



Parent Handbook: Policies and Procedures

Revised March 2026

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MISSION STATEMENT

The Biggar and District Daycare Project Inc. endeavors to provide a safe, secure and nurturing environment. We respect and accept each Child's unique capabilities, needs and strengths. We will seek to provide enriching experiences to develop each Child's personal growth in the world around them and as they develop interpersonal relationships. It is our intent that Children will learn through natural curiosity and be guided to appreciate and respect the humanity of others.

Our high-quality childcare service will encourage and facilitate Children's development in all areas, in a courteous, nurturing, respectful and safe environment.

We encourage the expression of ideals, needs and emotions in a way that Children will develop patience and respect and build self-confidence and self-esteem.

We believe in working cooperatively with Parents. We strive to maintain and operate a high-quality childcare service in a happy, safe and supportive environment where Children are free to develop and emerge as individuals. Through a variety of enriching experiences, we will endeavor to assist Children in exploring the world around them.

HISTORY

The Biggar and District Daycare Inc. has been serving families since 2005. It was created by a group of concerned citizens as a community project to meet the growing needs for childcare services in our area.

1. GENERAL

1.1 COMMUNICATION

The Daycare supports an "open door" communication policy. This means Parents are welcome to drop in and spend time with their Children and/or observe the activities of the Daycare.

Each Family has a mailbox. These are used for distributing all written materials, including invoices, receipts and monthly newsletters. Parents are encouraged to check their mailbox daily.

1.2 Organizational Chart

The chain of authority is as follows:

Parents → Board → Director → Assistant Director → Staff → Children

It should be noted that the chain of authority must still recognize that each individual has their own skills, abilities, and responsibilities which must be respected by others. For example, while the Board has *authority* over the Director, Trustees should not tell the Director how she should do her job on a day-to-day basis; Parents have *authority* over Staff, but should not dictate how Staff should run their rooms; Staff have *authority* over Children, but should still allow Children the freedom to explore and discover in their own ways.

1.3 Parent Grievances

A Parent grievance is defined as any differences arising out of the interpretation, application or administration of a Daycare policy or procedure or a case where the Daycare or the Board are thought to have acted unjustly or improperly.

The grievance procedures are as follows:

1. Parents shall discuss any grievance with the Employee it directly concerns first in order to give that person time to clarify or correct.
2. If Parents are not satisfied, they shall discuss the grievance with the Director.
3. If Parents are still not satisfied with the resolution of the grievance and informs the Director to that effect, the Director shall bring the matter before the Board.
4. If still unsatisfied, Parents may make a final appeal directly to the Board. All such appeals shall be made in writing.

2. GENERAL OPERATIONS

2.1 Hours of Operation

The Daycare is open from 6:30am – 6:30pm every Monday – Friday, except in the case of statutory holidays.

2.2 Extended Hours

If Parents book extended hours and then cancel without giving two business days' notice, they shall still be charged for the time beyond regular hours.

2.3 Statutory Holidays

The Daycare will be closed on all statutory holidays and Boxing Day. The Daycare will also be closed at 4:00pm on Christmas Eve and New Year's Eve. If a statutory holiday falls on a Saturday the Daycare will be closed the Friday

before, and if a statutory holiday falls on a Sunday the Daycare will be closed the following Monday.

2.4 Age Range

The Daycare offers care to Children aged 6 weeks to 12 years, though priority is given to infants through preschool age groups. During the school year, the Daycare does not offer care to school-aged Children (those attending grades 1 and above) except for the mornings before school as parents are encouraged to use the Biggar After School Program.

2.5 Specialized Services

The Daycare makes full effort to support Children with a range of abilities. The acceptance of a Child with specialized needs or who is differentially abled shall be left to the discretion of the Director. The Director is best able to assess both the capacity of the Daycare and the needs of the Child. If the Director feels unable to make a final decision, the Director may bring the matter to the Board for a final decision.

As with any Child accepted in the Daycare, there will be a one-month probationary period where upon care may be terminated with one-week written notice.

3. FEES & SCHEDULING

3.1 Age Groupings

For the purpose of setting a fee structure, Children at the Daycare are grouped into five categories. These correspond with age groupings outlined in the Childcare Regulations for supervision requirements.

Infants are Children from 6 weeks to under 18 months in age.

Toddlers are Children from 18 months to under 30 months in age.

Pre-Schoolers are Children over 30 months in age but do not yet attend Kindergarten. This includes Children attending Pre-School or Pre-Kindergarten programming.

Kindergarteners are Children who attend a Kindergarten program.

School-Agers are Children who attend grades 1 and up.

