

**Canmore Community Daycare Society**  
“Bow Valley Before & After School Care Program”  
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## Canmore Community Daycare Parent Handbook



**Our Mission...**

To provide a safe and caring environment for  
our greatest future resource...

**Our Children!**  
(Updated June 2017)

## **WELCOME TO CANMORE COMMUNITY DAYCARE!**

The Canmore Community Daycare was established in 1973 and is incorporated under the Societies Act as a Not for Profit Daycare in June 1978.

The Canmore Community Daycare provides an environment that allows children to develop many skills through various play activities. Our program is designed to meet the developmental needs of each child in a secure, stimulating and diverse environment. We offer a well-balanced, play based program that consists of a variety of different activities which include, but is not limited to, outdoor play, arts & crafts, music, literacy, individual and group games.

Each group at the daycare follows a daily routine that allows the children a sense of continuity and security. Certain aspects such as lunch, snack, nap/ quiet time, and bathroom routines are scheduled at the same time each day. All other activities, outdoor play and structured group activities are flexibly scheduled. The daycare also operates an OUT OF SCHOOL program.

### **Our Values**

As an organization our core values centre around: Partnerships in Learning, Community Collaboration, Volunteerism, Accessibility and Building Strong Relationships.

We view learning as a partnership between family, community and educators. Parents are the experts with their own unique, individual child. The Daycare is a hub in our community where learning and developing relationships are the daily focus.

Through community collaboration we were able to accomplish our goal to build and equip a new child care facility in 2012. In 2011 we also expanded our services at ERS to meet the needs of the community. Strong bonds with local partnerships make us a unique program with established roots in our community.

As a charitable, not-for-profit child care program we rely on essential community supports. We value the partnerships that we have established and gratefully acknowledge the countless individuals and businesses that contribute to our on-going dedication to provide quality child care.

We attain sustainability of the organization by relying on volunteerism, fundraising, granting, community support, parent fees and ministry funding. Our goal is to leave a legacy of a thriving program that continues to promote the well-being of children and their families for generations to come.

Our key pillars are: the ability to meet the needs of the individual child with equal inclusion for all at accessible rates.

Through focusing on building strong relationships we create opportunities to build meaningful connections with peers, family, community and our environment.

***CCDCS is a place to form lasting relationships.***

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This parent handbook has been designed to help you understand our centre’s programs, policies, and goals. **It is IMPORTANT that you read the ENTIRE handbook.** If you have any questions after reading this handbook, please contact the Executive Director or stop by our main office. They will be happy to discuss any questions or concerns to ensure a pleasant childcare experience.

## **HOURS OF OPERATION**

The Canmore Community Daycare and the Bow Valley Before and After School Program operate Monday through Friday year round. We open at 7 am and close promptly at 6 pm. Parents must arrive early enough so that they are out of the building by 6 pm.

Parents will be required to pay a late fee of \$1.00 per minute that their child remains in the daycare’s care after 6 pm. This fee is to be paid to the staff at the time of pick up that day. The daycare clock will be used to calculate minutes.



If a parent is exceptionally late or does not arrive at all, the designated emergency person will be called. If no one can be reached to pick up the child, staff will then call the Executive Director who will decide what course of action to take. In certain cases Alberta Child & Family Services will be contacted.

## **HOLIDAYS & CLOSING**

Daycare licensing sets the days that we are to consider statutory holidays. The daycare will closed the following days:

<b>New Years Day</b>	<b>Family Day</b>	<b>Heritage Day</b>
<b>Christmas Day</b>	<b>Good Friday</b>	<b>Labour Day</b>
<b>Boxing Day</b>	<b>Thanksgiving</b>	<b>Canada Day</b>
<b>Victoria Day</b>	<b>Remembrance Day</b>	

The daycare may also need to close due to unforeseen circumstances. These may include power failures, frozen plumbing or gas leaks. Parents will be called to pick up their children immediately.

## **BOARD OF DIRECTORS**

A Board of Directors governs the daycare. This Board is comprised of volunteer parents and interested community members elected at our annual general meeting, which is held in June.

Parents are encouraged to consider accepting a position on the Board of Directors. Becoming a Board member is one way that parents can make a substantial contribution to the quality of their child’s care.

