

The Daycare PITT Stop Inc.

PARENT MANUAL

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Table of Contents

The Daycare PITT Stop Inc. Parent Manual

Welcome statement	Page 3
Mission, Vision, and Philosophy	Page 4
Creating a learning environment	Page 5
Enrolment Requirements	Page 5
Payment Procedures	Page 6
Signing In and Out	Page 7
Illness Policy	Page 7
COVID 19 Policy	Page 8
Medication	Page 8
Menus	Page 9
Appropriate Clothing	Page 10
Toilet Training Policies	Page 10
Child Guidance	Page 11
Child Abuse/ Neglect	Page 12
Photographes/ Video Cameras	Page 12
Child care ratios	Page 13
Field Trips	Page 14
Conflict resolution	Page 14
Volunteers	Page 15
Evacuation Procedures	Page 16
Things to bring to Daycare	Page 16



Welcome statement

Welcome to The Daycare PITTStop Inc.

Through parental involvement parents gain a better understanding of the program in which their child is participating. We realize that parents and caregivers are the most important adults in a child's life. Therefore, we have a parent relation policy within the daycare to encourage parents to drop-in, volunteer, join us for special events and activities DPSI hosts, participate in community events with us, and share their special talents with the children of the program.

The Daycare PITT Stop Inc. is a continuum of family-oriented learning and values the continued participation of all parents. Parents are welcome to drop in any time.

The Administrative office of the The Daycare PITT Stop Inc. shall be open from 8:00am to 5:00 pm, Monday to Friday. Office hours may change during the summer months. The office will be closed on all statutory holidays.

Program hours may vary, but generally services shall be provided from 6:00am to 6:00 pm, unless otherwise posted on the front entrance.

The Daycare PITT Stop Inc. will be closed on all Alberta's statutory holidays. This includes:

New Year's Day	Labour Day
Alberta Family Day	Truth and Reconciliation
Good Friday	Thanksgiving Day
Easter Monday *	Remembrance Day
Victoria Day	Boxing Day *
Canada Day	Christmas Day
August Heritage Day*	

Note: Holidays marked with an asterisk (*) are general holidays The Daycare PITT Stop Inc. recognizes and will also be closed.

Mission:

The Mission of The Daycare PITTStop Inc., is to provide resourceful, affordable, and a nurturing environment where children feel safe. Our unique Daycare offers various activities that are specifically designed to encourage each child's growth. Through cooperative play and creative activities, children reach their social, emotional and physical milestones naturally and with ease.

Vision:

The Daycare PITTStop Inc. vision is to provide a play-based learning atmosphere for children ages six (6) months to seven (7) years. We provide a learning environment where children are encouraged to develop at their own pace, test ideas, work through uncertainties, explore social interactions and make sense of the world around them. Our Early Childhood Educators are committed to the families we serve, providing knowledgeable support and encouragement.

Philosophy:

The Daycare PITTStop Inc. is an Early Learning Child Care program that enhances the lives of children, their families, and community by;

- Planning stimulating open-ended experiences that support a variety of abilities and skills.
- Value children's ideas and opinions.
- Respecting the diversity of families as well as the care giving and decision-making roles of parents.
- Interactions and partnerships with children and parents are conducted with care and respect.
- Providing a caring, inclusive, and stimulating environment that allows children to make choices, explore their own interests, and promote independence.
- Team members will be provided with a safe working environment that recognizes, supports and respects training, skills and commitment to child care.
- Collaborating with the town of Sylvan Lake seeking family orientated resources.

Creating a Learning Environment:

In keeping with this philosophy, our planned atmosphere created by our Early Childhood Educators (ECE) will be based off the new Alberta's Early Learning and Child Care Framework FLIGHT. A typical day includes a balance of indoor and outdoor activity where our mighty learners will participate in many different projects and are encouraged to develop at their own pace, test ideas, work through uncertainties, explore social interactions and scaffold on their knowledge to make sense of the world around them. Learning Stories are used to reflect and document children's learning, experiences, development, and play. Our preschool children will be supported to build skills that will assist them when they go to school. The Daycare PITT Stop Inc. classrooms may look like they are designed for free play but are carefully prepared, presenting children with the tools and materials that are optimal for their level of development. Play is children work.