3.2 Fee Table

Effective April 1, 2023

	Full Time (Flat Rate) (More than 9 Days per month)	Casual/ Drop In (Less than 9 Days per Month)	
Infant (6 weeks - 18 Months)	\$217.50	\$10.00/ day	
Toddler (18 - 30 months)	\$217.50	\$10.00/ day	
Pre-School/ Kinder (Under 6 Years Old)	\$217.50	\$10.00/ day	
School-Age (Age 6 and Up) ** Not covered by the Parent Fee Reduction Grant***	\$695.00	>30 hrs but < 80 hrs \$521.25	< 30 hrs \$4.85/ hr
NOTE: ** Casuals are only approved after Full Times are booked**			

Note: For the summer months, in order to hold your spot you will be charged the full time fee of \$217.50/ month.

3.3 Fee Structure Options

Parents will choose from the following fee structures:

Option 1: Full Time

This option is for Children that use the Daycare on a full-time regular basis. Families will pay a set rate for care each month (80 or more hours per month of scheduled care). After Permanent seats are booked, then the Director will book Full Time schedules, within the Order of Precedence. The Daycares asks for at least two business days' notice when making any changes (adding or removing time) to the schedule.

Option 2: Part Time

This option is for Children that use the Daycare on a part time basis. Families will pay a set rate for care each month (30 - 80 hours per month of scheduled care). After the Full-Time schedules are booked in, then the Director will book Part Time schedules, within the Order of Precedence and if there are spots available.

Option 3: Casual/ Drop In

This option is for families that use the Daycare on an infrequent basis. Families will pay per hour for care each month (less than 30 hours of scheduled care). After the Part Time schedules are booked in, then the Director will book Casual schedules, within the Order of Precedence and if there are spots available.

3.4 Scheduling Care

Schedules are due of the 15th day of the previous month, or the Friday before if the 15th falls on a weekend. Schedules may be dropped off in person, mailed, emailed, faxed, etc.

Parents who hand in schedules after the 15th will be charged a processing fee of \$50. This offsets the cost of additional time spent by the Director to coordinate staff schedules after they have been made.

If desired dates of care are not available, Parents will be informed by the Director. Parents have the option of being placed on a cancellation list for the desired unavailable dates. If there is an opening on that date, parents will be called to offer the spot on a first-come, first-served basis.

3.5 Submitting Schedules

For the purposes of Full Time, Part Time, schedules must include, at a minimum,

- a. the name of each Child in the Family requiring care,
- b. the age or age group of each Child,
- c. an indication of each day the Child requires care,
- d. times that the Child requires care for each day, and
- e. payment is due prior to the next billing date

Schedules submitted without all these may be placed at the bottom of the Order of Precedence until they have been completed.

3.6 Canceling Care

Care can be canceled but you will be charged for your scheduled hours.

It is required to cancel your child by 3:00pm of the previous day, failure to do so will result in a \$5.00 per day charge to your monthly invoice. If you need to cancel Monday, please send a email or a message on Brightwheel by 3:00pm on Sunday.

If you do not show up for your schedule day and do not notify the center a \$10.00 per day charge will be applied to your monthly invoice. If your child is sick, there will be no charges when calling in the morning of, unless they are a no show.

Drop off times are limited to 10am, unless otherwise scheduled. If your child is not here by 10am, they will be canceled for the day and a no-show charge will be applied.

3.7 Adding Care

Occasionally, Parents may request additional, unscheduled, care for part of a day or an entire day. Additional care is subject to approval by the Director (or designate) based on the availability of additional space and staff. Additional care will be charged at the regular rate for that Child if the Parent provides at least two business days' notice. Fewer than two business days' notice will result in the Child being charged the Drop-In rate.

3.8 Rounding of Attendance Hours

A Child's attendance hours must be recorded and totaled at the end of each day. The time will be rounded to the nearest quarter hour. For example, 5:35 pm would be rounded back to 5:30pm, while 5:40pm would be rounded ahead to 5:45pm.

3.9 Outstanding Accounts

Fees are due prior to the next billing date. If no payments have been received within 30 days, the Director will contact the Parent to request payment. If no payment has been received, the Director will contact the Parent to establish a payment plan. If a payment plan cannot be agreed upon or if the Daycare is unable to reach the Parent, childcare may be terminated and the Daycare may take the account to small claims court. A collection agency may also be used once a settlement has been made if a Parent fails to pay outstanding account.

Families that have outstanding debt at the Daycare and choose to leave the Daycare have 30 days to pay their fees.

3.10 NSF Policy

If a cheque is returned to the Daycare indicating that the account had funds unavailable, or insufficient funds, or is similarly worded, the Director will notify the Parent and payment will need to be made by either cash or certified cheque within 15 days of the original due date. A charge of \$25.00 will be applied to next month's fees to cover any charges the Daycare incurs.

