbook*

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Program Philosophy

We believe that each child is special and unique. We believe that the loving and nurturing environment will foster child's natural curiosity to explore the world safely and will promote the optimal development of a child. We provide warm and loving environment while parents are away. We ensure that the children feel as comfortable at our centre as they feel at home.

Program Goals

Our goal is to provide a quality child care in a safe and positive environment. We offer variety of learning activities to promote children's physical, social-emotional and cognitive development.

Parent Communication and Involvement

Communication between parents, staff, and children is vital to creating a quality program. Here are some ways parents can be involved in the Centre.

- Parents are encouraged to talk with their child care provider on a regular basis.
- Monthly newsletters will provide parents with all important information on the

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curriculum.

- Parents are also welcome with new ideas and suggestions. It is important to share any concerns and questions that may arise naturally. Any input into our policies and procedures by parents will be greatly appreciated.
- After reviewing our Parent Handbook and Manual parents
- Parents are always welcome to visit the Center at any time.
- Share cultural experiences and celebrations with staff and children in the Centre.
- Donate materials the Centre might need.
- Join the child in playing a game or finishing an activity in the morning or before going home.
- Organize Child's birthday party in the Centre.
- Bulletin boards are displayed with information on various community resources and the centre's policies & protocols. The centre will also sent out monthly newsletters about upcoming events and classroom themes.

Goals and Objectives Policy

Parents are welcome to advise us about their goals and objectives when enrolling their children at our Centre. There is a special space on our registration form where parents can provide this information. This will allow our staff members to cooperate with them efficiently.

Nutrition/Meals and Snacks

The Centre provides meals that are nutritious, well balanced and that are in accordance with the requirements of the Canada Food Guide to Healthy Eating. Morning breakfast is served at 9:00 am, hot lunch at 11:30 am and an afternoon snack at 3:00pm.

No outside food (such as birthday cake or cupcakes) is permitted to be served to day care children to prevent any allergic reactions. It will be only permitted for

parent's own children.

Please do not send snacks or candy with your child to daycare unless prior approval has been given. If you wish to send some food or drink with your child please make sure you follow the recommendations of Canada Food Guide otherwise we may refuse to give it to your child and will send it back home.

If your child has an allergy to a specific food, please let us know and we will try to make an appropriate substitution. If a child has so many allergies that he cannot eat from the menu, we may require the parents to provide his lunch and/or snacks.

At lunch children and staff sit and eat together. We also encourage children to serve themselves.

We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything.

Menus

The four week monthly menu is posted in the foyer. Any change in daily menu will be notified on the bulletin board.

Staff

We believe that the staff plays a critical role in planning and implementing inclusive practices. All staff members working with children must have the appropriate experience and education in child care. That is why our programs will continuously encourage and support staff competence by having: (1) a comprehensive orientation about the program's philosophy and goals, policies, expectations and responsibilities, special needs of individual children, and health and safety procedures; and (2) a plan for on-going training and professional development that includes a wide range of topics such as curriculum, child development, legislation and regulations and development of constructive partnerships with parents. Staff to child ratio is determined according to Child care licensing regulations- 1 staff for 4 babies (13 -19 month-old), 1: 6 toddlers(19 months to 3 years old),1:8 preschool (3-4 years old) and 1:10 kindergarten age children (4.5 -6). The program director may step in to

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enhance the ratios if necessary.

Payment Procedure Fees

The monthly fee for each child is the following: \$** for preschool and \$** for toddlers, ** for babies (12 - 19 m). Part time fees are calculated on daily basis which \$70 day for a day (some rules may apply, please note that part time care is provided as long as it is available.

You may pay by cash or check payable to " **Fort Shine Daycare**" at the office. If a check is returned, we will notify you and will ask for payment in cash plus \$35.00 to cover the service charge by the bank. After the second returned check, we will accept only cash. Day care fees are charged on a monthly basis and remain consistent regardless of illness or vacation. Each family is required to pay the monthly fee to ensure that the child's spot is held for him/her. The total monthly **payment is due on the 1st of the month** of the preceding month. Parents may ask for a receipt after each payment otherwise one receipt for the whole year will be provided at the end of each year, We will give you a one- month notice of any changes in our fees or policies whenever possible. We are currently using timesaver software for invoicing.

