

*PARENT HANDBOOK*

*April 2015*

**Introduction**

Welcome to the Love & Laughter Early Learning Centre Inc. (L&L)! We are located in Hartley Clark Elementary School and our goal is to provide quality early childhood education and care for the children who attend our daycare.

We are a non-profit organization governed by a board of Directors, comprised of parents and community members elected each year at our annual general meeting.

As a parent user of our childcare centre, we welcome your input and encourage you to get to know your child(ren)’s caregivers. Working together as a team will help to achieve the goal of a quality early childhood experience for the children.

This Parent Handbook has been designed to provide you with information on our policies and programs.

**Our Philosophy**

At Love & Laughter Early Learning Centre, we believe that all children have the right to be an individual and be respected and nurtured in a safe and stimulating environment.

We provide a carefully planned environment which ensures all children are able to participate to their full potential by servicing individual needs and facilitating the child’s growth in the areas of social, emotional, physical and cognitive development.

Love & Laughter works in partnership with parents, recognizing the importance of the family and valuing their commitment to their children and supporting parents in meeting their responsibilities to their children.

**Our Consultant**

The Ministry of Education has delegated Vanessa Feser as the Love & Laughter Early Learning Centre Inc. The role of the consultant is to provide support for the Director & staff as well as to introduce new programming, changes to Early Learning & Child Care, as well as other pertinent information for our centre. Her contact information is: 306-933-7069 or vanessa.feser@gov.sk.ca

**The Board of Directors**

The Board of Directors is comprised of 5-7 volunteer members who will serve a term of 2 years. Individuals cannot service more than 3 consecutive terms.

Our annual meeting is held in the first quarter. We encourage and invite all members and users of the daycare to attend. Your comments and suggestions are welcomed and appreciated. Advance notice of the annual meeting will be provided.

Board meetings are held monthly. Anyone having questions or suggestions is encouraged to request a time to address the board at a regular meeting. Please contact the daycare Director or the board chair with your request.

**Staff**

The staff/child ratios (as per the Government of Saskatchewan regulations) are as follows:

1 staff: 3 infants

1 staff: 5 toddlers

1 staff: 10 preschool

1 staff: 15 school age

All full-time staff has or is acquiring Early Childhood Education of at least level 1. Childcare workers are required to take a minimum of three compulsory early childhood classes from SIAST or another recognized post-secondary institution. Additional training includes CPR, Standard First Aid and Food Safe Handling. The Ministry of Education requires a certain percentage of staff to have level 1, 2 and 3 in Early Childhood Education training. Since most new hires are untrained, we have our staff working towards these goals.

L&L believes in the importance of education and continual upgrading and improving skills. Staff is committed to professional growth by attending classes, conferences and in-services, whenever possible.

**Wait List Policy**

Parents can provide their information to the Director to be placed on a wait list. Families will be required to pay the full fees to hold their space if there is space for their child to attend today. For example, if a child is scheduled to start attendance in September, and their spot is not available until September, payment to hold a space is not required.

If, when the child is placed on the wait list to start attendance in September, and their empty space could be assigned to another child, the family on the wait list is given the opportunity to pay for their spot to hold it until September. The family on the wait list will be contacted as per the guidelines below.

Spots are not guaranteed until a contract is signed and payment begins. Parents/guardians are responsible for keeping their contact information current and updating any care requirement changes if changes are needed (i.e.: full time vs. part time). When a space becomes available, two attempts in two business days will be made to contact the parent or guardian at the contacts provided. If a message is left on voice mail or by email, the parent must contact the centre within 3 business days. If the spot is refused, the two attempts are unanswered, or the message/email is not returned within 3 business days, the child’s name is moved to the bottom of the list.

Care is offered again when the child moves to the top of the list. If the spot is refused, or goes unanswered a second time, the child’s name will be removed from the list.

Families accepting placement are expected to meet with the director to complete the required paperwork and pay the required fees within a reasonable time period agreed upon with the director when the family accepts the placement.