We realize that parents/caregivers are the most important adults in a child's life. Therefore, we have a parent relations policy within the Daycare to encourage parents to drop-in, volunteer, and share their special talents with the children of the program. The Daycare PITT Stop Inc. is a continuum of family-oriented learning and values the continued participation of all parents. **Currently due to Covid, we are unable to have volunteers and tours at this time.**

Enrolment Requirements

Before your child can be officially enrolled in The Daycare PITTStop Inc. you must complete and provide the following documents:

- Signed Parent Contract and Rate Agreement
- Completed Child Profile
- Minimum of 2 Emergency Contacts
- Signed Consent Forms (those that are applicable)
- Registration Fee must be paid and 1st Month
- Signed agreement regarding policy's
- Subsidy is the parent's responsibility, if subsidy is not approved parents are responsible for the full fee payment.

***Space will not be held by verbal contract.**

Payment Procedures

Parents are required to pay a registration fee, along with first months fees before first day of care.

Families that are eligible for government subsidy will still pay first month's fees in full, until subsidy is approved, any remaining balance will be moved to the following month.

Families will be charged a one time \$50.00 non-refundable registration fee per child.

Parent fees are due in the form of debit, cash, credit card or personal cheque payable on the first day of the month, for care in that month. A late charge of \$20.00 per day up to \$80.00, will be applied to the family account if payment has not been received by the end of the 5th day of the month. If the 1st of the month falls on a weekend or holiday and the centre is closed payment is still paid by the 1st day of the month, to avoid late fees.

If Child Care fees are not paid by the end of the 5th day of the month, then child care will be suspended until fees are paid, up to the 15th day of the month. If fees are still not paid by the end of the 15th day then child care will be terminated.

NSF Checks

When a cheque is returned due to insufficient funds, an NSF fee of \$50.00 shall be charged to the family account.

Late Fees

Anyone picking up 1-10mins after their contracted hours will be charged a flat late fee of \$20.00. Anytime after 10mins an additional \$1 per minute will be added, this will be paid to the team member on site. No exceptions.

If a child is left after program hours, and attempts to contact the parents and emergency contacts are made but not responding, the team member will call the proper authorities, due to our child abandonment policy # 5.13

Terminating care

Parents are required to give 30 days written notice prior to the first day of the month in which childcare is terminated.

If no written notice is received The Daycare PITT Stop Inc. reserves the right to charge one month's fees. If parents give two weeks notice before the termination date then The Daycare PITT Stop Inc. will charge and addition 2 weeks to fulfill the months notice.

Signing In and Out

It is imperative that children are signed in and out by parents/ guardians upon their arrival and departure through our tablets and bright wheel program. These will be located in our front entry in the mornings and afternoons. We ask that if your child is not going to attend care as per usual that you inform the centre by 10am. This will help us plan activities for the day. Please inform the center if your child is not attending due to illness.

Authorization to Pick Up

If you are using alternative pickup arrangements for your child, please ask an ECE team member for a "authorizations to pick up form" this needs to be fill out and given to an ECE team member.

Persons picking up children must be at least 18 years of age.

Illness Policy

If a child is too sick to attend daycare, please keep him/her home. There is no "sick room" at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are symptom free, or are well enough to participate in normal everyday activities:

- Fever greater than or equal to 100.5 degrees F.
- Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears.
- Red discoloration to the whites of the eye(s).
- Skin rashes as they are difficult to diagnose unless seen by a physician.
- Severe abdominal pain, vomiting or diarrhea.
- A deep, hacking cough
- Difficulty breathing or untreated wheezing
- Yellow discharge from the eyes
- An unusual yellow coloring of the skin or eyes
- Cuts or openings on the skin that are pus-filled or oozing
- Lice or nits

If your child(ren) is sent to daycare with any of the above listed symptoms, or develop during the day they will be sent home. Unfortunately, there are no refunds or discounts for days that your child does not attend daycare.

COVID 19 Policy

Parents are required to do daily screening tools for their children before coming to daycare.