Our Curriculum & Daily Routine

An academic curriculum is followed each day. All children are exposed to everyday learning of music, poetry, basic arithmetic skills, etc. They explore interesting topics in Science and develop emergent literacy. During the month, many activities take place which help promote basic skills (letter and number recognition, color and shape recognition, large motor skills, small motor skills, etc.) As part of our curriculum we have a daily "Circle Time" for the older children. The younger children are free to sit in, just observe, or to free play. During circle time we discuss something relating to our unit, talk about the days of the week, learn a new song, tell a story, or share experiences. It is essential to set aside time and let children speak their minds. We believe that type of group activities will also promote cooperation and compromise among children sufficiently reducing the number of possible negative events. We are happy to

introduce you our daily routine which is being updated regularly according summer/winter time. A copy of daily activities of each age group is posted their rooms.

The first day

.We suggest parents to say "good bye" and "see you soon" to the child or to wave the child standing at the window before leaving. We advise that parents leave their children at the Centre only for few hours for the first few days. Parents are free to call the Centre during the day and to see how their child is doing.

Children's diapers

All children who are not potty trained must have at least 3 extra diapers per day. Parents are responsible for bringing diapers and wipes. Parents are also responsible to check if their child has enough diapers and wipes. Please make sure that you bring at least 15 diapers each week.

Toilet Training

When your child is toilet training, please dress him/her in easy to remove clothing Dressing your child in clothing that has no buttons, buckles, or belts helps both the child and staff. We must have lots of pull-ups/underwear. We expect your cooperation in your child's potty training process.

If the child is potty trained but he or she has more than three accidents during the week the Centre has the right to require that the child wear pull -ups. If the child is above 3.5 years and is still in diapers we may reserve the right to refuse the child's enrollment or continuous enrollment in the program.

Toys

DO NOT send toys to Day care with your child, unless your child's teacher informs you otherwise. NOTE: The Centre will not be responsible for any lost or damaged toy. If a toy is brought without your child's teacher's request, these toys will be confiscated and returned to the parent.

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Lost Items

If any item from your child's belongings is missing ask the staff for **Lost & Found Box**. Items will be kept for thirty (30) days after which they will be donated to the Centre.

Nap Time

All children will be given a rest period. Sleeping is not mandatory children may rest quietly on their cots (with a book) or do quiet activities at the table. Each child is provided with individual cot labeled with his name. Blankets and pillows are provided by the Centre. All bedding is washed biweekly. Children are allowed to bring their own blankets from home if they wish. Children may take one soft toy with them in the bed if they feel more comfortable.

Requirements for Enrollment

When you enroll your child there will be some necessary paperwork to be filled out. Examples of these are: registration forms, medical forms, etc. We will make all this paperwork available to you and help you with any questions. All paperwork should be completed promptly and returned to us. We will also provide a copy of this handbook upon request. After you have had a chance to read through these materials we will be happy to discuss any questions or concerns you may have. We will then ask both parents to sign a written agreement as to fees, the child's hours, etc.

Day care Centre reserves the right to refuse the enrollment or a continued enrollment of a child if the child is above 3years old and he/she is not toilet trained, or should it be determined that the child poses a health, behavioral or other problem to the Centre's operation and/or the staff, or whose fees are more than 5 days late.

Days and Hours/Absences

The Centre is open from 6:30 am to 6:00 pm Monday to Friday, except for statutory holidays. The Centre also closes between Christmas and New Years Day.

The Centre will regularly post notices pertaining to closure of statutory Holidays.

All children must be picked up by 6:00 p.m. A late fee of \$15.00 per child for every increment of 15 minutes or portion of thereof will be enforced after 6:00.m. to cover overtime for the staff.

If your child will be absent or coming later than 10:00 am in the morning, please notify the Centre by calling before 9:30am .

If a child does not come to the program, but is scheduled to do so, site staff will contact the parents/guardian as outlined in the child's authorization form. All numbers will be utilized

Bringing in and Picking Up

Please bring your child before 10 a.m. to avoid possible distractive effects on child's daily routine.