Board meetings are held each month. Matters requiring Board attention should be brought to the attention of the Executive Director who will report to the Board. Parents and staff members are welcome to attend Board meetings.

A list of the current Board of Directors is available on the parent board or by stopping by the office.

## **PHILOSOPHY**

The Canmore Community Daycare is a support service for parents, which aims to supplement and support the family and home environment in the development of each child by providing a safe, secure, stimulating, and nurturing environment.

## **GOALS & OBJECTIVES**

- ◆ To encourage interpersonal skills and to support each and every child's self-esteem by fostering a sense of self-worth, self-awareness, and self-confidence.
- ◆ To recognize the importance of individuality in each child and to encourage autonomy and independence.
- ◆ To recognize, respect, and meet the developmental needs of each and every child in the context of their whole day.
- ◆ To provide an environment that encourages and motivates all levels of development (cognitive, social, emotional, physical, and creative).
- ◆ To give each and every child optimum opportunity to experiment, explore, and discover for him/herself as much as possible in a safe environment.
- ◆ To help each and every child learn to develop wholesome relationships with others by providing understanding and guidance.
- ◆ To balance each and every child's day by giving special opportunities for rest, nutrition, socializing, outdoor play, physical activity, and learning through play.
- ◆ To be flexible in program planning and scheduling in order to meet individual and group needs.
- ◆ To provide the children with activities which are appropriate to their age, interests, and abilities, and to give children the choice of playing and engaging in both structured and non-structured activities.
- ◆ To remain sensitive to the feelings and needs of the children.

## PROGRAM

Our program is developmentally age appropriate, educational, safe, stimulating, creative, and nurturing. We believe that children learn through play. We aim to supplement and support the family and home environment in the development of each child. We provide a play based quality program and ensure a child-centered atmosphere.

Children are placed in one of five classrooms, according to their age and development. Moving to an older class is based on many factors; we need to consider enrolment, ratios, and the child's development.

Opportunities for individual and group activities, inside and outside, are available each day. There is a daily schedule that gives children a sense of continuity and security, yet it is as flexible as possible.

Activity centers are arranged so that choices can be made easily and independently. They include: dramatic play, art, music, science, carpentry, sand, water, gross motor, fine motor, literacy, and other centers that emerge as individual children's interests and themes change.

The monthly program is always posted in your child's classroom. Should you have any questions about themes and concepts used in your child's class, please speak to the teachers, the Program Supervisor or the Director.

Throughout the year, the teachers plan a variety of events, field trips, and special activities. Parents will be asked to pay any additional costs for these activities. You will also be asked to sign a permission form for your child to participate.

Children play in the daycare playgrounds and go on frequent walks. They are outside twice a day, weather permitting. Fresh air and a chance to run, jump, and climb are important to a child's growth and development. We do not take the children outside when the weather is extreme. If it is colder than -15 Celsius, very wet or windy, we stay indoors. In the summer, children are required to wear hats and sunscreen and we stay inside or in the shade during high sun periods. To maintain staff/child ratios, provisions cannot be made to keep your child inside during outdoor activities. **IF YOUR CHILDREN ARE TOO SICK TO BE OUTSIDE WITH THEIR CLASSMATES, THEY ARE TOO SICK TO BE AT THE DAYCARE.** Parents are asked to keep them at home.



Nap/quiet time is an opportunity for the children to slow down and recharge. Children are allowed to read books or play quietly on a mat. Children will not be put to sleep if parents do not want them to sleep, however, we will not keep children awake if they are tired and fall asleep on their own. Active

young children need to recharge their “batteries”. Except for unusual circumstances we will not wake children up before naptime is over. This policy follows licensing guidelines. Our daycare policy requires that children be treated with dignity and respect and those methods of guidance are age appropriate, consistent and fair. A positive attitude and clear expectations help children to develop self-discipline and a positive self-concept.

Children are not punished for their misbehaviour. These occasions are used as teaching tools to assist in the development of problem solving skills and self-discipline. Children are expected to show respect for each other as well as the teachers in the centre.

Children will be kept in the mainstream of activity as much as possible. Children who are out of control will be removed from the situation. They will be encouraged to rejoin the group as soon as they are able to.