*Wait list priority*:

1. Children of staff working at the day care
2. Siblings of currently enrolled children.
3. Full time spots vs. part time spots

Returning parents will not be given priority. If parents wish to withdraw their child from the day care for a period of time and then re-apply at a later day (i.e. withdraw for summer months or parental leave) they will be placed on the waiting list.

**Confidentiality**

L&L stresses the importance of confidentiality; we believe that confidentiality is crucial to the well being of the children. Any breach of confidentiality will be taken very serious and will result in immediate disciplinary action. *All employees and board members MUST sign an “Oath of Confidentiality”.*

Under no circumstances may any information of a personal nature, gained from within the Centre be divulged to anyone, other than those authorized to receive such information.

It is L&L’s duty to report any disclosure from the child about any violence he/she has been exposed to. If a child discloses any concerns, please speak to our Director.

#### Communication

## *Parent Communication:*

The Director will update a bulletin board that helps keep parents informed and up to date with the activities and programs taking place in the child care centre. L&L also has a Facebook page where all newsletters and information will be posted, the director will also send out emails with important information. The staff will also provide a progress report on each child upon the parent’s request.

*Parent Concerns Procedure:*

If you have any concerns please feel free to talk to the staff. If you are not comfortable discussing the matter with the staff or are not satisfied with the response that you have received, please do not hesitate to direct the matter to the Director. If the matter cannot be resolved at this level or is not resolved in a satisfactory manner your matter should then be taken to the Board of Directors.

**Record Keeping**

## *Children’s Record:*

Children’s records are stored in a locked cabinet, and only staff members that need the information in order to provide professional, quality care have access to these files.

The following forms must be retained on file for every child:

* Agreement for Child Care Services
* Child’s Health Resume
* Excursion and Transportation Consent
* Child’s Emergency Information Card
* Alternate Pick-up List
* Child’s Immunization Record

The following forms are to be completed as needed (i.e. completed as required for the situation) and retained in the child’s file:

* Medication Form
* Special Excursion Consent
* Minor Injury Report
* Injuries/Unusual Occurrence Report

The following forms are optional:

* Social Resume (Infant, Toddler, Preschool or School-age)
* Child’s Medical Certificate

Copies of children’s records must be retained for a period of six years after the child ceases to attend the facility.

## *Attendance records:*

Parents are to sign their child(ren) in/out each day. As well, in order to ensure accurate record keeping, at the end of each month parents need to sign the attendance record of their child. The purpose for this policy is to ensure accurate record keeping, verifying the hours and days of each child’s attendance and charge fees accordingly.

*Contract*:

Please follow your contracted hours as per your signed agreement with L&L. If the set hours in the contract are not working for your scheduled hours of work, please speak to the Director as we need to take staffing and ratios into account.

**Hours of Operation**

The hours of operation are from 7:30 a.m. – 5:30 p.m. Monday – Friday, twelve months of the year with the exception of stat holidays.

The Centre recognizes the following as Stat holidays:

New Year’s Day Family Day Good Friday

Victoria Day Canada Day Saskatchewan Day

Labour Day Thanksgiving Remembrance Day Christmas Day

**Fees**

Fees are due in advance on the 25th of the month prior to services, or within 3 days of the first day of attendance for the newly registered. (i.e.: July fees are due June 25th).

Full time and part time spaces will be charged the full fee regardless of sick days or holidays. This rule applies to the summer as well.

Spots will be prioritized according to full-time needs vs. part-time needs.

All of our spaces are eligible for child care subsidies. Please speak to our Director for more information on subsidies.

Parents wanting a space held may be required to pay to hold the available space.

There is an initial $25 non-refundable deposit per child payable on the first day the child is registered.

A fundraising fee of $10 is collected per month, per child.

A nominal fee of $25 per child will be charged in the Spring for sunscreen / bug spray.