All children must be accompanied to the program area and signed in daily by the teacher or parent (put the time of arrival and, next to the child's name).The parents must stay with the child until received by staff member.

Each child **must be signed out** by a parent or authorized adult or teacher upon pick-up the child out of the program.

Please be sure to provide accurate contact information, updating it on a regular basis.

Our normal procedure is to release the child only to his or her parents or someone else the parents designate. If someone other than the parent is to pick the child up, please notify us ahead of time. We will release your child to the care of another person if, the person's name is on the emergency contact list of your child, or if you have called or otherwise notified us about the person picking your child up.

If the child is too young to recognize authorized personnel ("Hi, Grandma!"), staff will ask for identification.

The pick-up system is designed to protect your child. It is the parent's responsibility to provide the staff with a list of those authorized to pick up your child/children.

Field Trips

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When you enroll your child, we will ask you to sign a general permission slip to field trips around the neighborhood. We **require written approval** from parents each time we go away from the Centre for any other field trips. We welcome all parents to join us.

What your child needs to bring

- An extra set of clothes
- Indoor shoes
- If your child sleeps better with something from home. (For ex. special blanket or cuddle toy), please feel free to bring it.
- Sunscreen, sun hat and water bottle in summer. We apply sunscreen for all children before going outdoors in the summer.
- Diapers or pull-ups, wipes, special creams if necessary.
- Please, leave home toys at home. We cannot be responsible for ensuring they don't get lost or broken.
- **Please label all of your child's belongings to avoid loss.**

Your child should be dressed in clothing that is appropriate for physical activity and the weather. It is recommended that your child have an extra set of clothing at the Centre at all times. All children have their own lockers labeled with their name

When the Centre is closed

The Centre is open Monday to Friday from 6:30.am. To 6:00pm. Excluding:

Family Day Good Friday Easter Monday
Victoria Day Canada Day Aug Civic Holiday
Labor Day Thanksgiving Day
Remembrance Day
Summer Holiday: **Last week of July**

If any of these holidays fall on Saturday or Sunday, then the Centre will be closed on the following Monday. **The Centre is also closed between Christmas Eve and New Years Day. Summer time closed for the last week of July. Fees stays the same as regularly months.**

Termination of Day Care

If for some reason you decide to stop bringing your child to our daycare, we require **2 weeks written** notice. This will give us time to find a child to fill your child's spot. Payment is due for the one-month notice period whether or not the child is brought to daycare. Any outstanding fees must be paid on or before the child's last day. If it becomes necessary for us to resort to legal action to collect fees, the parent(s) will be responsible for legal fees incurred on our part. If we can no longer watch your child for one reason or another, we will give you at least one-week notice. We understand that it is not easy to find a daycare. Examples of why we would terminate your child's care include (but may not be limited to):

- Failure to complete required forms
- Failure of parent to pay tuition or whose fees are more than 5 days late
- Lack of parental cooperation failure of child to adjust to the center after a reasonable amount of time
- If the child is 4 years old and he/she is not toilet trained
- Should it be determined that the child poses a health, behavioral or management problem to the Centre's operation and/or the staff
- Our inability to meet the child's needs.
- No more part time care is available.

Child Guidance Policy

Guiding children's behaviour is an important part of the primary staff member's role and one that take place continually throughout the day. By encouraging children's self-respect, respect for others, and respect for property, primary staff members help children develop self-control and sensitivity in their interactions with others and treat material possessions with respect. The positive relationships and bonds that develop between the caregiver and the children are the foundation of successful experiences in childcare

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Two types of strategies are used in guiding children's behaviour: **Preventative strategies** are used to increase the chances wanted behavior will occur.

Intervention strategies are used to stop or redirect undesirable behavior when it occurs.