If, in the opinion of the Executive Director, a child’s behaviour continues to disrupt the children or the normal operations of the classroom, parents may be contacted. After all attempts at meeting the child’s needs have been exhausted, including assessments by childcare professionals, the Executive Director may request that the child be removed from the program, temporarily or permanently, (please refer to behaviour policy pg. 22)

Each employee is required to read and sign the Behavior Management Policy and agree to abide by the terms and conditions. Failure to do so will result in disciplinary action and may result in immediate dismissal. This policy is reviewed with each staff member upon hiring and each subsequent annual performance evaluation.

#### **THE TERMS OF THIS POLICY ARE AS FOLLOWS:**

- ◆ No form of corporal punishment will be allowed at any time, including hitting, spanking, shaking pinching, biting, grabbing, or slapping.
- ◆ A child must not be humiliated physically or verbally through sarcasm, taunting, teasing or degradation.
- ◆ A child must not be confined or locked in a room. A child must not be placed in a room alone.
- ◆ A child must not be deprived of basic needs for food, clothing, shelter, or bedding. Food must not be used as punishment, threat, or bribe at lunch or snack. Access to liquids (water, juice etc.) must always be available to the child.
- ◆ A child must not be punished or reprimanded in any way for not falling asleep at rest time.
- ◆ Any adult that observes mistreatment of any child must contact the Director immediately. This is a legal responsibility.

#### **PROGRAM REVIEW POLICY(updated March 2014)**

##### **INTENT:**

An annual program review will be conducted to ensure quality is not only maintained but also continuously enhanced. In 2008 the Canmore Community Daycare received full accreditation status on May 1. It is the intention of the program to maintain accreditation and undertake a full review by the ministry every 3 years.

## POLICY:

A full program review will be conducted annually to monitor program goals and determine action plans which will support maintaining and enhancing program quality. All stakeholders will be invited to participate in the review process.

## **TECHNOLOGY POLICY (Updated April 2014)**

Computers and videos are not a regular part of the Canmore Community Daycare Society's programs, but may be used occasionally to extend upon children's current knowledge or skill levels. Canmore Community Daycare staff will preview all videos/movies that will be used in the program and will participate or view alongside the children during these activities. \*At no time will children have unsupervised access to the internet.

\*If your child is not interested in these activities alternative activities are always made available.

## **STAFF**

Staff include: The Executive Director, the Administrative Assistant, the Assistant Director, Program Directors, childcare teachers, relief/supply staff, a chef and a cleaner.

Whenever possible we hire staff that are trained in Early Childhood Education. All staff are trained in First Aid and Infant/Child CPR. All certified staff are encouraged to continually upgrade their education and skills, which include attending conferences and workshops and taking relevant classes. Staff are expected to demonstrate a professional attitude. We have an excellent resource library on site for staff to access.

Please make every effort to communicate with staff to help them respond to the specific needs of your child. Discuss any questions or concerns you may have about your child with the teachers.

Staff encourage each child to develop a positive self-concept by fostering a sense of self-worth, self-awareness, and self-confidence. Being sensitive to and accepting of children's feelings helps them to see themselves as individuals.

## **CONFIDENTIALITY**

Staff will respect confidentiality of families at all times. In the case of an emergency or injury, information may be released to the proper authorities, medical staff, or in case of suspected abuse, the appropriate child welfare authority. Information may be released to other authorities with written or verbal permission from the parents or guardian. Staff cannot release personal information regarding other staff or Board members to parents or the general public.



## **INTRODUCING YOUR CHILD TO DAYCARE**

Even if this is not your child's first experience with daycare, he or she may feel unsure. We strongly encourage the parents to stay for at least part of their first visit. Having you near will help to ease their anxiety. A positive attitude by parents tells children that they will be safe at daycare.

Children may take some time to become comfortable. This can be hard on both parent and child. DO NOT "SNEAK OUT" TO AVOID UPSETTING YOUR CHILD! They may be afraid that you have abandoned them. Spend a few minutes to tell them that you are leaving and that you will be back later. Give the child a time frame that they can relate to, such as "after sleep time" or "when mom/dad are finished work". This will help to ease the separation anxiety.

Staff will help to ease the transition by reassuring him or her throughout the day that you are coming back. Feel free to call us during the day to check on your child.