Temperatures will be taken by team members upon arrival, and team member will escort children to their cohorts. Parents are required to wear a mask inside the daycare during pick up and drop off.

If child develops any COVID related symptoms, parents/guardians will be notified and advised to pick-up their child within one hour of notification or as soon as possible. If the parent is unable to pick up their child, they must designate an emergency contact for child pickup.

Children that are showing symptoms of COVID 19, will be separated from others and isolated in the ECE room with a team member until a parent or emergency contact is able to remove the child from the program premises. Children will not be able to attend the program until they are symptom free.

Proper cleaning procedures will be implemented.

Please see Alberta Health Services for requirements and steps to follow.

Medication

Medication shall be administered in accordance the Alberta Child Care Regulations. ECE's may administer or allow the administration of patent or prescribed medication to a child only where:

- The written consent of a parent has been obtained;
- The medication is in the originally labeled container;
- The medication is administered according to the labeled directions;

It is the parent's responsibility to notify The Daycare PITT Stop Inc. of any changes to their child's medical conditions. These records will be reviewed annual with the parents to ensure there are no updates that were not communicated to DPSI.

It is also the parent's responsibility to update any medications before they expire. DPSI will keep a record of all medications in our centre to ensure medication are not expired. In the case of emergency medication being expired and not refilled, then that specific child will not be able to attend DPSI until the parent has replenished this medication to ensure the child's safety.

Non-Emergency Medication

All non emergency medication is stored in one of the two locked containers in the kitchen that is inaccessible to children. Parents will be notified daily upon pickup that the medication was administered and updated on the status of their child as required. Medication will be sent home everyday with the child.

Emergency Medication

Emergency medication and medication form will be placed in a bag Labeled "Emergency Medication" with the child's full name and expiry date of medication. This record must be accessible to all ECE's. Emergency medication must be kept with the child it is intended for at all times, including all off-site activities, this will be located in the child's room off site back pack. It is the parent's responsibility to ensure their child's emergency medication is given to the ECE daily if a spare is not kept onsite.

Menus

The Daycare PITT Stop Inc. will provide meals and snacks to the children in care. All meals and snacks provided are in accordance with a food guide recognized by Health Canada or Alberta Health, and support appropriate nutrition needs of the children. Children are given appropriate time and sufficient quantities of food to meet needs of each child. Nutrition provided by parents for infant's is clearly labeled with the infant's name.

The Daycare PITT Stop Inc. is a peanut free facility.

Weekly planned menus containing meals and snack items are posted in a prominent location near the program entrance where parents and team members are able to view them daily. Any changes to the menu will have a note beside it indicating these changes.

Children will be encouraged to serve themselves when developmentally appropriate for them. Team members will assist the children when necessary. Team members will ensure children are seated while eating and drinking to prevent choking. No beverages may be provided to children while they are napping.

Please visit our website at thedaycarepittstop.com for samples of our menus.

Food Allergies

All children that have food allergies, will have their picture posted in their rooms, and the kitchen with their allergies, and symptoms underneath. We will accommodate an alternative when possible. Where a food supplement is required for allergies, this meal will be prepared separately to avoid contamination, along with rapped in plastic rap/ foil with the child's name clearly labeled.

Parents may be required to provide special dietary requirements if needed and will be provided with a copy of the menu to ensure they are able to support the nutrition needs of the child when not receiving meals and snacks from the daycare.

Appropriate Clothing

Play is children's work. With this concept in mind children should come dressed in comfortable, season appropriate clothing that can get dirty, since some activities we do on a daily basis are messy. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable. A separate set of indoor shoes is required at the daycare for each child at all times.

Please also remember whenever weather permits the children are taken outside for 1-2 hours per day. Please ensure that you have proper outerwear provided for your child so that they are comfortable.

Toilet Training Policies

We strive to support your efforts of potty training at home right through the day here at daycare. However, there are some key signs to look for before we are able to help you train your child at the centre. The key signs of readiness for potty training include:

- The child is able to pull down and up their pants and underwear/pull-ups on their own with little or no assistance
- The child is able to communicate to you when they need to go to the bathroom
- The child's diaper is dry after nap times and for long periods during the day
- The child is able to hold their bowels and bladder until they get to the potty once they realize that they need to go

Child Guidance

The Daycare PITT Stop Inc. and the team members view child guidance as a process of developing appropriate behaviors. Positive reinforcement for appropriate behavior in a loving, supportive environment promotes the child's self-confidence and leads to increased desirable behaviors. A challenging environment that allows experimenting, learning, physical activity, and quiet times prevents boredom and promotes repeated appropriate behavior.