4. FACILITY, EQUIPMENT, & FURNISHINGS

4.1 General

The building facilities, equipment and furnishings, and materials all support the activities of the Daycare. As such, the building must be maintained to meet all requirements of municipal and provincial building codes, and licensed facility

requirements of the Childcare Regulations. Facilities, equipment, and furnishings must support the Staff in the daily operations of the Daycare. Furnishings and other materials must support the care, instruction, and supervision of Children under our care.

4.2 Equipment and Furnishings

The Daycare will provide appropriate equipment for the daily operations of the facility by Employees, including kitchen and laundry appliances, kitchen and cleaning equipment, room furnishings, outdoor equipment, and other equipment/furnishings that are appropriate for regular, commercial use.

The Daycare will provide sufficient quantities of developmentally appropriate equipment and furnishings for resting, eating, diapering, toileting and the storage of personal belongings for Children.

4.3 Equipment and Materials for Children

The Daycare will provide sufficient quantities of developmentally appropriate equipment and materials for indoor and outdoor activities. The Daycare will supply equipment and materials for a variety of activities such as: dramatic play, fine motor, art, literacy, relaxation, numeracy, gross muscle, sensory, music and science.

5. Children

5.1 Enrolment of Children

There are number of forms that are required by law to be filled out before a Child is admitted to the Daycare. The Daycare cannot provide care to any Child whose Parents have not fully and properly completed all enrolment papers.

The Director has the authority to refuse enrolment of any Child.

5.2 Orientation

The Director (or designate) will orientate all new Parents at the Daycare.

Orientation will typically include:

- a tour of the facility,
- meeting Staff most often working with the new Child,
- review of the fee structures and scheduling procedures, and
- a discussion of the most pertinent rules and guidelines.

The Parents will receive a copy of the Parent Handbook, as well as a welcome letter.

5.3 Parent Handbook

All Parents are to receive a Parent Handbook before the first day of Daycare. The policy and procedures in this handbook will have all the information Parents need to know about the Daycare.

5.4 Wait List

Our childcare center operates at 100% licensed space and staffing capacity in our center. Where the centre maximum capacity has been reaching and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed to place children on the waiting list and the admission process.

Procedure to place children on the waiting list:

1. To be on the waitlist the parent/caregiver must complete the waitlist form. This waitlist must be filled out accurately and entirely.
2. Submit the waitlist form, the date the form is completed and submitted will be your placement date on the waitlist.
 - Please note that the child's birthday is essential information in the waitlist; your child must be born to be assigned to an age group on the waitlist.
 - When the waitlist form has been submitted, the center will have your form reviewed, filed, and added to the waitlist.
3. When space becomes available at the center you have applied for priority will be given to the currently full-time enrolled children who need to move to the next age grouping, siblings of children currently enrolled full-time, and children of staff.

Once these children have been placed other, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.
4. The family at the top of the waitlist, with a child of the required age, will be contacted. Families contacted will be given 72 hours to respond. If the family on the top of the list does not respond, their waitlist form will be removed to the bottom, and we will move forward to the next family on the top of the list.
5. If the family accepts the offer, we move to the next step of admission.
 - If the family, for any reason, declines to take the spot being offered, their waitlist form will be moved to the bottom of the waitlist.

Responding to Parents who inquire about their Child's Placement on the Waiting List:

1. Director or Assistant Director will be the contact person for parents who wish to inquire about the waitlist. As our waitlist consistently varies, **we cannot provide any status or a time frame for when you will receive care.** Please wait for the center personnel to contact you and offer you the spot that becomes available. **Families are primary contacted through email,** so regularly checking your email and junk mail is essential.
2. The waiting list will be maintained to protect the privacy and confidentiality of the children and families on the list.

Casual Spots

1. If you are in the top 5 spots, a few casual days may become available for casual care. If the director has reached out with possible days, you will have 24hrs from when you are contacted to accept the days available after 24hrs those days will no longer be available to you and will be moved onto the next person.

5.5 Emergency Contacts

The people listed by the Parent on the Child's emergency cards will only be used by the Daycare in case of emergency. It is the responsibility of the Parent to inform the Daycare immediately and in writing of any changes in the information provided on the emergency cards.

Every two years, the Daycare will provide the Parent with new cards to be completed for updates.

5.6 Labour Disruption

In the event of a labour strike or employer lock-out directly affecting a Parent and their Child's care schedule, an emergency Board meeting will be called to determine a plan to minimize hardship on Families involved while also not undermining the financial viability of the Daycare.

5.7 Activities

Throughout the day the Children will participate in developmentally appropriate activities that align with Play and Exploration guidelines. These include activities in: dramatic play, fine motor, art, literacy, relaxation, numeracy, gross muscle, sensory, music and science.