## **STAFF/CHILD RATIOS**

**Bear Cubs** – Birth to 19 months – Maximum class size of 8 with two teachers.

Birth to 12 months – one staff to 3 children

13 to 18 months – one staff to 4 children

**Chickadees** – 17 to 26 months – Maximum class size of 10 with two teachers.

17 to 19 months – one staff to 4 children

20 to 26 months – one staff to 6 children

**Coyotes** – 2 to 3 years – Maximum class size of 12 with two teachers.

2 to 3 years – one staff to 6 children

**Mountain Lions** – 3 to 4 years – Maximum class size of 16 with two teachers.

3 to 4 years – one staff to 8 children

**Grizzlies** – 4 to 6 years – Maximum class size of 20 with two teachers.

4 to 6 years – one staff to 10 children



## REGISTRATION

The Canmore Community Daycare's licensed capacity is 90 children from 0 months to 6 years of age. We are also licensed for 20 children from 4 to 5 years of age and 30 children from 6 to 12 years of age in our Before & After School Programs.

A \$200.00 deposit per family is required at registration. \$50.00 of the deposit is a non-refundable administrative fee. From the deposit, \$150.00 is held while the child continues to be in our care. The deposit will be refunded upon a four week written notice of withdrawal, or it can be applied to your last month's fees. **The deposit will not be refunded if less than four weeks is given.**

The Board of Directors sets childcare fees. Every effort is made to keep fee increases in to a minimum. However, it is the policy of the Board to annually increase the fees on April 1<sup>st</sup>, according to the CPI (Calgary) statistics. The Board does have the right to choose not to increase fees after ensuring that yearly expenses will be covered at the current rate.

### **\*\*\* PLEASE NOTE\*\*\***

There will be no drop ins in the Bear Cubs classroom, except for children already registered with the daycare. Additional days are subject to availability at a daily rate of \$60.00/day.

### **Rate Chart for Fees effective July 1, 2017:**

## CANMORE COMMUNITY DAYCARE

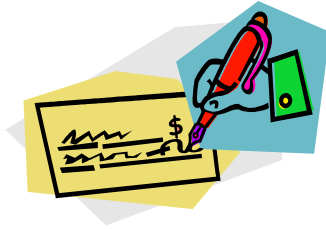
<b>Room</b>	<b>2 days/week</b>	<b>3 days/week</b>	<b>Full Time</b>
Bear Cubs	\$540	\$780	\$995
Chickadees	\$540	\$780	\$945
Coyotes	\$450	\$655	\$895
Mountain Lions	\$440	\$635	\$865
Grizzlies	\$425	\$620	\$845
<b>Daily drop-in rates:</b> Bear Cubs & Chickadees: \$65/day Coyotes, Mountain Lions & Grizzlies: \$60/day			

## PAYMENT POLICIES

**Pre-authorized with drawl, post-dated cheques and Interac e-transfers** are the three accepted methods of payment. For your convenience, we can make arrangements for an automatic debit from your bank account or you can provide us with nine months of post-dated cheques. An invoice will be issued on the last week of the month and withdrawals take place the first week of the following month.

If payment cannot be processed by the 5th working day of the month, a \$5.00/day fee will be applied. If payment is not received by the 15<sup>th</sup>, your child's enrolment may be terminated until payment is received. Return to the program will be based on availability. Please speak with the Executive Director before this happens.

A \$20.00 charge will be levied on NSF cheques. A second NSF cheque will require payment by money order or certified cheque. Cheques should be given to the Lead Teacher. You can also stop by the main site to make payments.

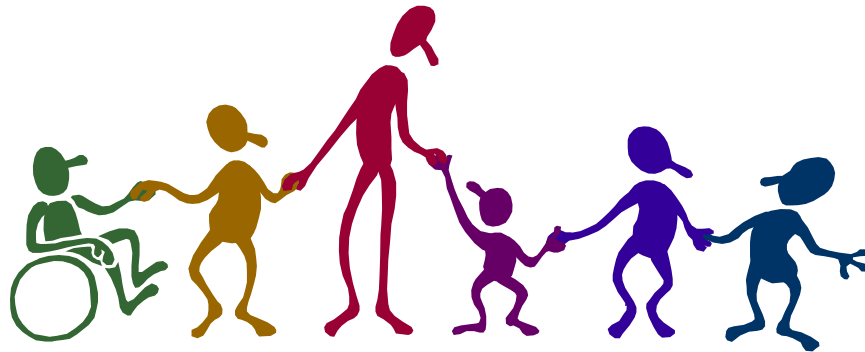


**\*\*\* PLEASE NOTE\*\*\***

Cheques should be left with office personnel. Cash must be given to one of the following people: the Executive Director, Assistant Director, Administrative Assistant or the School Age Coordinator. Receipts for cash will be issued immediately upon payment. DO NOT leave cash with anyone other than the above. The daycare will not be held responsible if you choose to do so.