Team members must use positive child guidance techniques that:

- are positive in nature;
- treat the child with respect;
- are based on child's developmental level;
- foster self-control;
- promote positive social relationships;
- support the development of the child's self-esteem; and are preventative in nature.

Any child guidance action taken must be reasonable in the circumstances and age appropriate. Positive child guidance techniques that will be used by our Early Childhood Educators are:

- Active listening
- "I" messages
- Redirection
- Setting rules or limits
- Reasoning
- Modeling appropriate behaviors
- Positive reinforcement
- Offering choices
- Avoid unrealistic expectations
- Non-verbal Cues
- Natural and logical consequences
- Acceptable outlets for expressing feelings
- Age-appropriate activities
- Avoid unrealistic expectations

Child Abuse/Neglect

No person may use corporal punishment against a child under any circumstances. ECE's, parents, and volunteers may not inflict or cause to be inflicted;

- any form of physical punishment,
- verbal or physical degradation or emotional deprivation,
- denial or threat of denial of any necessity, or
- use or permit the use of any form of physical restraint, confinement or isolation.

Abuse and neglect of children is against the law and The Daycare PITT Stop Inc. will NOT tolerate abuse or neglect in any form.

If you are concerned about the health, safety or well-being of a child/ children please contact your local Children's Services office.

NO Abuse is tolerated towards team members.

Photographs/Video Cameras

To ensure the safety of all children and team members The Daycare PITTStop Inc has a security system with cameras in and around the daycare location. These are used for security reasons only.

As cameras are part of our security system and are on at all times parents will need to sign permission forms allowing their child to be video taped for security reason only, before being enrolled into the program.

Our program also uses Bright wheel to communicate to parents on a daily basis. This program allows team members to share children's daily progress, activities, and much more. This program allows team members to share special moments with parents through photos and videos as well. Parents will need to give written consent for their child's photo and or video to be taken for these purposes. If consent is not given every effort to exclude the child from photos will be taken. If the child is in the background of a picture, then the child's identity will be blocked out before the group photo is posted and the original will be deleted.

The Daycare PITTStop Inc. would like to advertise our daily activities and field trips through our webpage and Facebook page. Parents would need to give written consent for photos to be used in this way upon registration.

Child Care Ratios:

The Daycare PITT Stop Inc. will follow the ratios that are outlined in the *Alberta Child Care Regulations* and **are in effect at all times.**

Tiny turtle Room has 11 children maximum for ages 6 months -18 months (1:3 and 1:4 ECE to child ratio),

Mini Monkeys Room has 11 children maximum for ages 19 months- 3 years (1:6 ECE to child ratio),

Busy Bears Room has 15 children maximum for ages 3years – 4 years (1:8 ECE to child ratio),

Playful Pandas Room has 16 children maximum for ages 3years – 4 years (1:8 ECE to child ratio),

Fancy Foxes Room has 26 children maximum for ages 5 years-12 years (1:10 and 1:15 ECE to child ratio).

Sleep Ratio

The Daycare PITT Stop Inc. will follow the ratios that are outlined for sleep/ rest time in the *Alberta Child Care Regulations*.

Tiny Turtle Room As infants need more sleep for their developing brain, their nap time will be based on the infants needs.

Mini Monkeys Room approximately 12:30 – 2:30

Busy Bears Room approximately 1:00 – 2:30

Playful Pandas Room approximately 1:00 – 2:30

* Children who wake up during nap time will be soothed back to sleep or will be provided with quiet time activities until nap time is complete.

Sleep is a vital for the growing child's mind.

Field Trips

All field trips out of town and/or those that incur expenses to The Daycare PITT Stop Inc. or parent/ guardian must be pre-approved by the Director.