5.8 Rest Time

There will be a rest area set up and ready for Children to lie down for a nap or rest, typically soon after lunch. Infants and Toddlers are required to sleep. Preschool Children may sleep if needed; usually the Parents and Director

discuss napping schedule and when to start decreasing nap times or naps completely.

Sheets and blankets will be provided, and Parents are encouraged to bring items from home to help Children rest comfortably, though Children will not be changed into pajamas for rest time. All sheets and blankets are washed weekly (usually Friday). Quiet music or short stories will be played to help settle the Children. Children who do not nap will have a 30-minute movie time after lunch for their rest period.

5.9 Termination

Once the Daycare has given Parents notice that they are in breach of their service agreement with the Daycare, the service agreement will be null and voided, and the Family will not be considered a client of the Daycare.

If a Child of this Family arrives at the Daycare once the contract has been nullified, the Daycare will make every attempt to contact the Parent, followed by any emergency contacts previously provided by Parent, to remove the Child immediately. If this action fails to result in prompt removal of the Child, the Child will be considered abandoned and proper authorities will be notified.

Any costs incurred by the Daycare for administration fees and care of the Child will be the responsibility of the Parent.

5.10 Verbal Abuse Policy

There will be no forms of abuse tolerated at the Daycare. Any forms of abuse may result in immediate termination of job (if an Employee) or Agreement for Child Care Services (if a Parent or Child). Types of abuse may include, but are not limited to: physical, mental, verbal and emotional.

6. ARRIVING AND DEPARTING

6.1 Hand-Off of Care

Infant, Toddler, and Pre-School Children must be under the care of an adult at all times. This means that Parents must directly hand off their Child to an Employee when the Child arrives at the Daycare. Parents are expected to confirm that the Employee is aware that their Child has arrived. As such, Children under School-age cannot enter the Daycare by themselves.

In the same way, Employees must directly hand off Children to Parents at the end of the day. Parents are expected to confirm that the Employee is aware that their Child is leaving. Children under School-age cannot leave the Daycare by themselves.

Parents are responsible for signing their Children in and out for the day. The sign in/out book is located in the front entrance by the Parent board.

Failure by Parents to properly hand off their Children can put Children at risk and may result in the Director phoning Child Services. Chronic failure to hand off Children properly may result in termination of the Agreement for Child Care Services.

6.2 Late Pick-Up

If Parents arrive after 6:30pm to pick up their Child the charge is the following: \$5 for the first fifteen minutes per Child and \$1/minute thereafter. This charge is applied regardless of whether the late pick-up was scheduled or unscheduled. The Director will consider the cause of Parents being late, and use his/her discretion when charging Parents.

When a Child is not picked up by 7:00pm, and Staff has not been able to contact the Parent or any emergency contacts, the mobile crisis unit will be called and the Child will be placed in their care. The Director must be notified and give permission before Staff contact the mobile crisis unit. Appropriate information on the Child's whereabouts will be posted on the outside of the Daycare door for the Parent.

6.3 Custody and Access

It is the responsibility of the Parent to accurately complete all forms required by the Daycare. It is also the responsibility of the Parent to provide the Daycare in writing any changes to the information given at the time of registration. It is the responsibility of the Parent to provide the Daycare with any legal documents required to provide a safe environment for the Child which pertain to custody and access by non-custodial Parents. The Daycare must follow instructions on the forms or legal documents provided regarding custody and access. Parents cannot change custody and access arrangements with verbal instructions alone, and must provide written legal documentation of any changes. Even if the custodial Parent disagrees with the documents provided, the Daycare is legally obligated to follow the documents.

6.4 Child Release Form

Children will only be released from the Daycare to people listed on the Child Release Form. Parents may give verbal consent for someone not on the form to pick up their Child for a given day. If other persons not on the Child Release Form arrive at the Daycare to remove a Child, Staff will call the Parent to seek consent to release Child in that person's care. If the Parent cannot be contacted, the Child cannot be released. Other emergency contacts or relatives of the Child will not be called because they cannot legally give consent.

If any person insists on removing a Child from the Daycare without Parental consent, the RCMP will be immediately contacted, regardless of whether Employees are aware of a relationship to the Child. Employees will, without putting themselves or Children in harm's way, work to prevent Children being taken from the Daycare.

6.5 Visitation

Court-appointed "In-Daycare" visitations are at the discretion of the Director. The time and length of the visitation is to be determined by the Director before the visitations are to begin. Copies of the visitation agreements issued by the court will be kept in the Child's files and will be strictly adhered to by the Daycare. If no legal visitation order has been provided to the Daycare, visitation will be at the discretion of the Director. The Director will consider the previous visitation arrangements, instructions by Parents, as well as the safety and well-being of all Children attending the Daycare, when making any decisions.