Some Ways to Teach Appropriate Behaviors

- The caregivers set limits and give directions (You may not kick toys but you can kick a ball when we go outside to play)
- Encourage problem solving-(There is only one bike , How about to take turns, May be one of you can play a ball with me while the other one is riding)
- Change the environment when necessary- When children are running through the room the room may need to be rearranged to avoid undesired behavior.
- By engaging in-group activities, children learn about important social rules: how to share toys, how to compromise, how to work as a team, how to be assertive, how to deal with different personality styles
- Set a good example by modeling appropriate. For example, when staff is polite and considerate of other staff and children, this will set the tone for everyone
- Warn for transitions so that children know what is coming, have sufficient time to finish what they are doing and can switch for a new activity. For example, telling the children "a few minutes until clean-up and lunch" will help them prepare themselves for a new activity.
- Give children choices (You keep the sand in sand box or you find another place to play)
- Redirect and substitute (Would you like to play ball with me look here is another ball)
- Discuss why some behaviors are inappropriate (Look she is upset because hitting hurts,)
- Point out consequences (If you throw the sand form the sand box then there will be no sand to play anymore)
- Next Time (I promise next time we will go for a walk again)
- The teacher must consider the safety of all

children; therefore, in some cases teachers may physically intervene to stop children from hurting each other, themselves, or destroying the environment. First thing is to stay calm, then gain the child's attention by stating his or her name, bending down to child's level, establishing eye contact, and speaking in a calm, controlled voice. Angry tone will only make the child more upset.

- Never and under no circumstances children must be punished physically or emotionally which includes Shaking, spanking, striking, forcing physically, yelling at a child. Children may never be isolated, withheld from food, clothing, or bedding.

Health Policy

If your child is ill, **DO NOT SEND him/her** to daycare. Take the child to your doctor. Please notify the Center, if your child is ill and will not be attending the program.

If the child returns to program after recovering from an **infectious disease**, the child's parents must provide evidence of recovery (written statement from the child's family doctor or other medical institution saying that your child is no longer contagious).

If your child becomes ill while attending the program parents will be contacted and asked to pick up their child immediately. Illnesses are defined as:

- Fever (38 C and above)
- Conjunctivitis (pink eye) or "cold in the eye".
- Flu with green or reddish mucous.
- Unusual rash.
- Severe Caught or ColdRapid breathing or labored breathing.
- Long lasting painVomiting or Diarrhea.
- Yellowish skin or eyes.
- Head lice.
- Contagious illness.
- Illness of any sort which results in child being too ill to participate in daily activities

The child will be kept separated from other children.

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within sight and hearing distance of an adult, until the parent arrives. If the parent cannot be reached, the staff will phone the emergency contact person listed on the child's enrollment form.

Parents or emergency contacts are requested to pick up the ill child within 1 hour of being contacted. Staff will log and document times of contact and pick up of child.

Injuries and other Emergencies

Minor cuts and abrasions suffered while at the center will receive proper care -- specifically, they will be washed with soap and warm water and properly bandaged. Treatment will be logged and we will tell you how and when the injury occurred. We are also required to log any injuries we observe on your child which have occurred outside of our care. In case of accident or serious injury a child, the license holder or staffs on duty must immediately ensure that

CALL 911 IMMEDIATELY, the child receives medical attention if necessary decided by 911. The child's parent is notified. Call the child's parents and emergency contact person and inform them directly (or leave a message in case they do not answer) about the accident or illness. The program will track the accidents and all illnesses in the centre and review it twice in a year. It is also the centre's protocol to report critical incidents to children services.

ADMINISTRATION OF MEDICATION PROCEDURE

If your child requires prescription medication to be administered at the center, it is important that the following information be recorded properly. Failure to do so will result in the medication not being administered.

1. Parent/Guardian must inform the Staff of the type of medication, whether it is a prescription

medication or Emergency Medication. For prescription medication, a Medication Administration Form will be given to the Parent/Guardian to fill out. This form will only have to be filled out once. However, it must be filled in correctly with the child's full name, date, date the medication is to start and to finish, name of medication, dosage to be administered, time to be administered, special instructions (ex: to be given with food), Parent/Guardian signature (medication will not be administered if any of this information is missing)

2. Medication must come in the original container. The container must also have a prescription label with the child's name on it.

3. Make sure the instructions for administration/application are clear. For example: there has to be a specific time for administering the medication.

WE DO NOT ALLOW MEDICATIONS TO BE GIVEN AS AN "IN CASE OF" MEDICATION. (e.g Medication just to be given "in case" of fever)

4. All medication must be given to the Staff in the morning if the medication is not left at the Center, including asthma inhalers. Medication cannot be left in the child's cubbies or back pack.