**VOLUNTEER FEE**

Our program is that of a community child care organization and as such we rely on parent volunteerism. We ask for 8 hours of your time in a given year. Your hours owing will be reflected on your monthly invoice, each hour is valued at \$30/hour. Should your volunteer hours not be completed by June 15<sup>th</sup>, we will require payment of the outstanding balance.



**EAGLE PROGRAM - BEFORE & AFTERSCHOOL CARE**

**HOURS**

**AM Program- Monday to Friday 7:00 am to 8:30 am**

**PM Program – Monday to Friday 3:00 pm to 6:00 pm**

**½ Day Hours – 12:00 pm to 6:00 pm**

	2 days/week	3 days/week	Full Time
School year AM only	\$95	\$130	\$190
School year AM & PM	\$280	\$380	\$420
School year PM only	\$185	\$265	\$365
Summer/ Winter/Spring Break		\$50 daily	\$160/week
Drop in daily rates: Am \$20.00                      PM \$30.00 AM & PM \$45.00              Full PD Day \$50.00/Drop in ½ PD Day \$40.00 (or \$20.00 extra if enrolled that day at the program) PD Day \$50.00 (or \$30.00extra if enrolled that day at the program)			

**PD Day Hours – 7:00 am to 6:00 pm**

The Before and After School Program is open from 7am to 6pm on PD Days and during winter and spring breaks. There will be an additional \$30.00 charge for extra hours of care on full PD days. Similarly, parents will be charged an additional \$30.00 per day during winter and spring breaks to reflect the extra hours of care provided on these days. If parents require childcare on a PD Day or during winter and spring breaks on days for which their child is NOT normally registered, the \$50.00 PD day fee will apply. The cancellation policy for PD days is one week’s notice

**AFTER SCHOOL CARE VOLUNTEER FEE**

Our program is that of a community child care organization and as such we rely on parent volunteerism. We ask for 4 hours of your time in a given year. Your hours owing will be reflected on your monthly invoice, each hour is valued at \$30/hour. Should your volunteer hours not be completed by June 15<sup>th</sup>, we will require payment of the outstanding balance.

**MARMOT PROGRAM - BEFORE & AFTERSCHOOL CARE**

	2 days/week	3 days/week	Full Time
School year: 7am – 8:30 am			\$130
School year AM & PM	\$250	\$370	\$530
School year: 3pm – 6pm	\$200	\$295	\$425
Summer/Winter/Spring Break		\$55 daily	\$170/week
<p>Drop in daily Rates:</p> <p>Am \$20.00                      PM \$35.00</p> <p>AM &amp; PM \$50.00              Full PD Day \$55.00/Drop in</p> <p>½ PD Day \$45.00 (or \$25.00 extra if enrolled that day at the program)</p> <p>PD Day \$55.00 (or \$35.00extra if enrolled that day at the program)</p>			

## **SUBSI**

## **DY**

Alberta Childcare Subsidies are available to parents that qualify. Applications are available in the office or on the Alberta Government website – [www.child.gov.ab.ca](http://www.child.gov.ab.ca).

Parents applying for subsidy are expected to pay the full cost of daycare until subsidy has been approved. The subsidy received will be credited to your account. If there is a credit left over and above the fee required, it will be used towards your next month's fees.

Subsidy does not back date more than one month. Please ensure that you are aware of your subsidy renewal date and apply well in advance of expiry. Parents are responsible for any amounts that subsidy does not cover.

## **WAITLIST POLICY**

\*see revised policy pg. 20

## **DROPPING OFF & PICKING UP YOUR CHILD**

When you bring your child to daycare you are responsible for signing them in and presenting them directly to a staff member. When picking your child up, you must sign them out with both the time and your signature. **Please ensure that a staff member is aware that your child is leaving.** If you are going to be unavoidably late, please call.