6.6 Smoking Restrictions

There will be no smoking on the Daycare property, whether inside or outside the building, fenced areas, or parking lot. Parents are also asked not to smoke on the sidewalk in front of the Daycare since Children may pass by on their way to the Daycare.

6.7 Intoxicated Parents

If Employees have reason to believe that the person who is here to pick up any Child at the Daycare is under the influence of any controlled or uncontrolled substance, Employees will ask that a different person come to pick up Child. If the person removes the Child from the Daycare building, the Employee will immediately contact the RCMP and report it to Family Services.

7. OUTDOOR PLAY & EXCURSIONS

7.1 Playground Safety

Staff are to be moving around and watching the Children play, and are encouraged to engage with Children in games and activities outside. Staff are expected to have their clipboards outside, always knowing what Children and how many they have outside.

7.2 Supervision

On all excursions, the Staff-Child ratios must be met. There will always be a Staff member at the front of the group and one at the back.

If a Parent drops off a Child while on an outing, she is responsible for handing the Child directly to the Employees. If a Parent is picking up a Child, the Child must be signed out on the group list. This information must be communicated to the rest of the Staff.

On all neighborhood walks and excursions, the Daycare will follow the regulations that are set out by the Ministry (see appendices in Licensee Manual). The Director needs to be aware of all neighborhood walks.

7.3 Weather Guidelines

The following guidelines will be used for the winter season:

- Children will not be taken outside when the temperature (including wind chill) is colder than -30°C.
- All Children should be supplied with mitts, hat, ski pants, boots and jacket **by the Parents**. Children may still be sent outside if they do not have proper attire if Staff-Child ratios cannot be met with the Child staying indoors.

The following guidelines will be used for spring, summer, and autumn:

- Caution is advised in temperatures above 30°C (including humidex). Children will be outside for short periods of time only, as a precaution against heat stroke, heat exhaustion and sunburn.
- Staff will ensure all Children are wearing a sun block, and bug spray when appropriate, prior to going outside.

Parents must supply hats, sun block and bug spray for their Children.

7.4 Transportation

Staff will walk Children to mandatory school programs until the Child, Parents and Director feel comfortable with the Child walking by themselves.

The Parent is responsible for arranging transportation to and from the Daycare, or any other agencies (this includes playschool or preschool) the Child attends during the Daycare hours. The Parent is responsible for notifying the Daycare in writing with the following information:

- arrival and departure times,
- location,
- names of people who are picking up or dropping off the Child, and
- any other important information.

The Parent is also responsible for notifying the Daycare of any changes in the daily routine. When notified in advance of any changes, Staff will, to the best of their ability, work with a Parent to accommodate the change in the routine.

7.5 Excursions

All field trips must be approved by the Director before they are booked. All new fieldtrip locations must be assessed by the Director for safety hazards before a trip can be approved.

Arrangements for transportation are made and confirmed by the Director.

A notice to Parents, including the following information, will be posted at least forty-eight hours in advance of the fieldtrip:

- location of trip,
- departure and return time,
- method of transportation, and
- if any special materials or appropriate dress are required.

A list of names of the Children in attendance must be made and taken on all fieldtrips, and Children must be counted at regular intervals.

8. ITEMS FROM HOME

8.1 Toys

The Daycare discourages any Child bringing toys from home since there is a reasonable risk of the toy being lost, damaged, or destroyed, and because it may cause conflict between Children. The Daycare provides a wide variety of activities and toys for Children to enjoy and share. On occasion, the Daycare will allow toys from home be brought (eg: show and tell days, no school days), and Parents will be informed of this in advance. All toys brought to the Daycare will be shared with other Children and are brought at the owners' risk. Staff are not responsible for looking after toys from home, or policing who plays with them. Toys which promote violence will not be allowed.

8.2 Nap-Time Items

Parents are encouraged to provide items that help their Child nap easily. This may include a stuffed animal or doll, blanket, or pillow. These items will be kept in the Child's cubby and only brought out during nap time. Staff are not responsible for nap-time items being damaged or broken. Staff will not change a Child into pajamas for nap time.

8.3 Additional Clothing

Parents are strongly encouraged to provide additional clothing for their Child. These may be used by Staff if the clothes a Child is wearing become overly stained, dirtied, wet, or damaged, or if a change in the weather required the child wear different clothing for outdoor play.

All clothing provided must follow the Daycare's clothing guidelines, meaning that clothes must not:

- be so short as to reveal underwear or the midriff (tummy);
- itself be overly dirty or damaged; or
- have images or phrases which promote alcohol, drugs, violence, sexism, racism, religious discrimination, or be otherwise offensive.