5. There is a locked Medication Box that is kept in the refrigerator and there is a clear plastic Medication box stored on the top shelf in the above the sink in the kitchen, this medication box is unlock for special emergency treatments.

6. Qualified Staff (Staff that has a First Aid Certificate) will then ensure the child's medication is administered correctly. The Staff will then fill in the chart on the medication form and sign it. Staff will then observe the child

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carefully for allergic reactions that may occur. The medication badge will be removed after the observation period.

7. Staff will return the medication to the family when the authorization period has ended or at the end of the day depends on medication need

Financial Assistance, Subsidy

Some families may qualify for subsidies by Alberta government. You may call at 780 644-9992 or apply at their website <http://www.albertasupports.ca> Subsidy forms are also available at the Centre or can be apply online. Please ask for more detail information from the owner (May)

Emergency Relocation Procedure

In case of fire or other emergency, children are removed from the Centre by staff and brought to safe place across the street of the daycare. Parents or emergency contacts will be notified of the new location of children so they can come and pick them up. Staff will ensure portable information records are on their person.

Children or staff may re-enter the building after the building is checked and declared safe.

Religious Practices

We feel that religious teachings should be left up to the parents. Also, we usually have parties at Christmas, Easter, Halloween, etc. If you do not wish to have your child participate in these, please let us know.

Clothing and Possessions

Washable, practical clothes are the best for day care. If possible, please do not dress your children in clothing that cannot be taken off without help, such as suspenders and one-piece leotard underclothing and

tight belts. This can be frustrating and often leads to embarrassing bathroom accidents.

All children must wear inside shoes or slippers in day care. Shoes should cover and protect the feet and allow for safety in running and playing. Please make sure your child has indoor/outdoor shoes that are not tight and easy to put in and take off. This will motivate your child to develop self-help skills. Closed shoes are recommended.

Extra clothing is needed for all children. Each child must always have at least two (2) changes of clothes including socks. In case of need the centre will provide its own clothes. Please bring them back washed and no later than in 2 days. All articles of clothing or any other belongings must be labeled with the child's name and kept in his/her locker. In summer children need hats, sunscreen and water bottles.

Cold and Hot Weather Policy

Children play outside twice a day in the morning before lunch and in the afternoon when it is not too hot (above 30 C) or too cold (below -15C). In summer children need sunscreen, hats and water bottles (water is provided by day care). In winter they need snow pants, warm jackets, boots, warm hats and mittens. We do ask parents to provide all of these items.

Emergency Numbers

Emergency	911
Community services referral	211
Poison Control	1-800-332-1414
Women's shelter	780-479-0058
Child Abuse Hotline	1-800-387-5437
Police	780-426 -8100
Child Welfare Intake	780-422-2001
Emergency Social Services	780-427-3390
Birth Control Clinic	780-413-5735
Capital Health	780-413-5735

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Alcoholics Anonymous	780-424-5900
Child and Family Services	780-427-0444
Day Care Subsidy	780-644-9992
Fire Prevention	780-496-3850
Sexual Assault Centre	780-423-4121
Suicide and Victim 24 Hour Hot line	
780-429-0230	

TV, Computer, Video, CD players.

We do not have computer. If we decide to obtain one, the centre will advise you and post the details of their use. Currently the centre utilizes a cd player and TV for stories and the introduction of various musical cd's. It is the centre's policy, should any movie be shown that it content be rated G and that it component is theme related. * please refer posted policy in the room.

Complaints

If you have any kind of complaints or disagreement with the Centre's Policies and Procedures please let us know as soon as possible; shortly after registering your child you will receive our Parent Handbook with Policies and procedures of our Centre via email. If you have any concerns about your child's care at our Centre please talk to the staff first and let them know about your concerns. If you think your concern are not addressed contact to the program director or owner at **780-281-2898 (day care centre) or 780-707-5387 (May) after hours for emergency.**

You may choose to contact the program director first.

Note: We will examine the issue and will do our best to address it promptly. If after all our efforts the parent is still not satisfied with our Centre's operation we may advise them to terminate the day care.