Children will NOT be released to anyone other than custodial parents unless proper permission has been granted. You may give permission via writing, calling, or verbally telling the staff. Others, who will be picking up your child, are to introduce themselves to the staff and sign your child out. Please ensure that the person picking up your child has picture identification available to present to the staff. It is your responsibility to inform them of our daycare policies. Please ensure that you inform us, each and every time that there is a change in who will be picking up your child. It is important that both staff and your child are informed, even if that person is listed on your registration as an emergency contact person.

Please ensure that you inform staff of any change of routine. We recognize that your child's arrival and departure times will depend on your schedule. However, it is important that your child is able to predict their day, thus providing them a sense of security.

If you drop your child off after 10 am and their group is on an outing, you are expected to sign them in and then take them to wherever their group is. To keep ratios within legal limits, your child cannot be left at the daycare with another group.

The day can be long for children in daycare. We expect that you will pick your child up as soon as possible after work. We believe that children should NOT be in daycare for more than 9 ½ hours/day.

### **If your child is going to be absent, please call the office before 9 am.**

Please keep in mind that your child may need some time to finish and clean up a project before going home. Children are expected to tidy when they are finished playing and they, like us, prefer to finish what they are doing. Please be patient and take the few minutes that this requires. The result is a child who knows that they, their feelings, and the things they do are important.

**\*REMEMBER\*** Parents will be required to pay a late fee of \$1.00 per minute that their child remains in the daycare's care after 6 pm. This fee is to be paid to the staff at the time of pick that day. The daycare clock will be used to calculate the minutes.

If a parent is exceptionally late or does not arrive at all, the designated emergency person will be called. If no one can be reached to pick up the child, staff will then call the Executive Director who will decide what course of action to take. In some cases Alberta Child & Family Services will be contacted.

## **ABUSE**

Law requires any persons who suspects or knows of child abuse, to report it immediately. Therefore any case of suspected abuse of a child or disclosure of abuse by a child attending the daycare will be documented and reported to the Director and the provincial governing body.

Abuse means any behaviour such as:

- ◆ Physical Assault
- ◆ Aggression
- ◆ Offensive comments
- ◆ Humiliation
- ◆ Threats
- ◆ Bullying
- ◆ Intimidation

## **SAFETY**

### **EVACUATION PLAN**

A detailed copy of the evacuation plan is posted at every exit in the daycare. When an alarm is sounded, staff are to move children out of the building through the nearest exit. Staff will take the sign in book, the backpack containing emergency records, and a first aid kit. The Executive Director, the Assistant Director, and the Administrative Assistant will check the washrooms and hallways. The Director will do a final survey of the building. Children are grouped at the at the back of the building where all will be accounted for.

If needed, we will then proceed to the relocation area at Lawrence Grassi Middle School, 610 7<sup>th</sup> Ave. The fire department will be called to determine safe re-entry. If this is not possible, parents or emergency contacts will be called to pickup the children.

### **FIRE DRILLS**

Fire drills are an important of our program. As well as teaching children the proper way to evacuate the building, they prepare the children to cope with fire alarms. We have approximately 8 fire drills each year. The days and results of fire drills are posted inside the daycare office. Staff also takes every opportunity to discuss drills, alarms, safe evacuation procedures, and fire safety with the children.

### **TRANSPORTATION**

All parents are responsible for delivering and picking up their children from the program. Childcare staff is not permitted to transport children home from the program. In the case of field trips, where transportation is required, the children will either walk as a group or take a school bus. If a school bus is needed, children will be briefed on all safety procedures prior to departing.



**HEALTH**



## **STAFF**

All staff must meet the provincial requirements showing they are in good health. These requirements include being healthy and an up to date immunization record.

## **CHILDREN**

All children must be in good health. **SICK CHILDREN WILL NOT BE ALLOWED TO ATTEND AT ANYTIME.** In an effort to keep sick children from spreading viruses and illnesses to the other children in the daycare, parents are asked to keep them home if they are displaying any of the following conditions:

- ◆ The child is running a fever of 100F or higher, even if being controlled by Tylenol.
- ◆ The child is vomiting two or more times in a 24-hour period. Excessive vomiting can lead to dehydration.
- ◆ The child has a body rash or is itching.
- ◆ The child had diarrhea.
- ◆ The child has an eye infection (thick mucus or pus draining from eye)
- ◆ The child complains of a sore throat or swollen glands.
- ◆ The child is not feeling well and does not want to take part in any activities, is pale, has a lack of appetite, is confused, sleepy and/ or cranky.