If a Child does not have an appropriate change of clothes, the Daycare may temporarily lend the Child clothing. Lent clothing may not perfectly fit the Child, and will likely not match or color coordinate. Children may wear lent clothing home, at the discretion of Staff or the Director, and lent clothing must be returned to the Daycare within 48 hours.

If the Daycare does not have clothing to lend a Child, the Child may not be able to take part in a given activity requiring the clothes.

8.4 Diapering

Parents are required to provide diapers and diaper rash cream for Children who require them. Diapers must be the appropriate size/weight for the Child. In the event that a Child runs out of Parent-provided diapers, the Daycare will temporarily use some of its own. Parents are expected to replenish their supply of diapers quickly, and some of these will be used to resupply the Daycare of its stock.

At the discretion of the Director, a Family may be billed for the use of Daycare diapers if a Parent consistently fails to provide adequate diapers for their Child.

The Daycare provides wipes. Parents are asked to provide wipes if they have a particular brand preference other than what the Daycare uses.

9. NUTRITION

9.1 Employee Roles

The Cook is the Employee primarily tasked with menu planning, food preparation, and food serving. The Cook is responsible for ensuring the weekly and daily menus conform to the Canada Food Guide and Childcare Regulations. Any recommendations for new menu items or changes to recipes should be directed to the Cook.

The Director is responsible for supervising the Cook and ensuring the cook follows nutritional and health and safety regulations or policies.

Staff supervising Children at snack or lunch times is responsible for feeding Children once the food has been delivered to the room by the Cook.

9.2 Menu Planning

The Daycare follows the recommended guidelines of the Canada Food Guide. The menu is on a 5-week rotation and posted on the Parent Board. All changes are posted in advance and are expected to be followed. Suggested changes to the menu are welcome, and are considered with respect to the Canada Food Guide and ease of preparation.

Foods that are high in sugar and fat, are empty calories and have no nutritional value; and therefore, are not permitted at the Daycare; if found, they will be put away until the Child goes home. There may be times, at the discretion of the Director, where the Daycare will serve some of these foods, like at Halloween.

9.3 Dietary Restrictions

The Daycare makes full effort to respect dietary restrictions resulting from allergies, religious practice, or conscience. Where required, separate but similar meals will be prepared and provided for Children with dietary restrictions. The Daycare does not purchase special foods (ex: soy milk, halal meat, gluten-free pasta) for Children with dietary restrictions, but will provide Children with foods purchased and provided by Parents.

The Daycare does not honor Children's dietary *preferences* (ex: picky eaters) in order to best follow the Canada Food Guide and the realities of large group meal preparation.

9.4 Meal Times

The Daycare offers the following meal times:

- morning snack around 9:00,
- lunch around noon, and
- afternoon snack around 3:00.

Meal times should be a period of quiet, pleasant interactions between Children and Staff. These are times when we show consideration for one another and respect for individual needs and preferences.

10. INFECTION CONTROL & MEDICATION

10.1 Sick Child

A Child who is running a fever or is showing other symptoms of acute illness or requires one-on-one care must be kept at home for a minimum of 24 hours. The exception to this is children who have a fever or diarrhea as a result of teething. If your child vomits (1) or has more than (2) diarrhea your child will be sent home, and must stay home for at least 48 hours after the last occurrence of vomiting or diarrhea.

In the event that a Parent cannot be reached or refuses to remove the Child, emergency contacts will be called to pick up the Child from the Daycare.

As a rule of thumb, Children who are too sick to play outside are too sick to be at the Daycare. When a Parent requests a Child not to play outside, it is at the discretion of the Director (or designate) as to whether the Child will be accepted at the Daycare that day. The Child may be refused care for that day.

The full sick policy is attached at the end of this manual.

10.2 Communicable Diseases

Parents are required to inform the Daycare of a positive medical diagnosis of any communicable disease within 24 hours in order that other Daycare Parents may be notified of the introduction of the particular disease.

A Child who has contacted a communicable disease must be excluded from the Daycare until the infectious period, as described by Public Health, is over and the condition has been cleared up.

Employees will post a sign to inform other Parents that an infectious disease has been introduced. The sign will include the name of the disease, the last date it was introduced, the particular symptoms and the number of days an infected Child must be excluded from the Daycare. The sign will not, under any circumstances, include identifying information, like the Child's name, age, room, etc.

Parents must be prepared to provide alternate care in the event their Child becomes too ill to be at the Daycare. The sick Child will not be accepted at the Daycare, even if Parents must work and cannot find alternate care.

10.3 Incurable Illness

If a Child is diagnosed with an incurable infection which may be contagious, the Director will use their discretion to decide on a course of action. This will include calling Public Health, looking up the infection in the Infection Control Manual and possibly consulting the Board. Children may be excluded from center until a course of action and all information can be collected and a decision has been made.