**Full Time and Part Time Fees**

|  |  |  |  |
| --- | --- | --- | --- |
| **Age** | **Spots Available** | **Full Time Fees / Month** | **Part Time Fees/Month** |
| Infant (6 –17/ 18 months) | 3 | $724 | $579.20 |
| Toddler (18/19-30 months) | 5 | $698 | $558.40 |
| Preschool (30-36 months +) | 10 | $570 | $456 |
| Preschool (Kindergarten) | $468 | $374.40 |
| School Age | 7 |  |  |
| School Age (Grade 1 +) | $366 | $292.80 |
| School Age (Summer) | $468 | $374.40 |

\* Parents with 2 or more children attending the centre will receive a 5% discount on the 2nd and each additional child. The most expensive rate will be the full paid rate, and any lesser rates will have the discount applied to them\*

**Part Time and Casual/Drop In**

Part time spaces include a maximum of 3 days per week. The rate for part time spaces is 80% of the full time equivalent. The days of the week must be consistent and set with the Director at the time the child is registered. There may be an opportunity for less than 3 days per week if the days requested fit in with another part time (3 day per week) child. 4 days per week is considered full time.

Casual/ drop in children will be charged $35 (infant/toddler – 0-30 months) or $30 (preschool and up – 30 months and older+) per day.

NSF cheques **will not** be tolerated and will be subject to bank charges and a $35 penalty charged by the centre.

**Late Payments and Extensions**

Delinquent payments will also not be tolerated. Dues are owed on the 25th of the month prior (or within 3 days of child's start date). Unless previous extension has been discussed and approved by the Director (under advisement of the Board of Directors) a penalty of five dollars ($5) per day will be charged until payment of the fees due plus the accumulated penalty is received. If fees and accumulated penalties are not paid in full by the last business day of the month, services will be discontinued as of the first (1st) of the month. Where an extension has been granted, the five dollar ($5) fee per day will be charged beginning after the date of said extension.

**Subsidy**

Families wishing to apply for subsidy on their fees are welcome to ask the Director for information and applications. Parents expecting to receive subsidy must pay a one (1) time deposit of half (½) of one month’s total fees to be held until the family terminates their contract with the facility. The deposit can then be reclaimed if, and only if, all fees and dues are paid up in full at the time of termination. Families are responsible to pay half (½) of their months full fees until a decision has been made in regards to their subsidy application. Once a parents owed portion has been approved adjustments will occur. Differences will be owed, or can be applied to future dues until the difference between half (½) months dues and parents portion has been applied.

**Parking**

Please adhere to the rules as defined by the Living Sky School Division and the Town of Spiritwood. Vehicles cannot be parked or driven on 2nd Street West during the hours of 8:30 – 9:00 a.m and 3:00 – 3:30 p.m. for any length of time.

**Arrival**

A parent or designate must bring the child into the centre, assist them with removing their outer wear and putting on indoor shoes, assisting with hand washing and make sure staff are aware that they have arrived. We find it best if your child is settled in for their day in a calm and kind way. Taking a few extra minutes to sit down with your child, look at their previous art work, or their favorite games in the centre gives your child the best chance at a great day of learning. As well, by letting your child know you are leaving and then returning later to retrieve them teaches children that it is ok to come to daycare as they will be picked up again. Children can sense our stress and will react to it accordingly. For any suggestions for seperation at drop offs please ask your educators.

Your child’s time of arrival must be recorded on the daily attendance sheet by the parent/designate.

**Removing Shoes**

For the safety of all children of the Centre and Hartley Clark, please remove your wet and muddy shoes as well as your child’s at the school entrance. In wet/muddy seasons the water and mud get tracked into our centre and our staff need to wash the floors constantly. Since your children are the ones playing on the floors, please help keep them clean!

**Departure**

Please pick your child by the time designated on your contract. The parent/designate must come into the Center to pick up the child and must inform a staff member that they are leaving. Your child’s time of departure must be recorded by the parent/designate on the daily attendance sheet.

Always check the bulletin board in your child’s room for any important notices or events.

Parents must notify the Centre when an alternate person will be picking up their child(ren) unless that person has been named on the child’s Health and Social Resume. Alternate person’s picking up children must be 12 years of age and the parent is required to sign a waiver. Picture ID may be asked from the alternate pick up.

Parents must notify staff in advance if they will be earlier or later than the times stated on the agreement or if the child will be absent. This allows drop in spots to be given in the result of an absence, or daily schedule to be coordinated around the changed drop off/pick up time. For example if there was an excursion planned for 9am and you brought your child at 9:15 without telling anyone at the centre, there may not be a staff member to care for your child when you come. Late pick up times must be requested 24 hours in advance and are not guaranteed due to staffing ratios.