Children who become ill while at daycare and cannot fully participate in the program will be made comfortable in a separate area away from the children, and the parent will be contacted immediately. If the parent is unavailable the emergency contacts will be called to pick up the child. Children who become ill must be picked up as soon as possible. Any child sent home will not be allowed to return to the daycare for a minimum of 24 hours. With any type of viral or bacterial infection children may return after taking antibiotics for no less than 24 hours. .

We do not discriminate against children who are not immunized, as long as the daycare is aware of all children's immunization status.

If your child has an accident causing minor injury, staff will administer first aid and complete an accident form for you to sign. When medical attention is required, you will be called to take your child to the doctor.

In the event of serious injury, an ambulance will be called and a staff member will accompany your child to the hospital, if allowed by medical personnel. Otherwise a staff member will attend to your child at the hospital until you or the emergency contact arrives.

## **MEDICATION**

Updated March 2014

If you bring medication for your child, you must fill out an individual medication record form and give the medication to a staff member to be locked away. Under no circumstances are staff able to give ANY medication without written authorization. Medication must be prescribed and be in its original packaging with the prescription label on the medication bottle or box. We do not administer any type of medication unless it is prescribed. If medication, including herbal remedies, is administered to a child before arriving to the Centre staff must be informed in writing by the parent in classroom communication book.

Any emergency medicine must be accompanied by a physician's note outlining, when to give, how much to administer and period of time script is valid for. An allergy alert form will be posted in child's classroom, kitchen and office. It is the responsibility of the parents to ensure medication is properly labeled and is within the expiry date.

## **NUTRITION**

We serve a morning and afternoon snack and a daily lunch in accordance with the Canada Food Guide. Menus are posted on the bulletin board by the kitchen and on our web site. Meal times provide excellent opportunities for social interaction. Staff sit with the children in small "family" groups and encourage conversation. Children are encouraged to try a variety of foods but are never forced to finish their meals or eat food they dislike.



A list of children with food allergies is posted in the kitchen as well as in eating areas of each classroom. Parents with children who have exceptional food allergies and dietary sensitivities may be required to provide meals and snacks for their children to satisfactorily meet the needs of those children. When families provide food we encourage that recommendations of the Canada Food Guide are followed.

**\*\*\*FOOD CONTAINING NUTS IS NOT USED  
IN THE DAYCARE\*\*\***

## **PARENT INVOLVEMENT & CONCERNS**

The daycare relies on the active participation and support of its parents to ensure the success of our daycare. Parents are encouraged and invited to participate in the daily program whenever their own schedule allows.

Parents are encouraged to attend the Annual General Meeting where the Board of Directors is elected, the daycare's financial position and the activities of the past year are reviewed, and plans for the upcoming year are shared.

The daycare has an open door policy. Please feel free to stop by and visit your children. The office staff and teachers are more than happy to answer any questions or address any concerns you may have. When parents feel their concerns have not been answered, they may contact a Board member. A list of Board members and their phone numbers are posted on the parent information board or available in the office.

The Daycare Licensing branch of Child and Family Services monitors the daycare to ensure that all provincial childcare regulations are met. Recent inspection reports are available for viewing by parents. Complaints regarding non-compliance to the Social Care Facilities Licensing Act and Daycare Regulation can be lodged with our Licensing officer. Phone numbers and addresses are available in the office. The Licensing Branch does not divulge complainants' identities. All complaints regarding non-compliance will be investigated. Written complaints will be answered in writing to indicate that the complaint was investigated and appropriate action, if needed, was taken.

## **VOLUNTEERING & FUNDRAISING**

The Canmore Community Daycare relies on active participation and support of its parents. Your involvement and volunteer efforts help to ensure the success of our daycare and allow us to reduce costs wherever possible. For volunteer and fundraising opportunities, please refer to registration forms.