Care may be withdrawn if a Child has an incurable illness and poses a sufficient risk of infecting Employees or other Children. This decision will only be made by the Board and after consultation with Public Health or other authorities.

10.4 Head Lice

Children who have been found to have head lice will be sent home. A Staff member will contact a Parent to remove the Child from Daycare. All Children

found to have head lice in their hair will need to undergo treatment and will not be allowed back at the Daycare until treatment is received and the risk of infecting other Children is sufficiently reduced.

To minimize the risk of infection, it is recommended that Children do not share hats, combs, brushes, hair clips, head bands, hair elastics, clothing, bike helmets, toques or back packs.

10.5 Medication

Medication can be administered at the Daycare if a medication form has been completed and signed by the Parent. All medication must be in its original container and clearly labeled with the Child's name. Over-the-counter medications (e.g.: Tylenol) also require a medication form, and the expiry date of the medication must be included on the form.

Medication will be presented to the Cook or Director (or designate) who will place it in a locked medicine box.

Children and Parents are not allowed access this box. The Cook or Director (or designate) is responsible for writing a note about the medication in the communication book, as well as on the white board on the fridge.

The Cook is the only Employee responsible for administering medication. She must record each time the medication is administered. If the Cook is absent, the Director (or designate) will administer the medication and record it.

If an Employee finds medication in a Child's bag, or a Child hands medication to an Employee, the Employee or Director will contact the Parents and follow the medication policy. Medication will not be given in excess of the pharmaceutical and medical recommendations. Any over-the-counter medications not designated as age-appropriate must be accompanied by a doctor's note (eg: Tylenol meant for 6-12-year-olds sent for a toddler will not be accepted without a doctor's note).

All medications must be provided by the Parents. The Daycare does not keep any medications on site.

11. CHILD ENDANGERMENT

11.1 Child Abuse

Any indication of Child abuse or neglect by Parents or Employees will be reported immediately to the Director. If the Director is suspected of abuse, a Board member should be contacted instead.

If there are reasonable grounds to believe that a Child is in need of protection because of suspected or disclosed physical, emotional or psychological abuses, the Daycare is required by law report this instance the Department of Social Services – Child Protection Division. Failure to do so can result in the Daycare’s prosecution under the Family and Child Services Act.

The Daycare’s responsibility is to report suspicion and disclosures, not to determine if abuse has occurred. Reporting procedures are designed to protect the Child, and the Parents will not be contacted in these instances.

11.2 Car Seat Safety

Staff have a duty to report to the Director if Children are being picked up and transported in an unsafe way, such as having young Children in a vehicle without car seats or too many Children in a vehicle for the number of seat belts. The Director will contact Family Services as necessary. The Daycare asks all Parents to arrange safe transportation for their Children. Employees will remind Parents of this if they see a Child getting transported in an unsafe way.

12. CHILD MANAGEMENT POLICIES

12.1 Discipline

The emotional and physical well-being of children in care is a priority of all Staff. Positive forms of behavior management with emphasis on discussion, encouragement and positive reinforcement comply with the Daycare’s philosophy to promote the healthy development of children.

The goal of all disciplinary action is to encourage respect, self-discipline and self-control on the part of the Child. Children are encouraged to be responsible for their own actions and handle their own problems through verbalization. Behaviour-related or logical consequences are used in response to moderate misbehavior. Emphasis is place on prevention of misbehavior through positive reinforcement and appropriate programming. Corporal punishment is strictly forbidden. In certain cases of extreme misbehavior, a “Time Out” may be used. Food will not be given as a reward or punishment.

Behaviour that is disruptive or harmful to the Child or other Children or the Daycare will be considered inappropriate and, as soon as possible, the Director shall meet with the Parent or Child to discuss the inappropriate behaviour and attempt to solve the problem. If the problem behaviour continues, the Director may present a letter to the Parent describing the unacceptable behaviour and requesting attention to the matter.

When a Child's behaviour is so extreme that, in the Director's opinion, the well-being of the Child or others may be jeopardized, the Daycare will terminate the Agreement for Child Care services. In such cases, the Board shall be notified immediately.

12.2 Behavior Incident Reports

Staff will complete Behaviour Reports when a Child's behaviour is of concern, or the Child is aggressive towards Staff and other Children. The following procedure is to be followed:

1. Staff must be sure to explain to the Child that a report is being written and will be given to the Parent.
2. Staff must report the incident to the Director (or designate).
3. Staff must discuss the report with the Parent, and the Parent must sign the report.
4. The Director signs the report only after the Parent has signed.
5. The Director will file the report in the Child's file.

12.3 Biting Policy

Any Child who has bitten other Children at the Daycare will be watched closely by Staff. All biting incidents must be shared with the Parents of both the biter and victim. The name of the biter and victim will not be disclosed to either Parent. All bites will require the completion of an Injury Report.