Written consent must be given by the parent/ guardian **prior** to a child's participation in a field trip. If a parent/ guardian chooses not to allow their child to participate on a field trip, The Daycare PITT Stop Inc. shall make every effort to support the parent by assisting in finding alternative care within the centre. If unable to find alternative care parents will need to find alternative care for their child for the field trip day.

Team members must ensure that in the case of an activity off the program premises or an emergency evacuation that they take the portable emergency records of each child that will be taken off the program premises.

Conflict Resolution

- Encourage the parent to speak to their child's primary ECE.
- If they feel that they have not received satisfactory response or are not comfortable in speaking with the team member, the parent may then call the Supervisor or the Director.
- The Director shall investigate the complaint, and deal with the situation in a timely manner.
- The Director of The Daycare PITT Stop Inc. will work with the parent to agree on a resolution that satisfies both, where applicable.
- An e-mail will be sent out to all parents regarding changes were deemed necessary.
- Where needed the Supervisor will assist the Director with an accurate solution to the unique situation.

Volunteers

The Daycare PITT Stop Inc. acknowledges there are many benefits of volunteerism in our organization. Volunteers are of major importance in accomplishing our mission within the community. They expand available resources, provide important liaison with the community, contribute specialized knowledge and skills and bring fresh ideas and enthusiasm. The effective use and management of volunteers through a Volunteer Program is encouraged and supported.

Volunteers will be required to have a meeting with either the director or supervisor prior to being a volunteer candidate. This meeting will pertain to what is expected of them, The Daycare PITTStop Inc. policy and procedures deem necessary, any health and safety measures, child guidance, effective supervision techniques, and the importance of confidentiality and must each sign an Oath of Confidentiality between themselves and The Daycare PITT Stop Inc.

Volunteers must provide a clear Criminal Record Check with Vulnerable Sector Search **prior** to commencing at the program. A letter can be provided by the daycare if needed. This clear Criminal Record Check with Vulnerable Sector Search will be valid for 3 years only.

When all of the above criteria are met, successful candidates will be asked if they have a preference for a specific field trip/ activity, how frequent they would like to volunteer, and if they are willing to do a presentation on their career, where applicable.

Volunteers are expected to abide by the policies of The Daycare PITT Stop Inc. any volunteer not abiding by these policies will be removed from the volunteer list.

Currently due to Covid, we are unable to have volunteers and tours at this time.

Evacuation Procedures

In case of emergency (fire/flood/otherwise), children and team members will be evacuated to the gazebo located North of the center. All Participants will walk to the muster point, with our emergency backpacks which includes our contact information. Once everyone is at the muster point and accounted for ECE's will then start to contact parents to pick up the children at the alternate location.

Things to bring to Daycare

- Seasonal appropriate outer wear (Coat, snow pants, mittens, hat, etc)
- Indoor shoes
- Change of Clothing (pants, underwear, shirts, socks)
- minimum of 2 extra sets of clothing for children toilet training
- Water bottle (labelled)
- Nap time comforts (blanket, stuffy, soother)
- Bottles and formula (labelled)
- Diapers/Pull ups
- Wipes
- A family portrait

Please **LABEL** all of your child(rens) personal items

Remember to always check if you need to restock

Agreement to Comply with The Daycare PITTStop Inc. Policies

The Parent Handbook has been created to help you understand our policies and practices. It is important that you read this entire handbook before your child attends the Center. Please note that we reserve the right to make changes at any time to our policies and procedures. Parents will be notified of any changes that affect them, through e-mail, and the parent board in our entrance.

After you finish reading the Parent Handbook, please sign this page and give it to the Director or Supervisor, prior to or on your child's first day of attendance. Printed copies are available at the front desk.

By signing below, you acknowledge that you have read and understood the policies outlined in The Daycare PITTStop Inc. Parent Handbook. You agree to comply with the policies contained in this handbook and to read and comply with updated policies. You understand that this handbook is intended only as a general reference and is not intended to cover every situation that may arise at the Center.

Please speak with the Director to clarify any questions you may have about our policies. Your feedback on our policies is welcomed!

Child's name

Parent/ Guardian Signature

Parent/ Guardian name (print)

Date Signed