Parents must notify the Centre if they will not be at their usual designate work place or school, otherwise a cell phone number or contact number must be left in case of emergency.

**Late Pick Up**

The centre closes at 5:30 p.m. – all children must be vacated from the centre before this time. If you pick up your children after your previously agreed upon pick up time, without notifying the centre in advance, you will be charged $5.00 for every 15 minutes or portion thereof. This fee must be paid upon arrival the next business day. Children picked up after 5:30 will be charged $25.00 for every 15 minutes or portion thereof. Should your child be picked up after 5:30 more than 3 times, you may be suspended from the centre.

If your child has not been picked up by 6:00 p.m. and we cannot contact your alternate contacts, the door to the L&L will be locked, and the RCMP will be called.

L&L runs on a 3 strike system as follows:

* 1st strike: verbal warning
* 2nd strike: written warning
* 3rd strike: possible suspension or dismissal from L&L.

**Absence from the Centre**

Please phone one hour prior to your arranged drop off time if your child will not be attending that day. If no notice is provided, your spot may be given to a drop in.

During peak holiday seasons, parent will be given a calendar to advise the Centre of their child’s attendance.

If your child becomes sick and misses the day of the scheduled drop in day, you will not be charged the fee if you can provide a Doctor’s note.

**Custody/Visitation**

L&L’s desire is to be sensitive to all special circumstances that a child and their family may be going through. If there are any custody / visitation issues, a copy of the court document / custody agreement must be provided to the Director when the child is enrolled or when family circumstances have changed.

**Intoxicated Parents**

If the staff member feels that the parent is intoxicated and incapable of caring for the child, the staff member will offer to telephone the emergency contact person(s) for the parent. If the parent refuses, staff will not release the child to the parent and the RCMP will be called.

**School-age Supervision (to and from school)**

School aged children who will be attending the childcare centre before school and/or after school hours will be accompanied by one of the staff members to ensure safe arrivals. Children, staff, and the school principals are all aware of the drop off and pick up location within the schools. Staff members are to take a copy of the attendance sheet to ensure that no children have been left behind. The staff member dropping the children off in the morning and/or picking them up in the afternoon is responsible for signing the children in or out on the appropriate attendance sheet provided at the facility.

**Notice of Withdrawal**

The Centre requires one month written notice on the 1st day of the month prior to withdrawal from the Centre For example, for withdrawal of services on May 1st, notice must be given by April 1st. The fee will be paid/required in lieu of notice.

**Parent and Staff Communication**

Parents can expect consistent communication regarding their child’s development, programming and Centre operations. Staff welcomes any interest or concerns from the parents on any topic that is directly related to your child. Discussions regarding other children or Centre policies need to be discussed with the Director. If you would like an issue brought up at a board meeting, please speak to the board chair.

No topic is too small. If it concerns you it is worth discussing, sometimes a little thing can turn into a big thing if it is not discussed.

**Respectful Workplace Policy**

We are committed to providing a respectful workplace for our employees. You can expect courteous and respectful treatment. We expect your cooperation in treating our employees with respect. **No abuse of any kind will be tolerated. All occurrences will be documented and forwarded to the board of Directors and/or the RCMP will be notified.**

Any parent/guardian who is client of the Centre and has defiled a staff member, board member, polices or procedures of the Centre or any other client of the center can be refused immediate services. Legal action can result from defamation of the character of any staff, board member or the overall operation and procedures of the Centre.

#### Curriculum

It is the goal of L&L to provide developmentally appropriate programs for all areas of a child’s development based on the educator’s observations of each child’s special interests. Curriculum planning emphasizes learning as an interactive process with a variety of activities and materials to provide for a wide range of development.

## Daily Schedule of Activities

|  |  |
| --- | --- |
| 7:30 – 9:00 | Play and Exploration |
| 9:00 – 9:30 | Snack |
| 9:30 – 12:00 | Play and Exploration |
| 12:00 – 1:00 | Lunch |
| 1:00 – 3:00 | Nap time and/or quiet time |
| 3:00 – 3:30 | Snack |
| 3:30 – 5:30 | Play and Exploration |
| 05:30 | Closed |

Infant scheduling will be determined by the infant’s needs.