## **GENERAL INFORMATION**

Children must bring enough extra clothing to see them through the day. During season changes this may mean bringing clothing for both cold and warm weather. Children may keep extra clothing at the daycare. Children should always have a hat at the daycare. All clothing and personal items must be labelled. The daycare cannot be held liable for lost or damaged clothing and belongings. In spite of all care taken, clothing will occasionally get lost or taken home by another child. Please check all clothing that your child brings home to make sure it belongs to them. The daycare does have some extra clothing for emergencies. Daycare clothes must be returned the next day.

Fire regulations require children to wear shoes at all times. Please make sure that your child has an indoor and an outdoor pair of shoes. Both sets of shoes must have rubber soles. Slippery soles can be dangerous when playing. We prefer that you do not send your child in slippers, flip flops or sandals.

If your child wears diapers, you are expected to provide us with an adequate supply of diapers, baby wipes, and any cream that you would like us to apply. If your child is being toilet trained, he or she will need several changes of clothing.

Please heed the NO PARKING ZONES. This applies to everyone even if you are “only stopping for a few minutes”. We also ask that you not leave your car engine running or your other children in the car when you are picking up or dropping off your children.

It is essential that you inform us immediately of any address, phone number, emergency contact names or family information changes.

Toys should not be brought from home except on “Show & Share” days. You may bring a stuffed toy and a blanket for naptime if your child needs them for security/comforting purposes. Staff will get them at naptime or any time your child is having a difficult day.

Every effort is made to provide your child with a clean and safe environment. Our facility is cleaned daily and toys and equipment are cleaned and disinfected on a regular basis.

The daycare is a smoke-free centre. Smoking is not allowed in the centre or within the fenced area. Staff are not allowed to smoke in any area around the centre where it may be visible to the children.

When your family leaves daycare, there may be mixed emotions. Friends are left behind, but new adventures await. If we know in advance, we can help to ease the transition and also do something special on his or her last day.



Jan 2, 2014

# Canmore Community DayCare Society

Bow Valley Before & After School Care Programs

## Childcare wait list policy

### How our child care wait list works:

Our centre operates at capacity all year round and we keep an extensive waitlist on top of that as well. Therefore, in order to be considered for enrollment, you will need to begin by signing up to go on to our waitlist as soon as possible. To place your child's name on the waiting list we recommend that you attend a tour of our centre.

Given that we are an accredited licensed facility, we follow the age and class size requirements; which means there are limits on the number of children we can have in any one of our classrooms- based on age. We suggest that you also consider other child care options, as we are not able to offer child care services to all on our waitlist, and cannot offer guarantees.

### If you choose to join our wait list:

**Step 1:** Please access our website: [www.canmoredaycare.com](http://www.canmoredaycare.com) and download the waitlist form. Please complete the form and either drop it off or mail it to our centre. We charge a non-refundable fee of \$25.00. Monies are put towards a community enrichment fund.

**Step 2:** Once the form is received along with the administration fee, your child will be added to the waitlist according to the date the application was received and their birth date.

**Step 3:** If there are any changes to your contact information, please notify our centre right away.

**Step 4:** Please contact our centre every 6 months to confirm that you would like your child's name to remain on our waitlist. We annually review our list and remove names of those who have not been in contact with our centre.

**Step 5:** Our team is pleased to offer tours of our centre, please contact our office and make an appointment.

### Openings:

When a child leaves our centre:

We go through an internal 'shuffle' (unless the child is in our youngest classroom) and move child (ren) who are eligible for the classroom to where there is the opening. We then identify which classroom has an opening.

We consider staff, either new or returning, with children and families that are in crisis situations.

We then go through our list and look if there are any siblings of current families who fall within the age range we have an opening for.

If there are no matches, we then look for the child at the top of the list who falls within the age range we are looking for and who resides in the town of Canmore. If there are no matches, or the spot is declined, we then continue the process and look at the general public list.

Prospective parents will have 48 hours to respond and another 48hrs to accept the space and finalize the paper work. If declined or there is no reply, we will continue to call and offer a spot to the next eligible child. We will continue this process until the spot is filled.

### Declining a Spot:

We understand that the offer of a child care spot might not come at a time that works for the family. The first time a spot is declined, we keep the child's name on the wait list in the same order. If a spot is declined a second time, then the child's name will be moved to the bottom of the wait list. After the third refusal, the child's name will be removed from the wait list.

Thank you for considering our centre.