*Activities:* There are monthly developmentally appropriate themes and activities at our centre; a bulletin board will display the different activities and programs.

*Naptime:* Naps are given according to parent’s guidance and the general well-being of the child, if a nap is needed staff will use their best judgment.

#### Potty Training: Children potty training will be taken to the bathroom consistently and often while they are learning. Children in diapers will be changed as needed and after all meal and snack times.

#### Nutrition

#### Meals:

All meals are planned according to Canada’s Food Guide. Weekly menus are posted in the entrance of the facility. We are a nut-free facility due to allergies. Children requiring a special diet or infants on formula or baby food will need to have their food supplied by their parents. Water is supplied for the children throughout the day. Not more than three hours shall elapse between the provision of another meal or snack. Snacks consist of two or more food groups and meals consist of a minimum of three-food groups.

## *Allergies:*

If your child has any known allergies it is crucial that we are made aware of it when your child is registered so that all staff working with your child can be notified. We will also post any known allergies on the fridge with your child’s picture attached to it, so there will be no mistaking your child if an allergy attack should occur.

We are a NUT AWARE facility; this means that we cannot guarantee that there will be no nut products in the centre.

**What to bring for your child:**

* Rubber soled indoor shoes.
* Slippers to wear indoors (optional).
* A complete change of clothes that can be left at the Centre.
* Formula, bottles, baby food and food for any special diets if required.
* Disposable diapers, wipes and ointments if necessary.
* Blanket and pillow for rest period.
* Dishwasher safe water bottle
* Photos of your child/family to be displayed within the centre
* Appropriate outdoor clothing for various seasons of the year.
* Winter: boots, mittens, hats, ski pants, warm jacket.
* Spring & Fall: rubber boots, splash pants, mittens.
* Summer: hat, shorts and comfortable shoes.
* A shirt for painting.

Please label all clothes with your child’s full name, including outdoor clothing, underwear, socks, and blankets. Do not send your children in clothes that you do not want to get dirty.

**Do Not Bring**

The Centre is equipped with toys suitable for all ages. To avoid unnecessary problems, please **DO NOT** brings any toys from home unless they are donated to the center. Gum and candy should not be given to the child when he/she comes to the center.

**Lost Items**

L&L is not responsible for lost or stolen items. Please make sure all personal items are marked with your child’s full name. Should a toy find its way home with your child, please return it promptly.

L&L washes sheets and blankets once to two times a week or as needed. Do not bring anything that you might be worried about damage.

**Field Trips**

Field trips are considered any outings away from the Centre’s premises.

When on an excursion/field trip the staff/child ratios are as follows:

A. Infants 1:2

B. Toddlers-1:3

C. Pre-school children- 1:5

D. School age-1:15

In order to permit outdoor activities, a walk in the neighborhood, or an excursion/field trip, a release must be signed by the child’s parent prior to attending the Centre. The release is kept in the child’s file. L&L will only take walking field trips; we will not travel by vehicle.

On every excursion/field trip (even walks around the block), a back pack will be worn by staff member. Included in this pack will be items which are required by Early Learning & Childcare.

Emergency information cards will be taken on every excursion/field trip.

When on an excursion/field trip there will always be one staff member in the lead of the group and one staff member at the rear.

At no time shall the staff members take children to places other than the stated destination.

All excursions must be approved by the Director before they are booked.

Parents may be asked to volunteer on field trips.

#### Infection Control

## *Sick Child*

If a child becomes ill while in attendance at the centre, the Director or senior staff in charge will decide whether the parent is to be notified and whether the child is to be picked up from the childcare centre.

If a parent feels that their child is too ill to participate in regular programming, which includes daily outside activities they may want to consider alternate arrangements for that day.

If an excursion has been planned for all of the children, the ill child is expected to join the group outdoors. The staff will assist the parent by ensuring that the child wear all adequate clothing brought in by the parent.

When going on small group outings, the staff will be responsible for choosing the children most able to meet the physical demands of the outing.

If a child has a contagious disease, a notice will be posted immediately to inform all of the parents of the signs and symptoms of illness.

If a child becomes ill and is required to stay out of the centre for an extended period of time fees may be adjusted waiving the minimum payment requirements for that month. In this situation, please provide a doctor’s note and the issue will be brought to the board for consideration.

*Communicable Illness*

It is the policy of L&L to protect the health of all the staff and children enrolled at our facility. Parents are asked to keep sick children out of the childcare centre. If a parent is unsure of whether or not their child should attend, we ask that they contact the Director at 883-2195 to ask for assistance and/or direction. No child should attend the childcare centre if they cannot actively take part in all activities of the centre’s program.

If a child becomes sick while at the childcare centre, the parents will be notified and together with the staff member determine what would be best for the child.

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| **A child should not attend the childcare centre if they have or are**  **developing any of the following:** | **A child may return to the**  **childcare centre when:** |
| A fever of 99.5°F (37.5°C) or higher when taken under the arm. | Fever has remained below 99.5°F (37.5°C) for 24 hours without medication. |
| Diarrhea that cannot be contained in a diaper or there have been more than two occurrences of diarrhea. Also in which case an older child is soiling their underwear. | Diarrhea has resolved. |
| Child has been on antibiotics less than 24 hours (except for ear or urinary tract infections). | Child has been on antibiotics for more than 24 hours. |
| Vomited in the past 24 hours. | 24 hours has passed since last vomiting. |
| Unusually tired, eating poorly, persistently crying or irritable. | Symptoms have subsided. |
| Any contagious diseases (e.g. Measles, chicken pox, etc.). | A doctor’s note saying when a child may return to the childcare centre. |
| Skin infections, undiagnosed rash, sore, infected eyes (pink eye), yellow skin or eyes (jaundice). | A doctor’s note saying when a child may return to the childcare centre. |
| Impetigo, Scabies, etc. | A doctor’s note saying child may return to the childcare centre. |

When communicable diseases such as chicken pox or foot and mouth disease are present, Public Health will be notified. Parents will be provided with information on the disease and a notice will be posted. The child’s return to the childcare centre will depend on the guidelines of Public Health.

Head lice: parents are strongly advised to treat the lice with the proper treatment (ie. Nix).

Children with the following diseases may not return to the childcare centre until parents call the Public Health office (883-4470) discuss a return date:

|  |  |
| --- | --- |
| Measles | German Measles |
| Mumps | Whooping Cough |

Children with chicken pox may return to the childcare centre when they are feeling well. Parents should telephone Public Health to report the disease.

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| --- | --- | --- | --- |
| DISEASE | INCUBATION PERIOD  (The time it takes for the first signs or symptoms to appear after the germ enters the body) | INFECTIOUS PERIOD  (The time during which a germ can spread to other people) | EXCLUSION PERIOD  (The time a person must stay at home to prevent the spread of infection) |
| Measles | 8-13 days (rash comes 2-4 days after the illness starts) | 4 days before to 5 days after the rash appears | 5 days from the time the rash appears |
| German Measles | 14-21 days | 4 days before to 5 days after the rash appears | 5 days from the time the rash appears |
| Mumps | 14-21 days | 1 week before, and for the duration of the swelling | 7 days after the swelling appears |
| Whooping Cough | 6-20 days | As soon as illness begins and for 3 weeks or until the completion of 5 days of appropriate treatment | First 5 days of appropriate treatment (or if untreated for 3 weeks for the beginning of the coughing attacks) |

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| --- |
| Hepatitis B and HIV/AIDS are not spread through casual contact so exclusion from the childcare centre is not usually necessary. |

*Medication*

All medication must be labeled with the child’s name. All prescription medication must have the original prescription label on the container. The pharmacy will split a prescription into two separate bottles upon request.

Parent(s) must sign all medication forms before medication can be administered. All medication is to be locked and stored out of children’s reach. The Director or senior staff is responsible to administer the medication and to record it.

Parent(s) must specify if the medication is only to be administered for a specific length of time; otherwise the staff will administer the medication until it is complete. When the medication no longer needs to be administered to the child the form shall be signed by the Director and Parent and placed in the child’s permanent file.

#### Excursions/Outdoor Play

## *Weather Guidelines*

We spend a portion of each day outdoors unless it is dangerous to do so. A general guideline that we follow is:

Keep children indoors if it is 30°C or higher with the humidex.

Keep children indoors if it is -25°C or lower with the wind-chill.

Keep babies out of direct sunlight.

Limit time in the sun between the hours of 11 a.m. – 4 p.m.

\*\*These are general guidelines and we will use our best judgement with current available data taking into consideration the age of each child and the length of time they are going to be outside.

#### Child Endangerment

In the event that a questionable situation arises involving a child or children and an employee, the employee will be suspended from work. The situation will be reported to the Director and/or Board of Directors and/or Police and an external investigation will commence immediately.

#### Child Abuse

We have a duty to report any suspected abuse. Failure to report abuse may result in a case of neglect being brought against us. Employees are educated on how to notice the signs of abuse and to report them to the proper authorities (RCMP and Ministry of Social Services).

## *Serious Illness or Accident*

In case of a serious illness or accident the parent will be contacted immediately and a decision will be made whether the parent is able to pick up the child immediately. If the injury is too serious to make a telephone call to the parent, 911 will be called immediately and the parent will be contacted from the hospital or another staff member will telephone from the centre.

If a parent cannot be contacted immediately, the Director or senior staff on duty will accompany the child to the hospital via the ambulance. A trained first aider will administer standard first aid. When the educator who accompanied the child to the hospital arrives back to the centre a Serious Occurrence Report needs to be filled out and signed by the staff member present with the child at the time of the incident as well as the Director and the parent of the child, this form is then filed in the child’s permanent file.

Anytime as serious occurrence occurs, the Board of Directors is to be notified immediately. An unusual occurrence must be reported to the Centre’s Consultant from the Ministry of Education within 24 hours of the occurrence and the written report must be submitted within 7 days of the incident.

The cost of the ambulance would be the responsibility of the parent.

In case of a minor injury, a Minor Injury Report needs to be filled out and given to the Director for review and then explained to the parents. This form is to be signed by both the Director and the parent and then filed in the child’s permanent file.

#### Child Management

The best way to discipline is to prevent problems whenever possible. This can be done through modeling proper behaviour, preparing a safe environment, setting clear rules and being consistent and fair.

The Educators will:

● Distract children from potential problems

● Remind children of the rules

● Help children to solve problems

● Help children to see the consequences

● Call a time out for themselves and tag team another staff member

Discipline should be calm, consistent and used without anger. Respect must be shown for the child’s feelings; different techniques will be used for different situations. Discipline does not mean punishment and should help a child see the consequences of their own actions.

L&L regulations state that while childcare services are being provided no person shall practice any form of:

● Corporal punishment

● Physical, emotional, or verbal abuse

● Denial of necessities or

● Isolation.

Children attending L&L are expected to respect others as well as all equipment. Children are encouraged to be independent and cooperative, and will be taught appropriate ways to express their feelings. All children are expected to clean up their own toys and play area before moving on to another. It is our hope that by creating a warm and pleasant environment for the children, they will take pride in THEIR CENTRE.

All children are to be treated the same and equal.

#### Birthdays

We celebrate every child’s birthday. If your child’s birthday falls on a weekend, we will celebrate on a day that is most convenient for everyone. The centre will provide cupcakes or a cake for the birthday. Parents are welcome to send in special treats; please make arrangements with the Director a few days ahead of time. L&L will not accept any birthday party invitations to be given out.

#### Safety

*Evacuation Procedure/Fire Drills*

The centre is expected to perform monthly fire/emergency drills. Bi-monthly a full drill will take place with children exiting the centre, bi-monthly a practice drill is sufficient. The drills are documented on the bulletin board.

*Centre Closure*

In the event of an emergency, the Centre will be closed and parents will be contacted as soon as possible by staff.

Thank you for choosing Love & Laughter Early Learning Centre to be a part of your family!