Depending on the severity of the bite, the number of bite occurrences, and the circumstances surrounding the bite(s) the Director may determine that further action is necessary. This may include terminating the Agreement for Child Care Services.

13. PARENTAL INVOLVEMENT

13.1 AGM Attendance

The Daycare requires a minimum of 10 voting members at the annual general meeting. Each parent is a voting member, and no parent can vote for another by proxy.

13.2 Work Bees

Work Bees will be posted on the Parent board. All Parents are strongly encouraged to participate and notify the Director in advance.

13.3 Fundraising

It is required that each family partakes in fundraising. A yearly profit of \$300, \$150 for our Gala and \$150 for all other fundraisers, or opt out of all for \$300 donation.

14. Emergency Policy

14.1 Fire Drills and Exit Policy

Fire drills must be held on a monthly basis. Emergency fire plans are posted throughout the Daycare (these fire exit plans should be shown and explained during orientation).

Staff are responsible for doing a roll call of their Children. Upon completion of roll call and all confirming all Staff and Children are present, the Director will indicate it is safe for Staff to lead Children back into the Daycare.

14.2 Fire

In the case of an actual fire, once all Children and Employees are accounted for, then the Director (or designate) will call 911. The rest of the Employees will lead the Children to the BCS 2000 School to the elementary music room. Once there, Employees will begin to phone Parents for pick up.

14.3 No Utility Services

In the event that the Daycare's utilities not working for longer than 20 minutes, the Daycare will call the local authorities. If utilities cannot be restored shortly, Employees will ask Parents to pick up their Children

14.4 Lock-Down

A lock-down typically occurs when there is an outside threat to the safety of Staff and Children.

In the event a lock-down is issued for either St. Gabriel's or BCS 2000 schools, the Daycare will automatically be placed on lock-down. In such an event, any Children playing outside will immediately be brought indoors and will return to their rooms for programming. Programming should be designed to minimize noise from Children, and Children should be kept away from exterior windows or doors. All exterior doors will be closed and locked, and curtains will be drawn on all windows. Interior doors will be shut and, if possible, locked from the inside. At the discretion of the Director (or designate), Staff and Children may be relocated to the back hallway.

With as much notice as possible, the Director (or designate) should inform any Parents who are scheduled to pick up Children during the lock-down that they will not be allowed to do so until the lock-down has been lifted.

The Director (or designate) must immediately inform any Staff on outings or on lunch to not return to the Daycare until the lock-down has been lifted. Any Children with Staff on an outing should remain with the Staff at the location of the outing until further instructions are received.

14.5 Evacuation

In the event that the Daycare must be evacuated, they will relocate to the lower hall of St. Luke's Anglican Church (Sam to inquire if this is accurate). The key for St. Luke's is in the office. At that time, if appropriate, Parents will be called to pick up their Children.

In the event that the town must be evacuated, the Daycare will transport Children to the Landis School building (Sam to inquire if this is accurate) and then begin to phone Parents to pick up their Children. The Director will stay until all Staff and Children are picked up. The Biggar Fire Department will come and help the Daycare transport the Children.

14.6 Tornado

A "tornado watch" is issued by Environment Canada when weather conditions are favorable for the formation of funnel clouds, but no tornados have been sighted in the area. In the event of a tornado watch being announced, Children will not be allowed to play outdoors and any field trips will be cancelled. Children will continue to be supervised in their regular rooms. The Director (or designate) will periodically monitor weather bulletins and check the weather outside the Daycare by leaving the building for a better vantage point.

A "tornado warning" is issued by Environment Canada when a tornado is predicted to occur, or has been sighted in the general area but does not pose an immediate threat. In the event of a tornado warning being announced, Staff will remove Children to the back hallway (opposite the furnace room door). Staff must continue to offer some form of entertainment or programming to Children in order to keep Children from panicking. The Director (or designate) will regularly monitor weather bulletins and check the weather outside the Daycare, either by leaving the building for a better vantage point or, if unsafe to do so, by checking through windows in each of the rooms. Children will not be permitted to return to their rooms, even briefly, until the warning has been lifted.

If the Director (or designate) sees a tornado, one of three courses of action must be taken.

1. If the tornado is in sight but does not appear to be bearing on the Daycare, the Director may choose to keep Children and Staff in the back hallway. The Director or another Employee must monitor the tornado at all times in case the situation changes.
2. If the tornado appears to be bearing on the Daycare, the Director may choose to immediately evacuate all Children and Staff to the elementary music room in BCS 2000 school. Children and Staff will not be permitted to change clothes, gather possessions (toys, purses, etc.), or return to the

rooms for more materials. Children and Staff will travel to BCS quickly, but following regular outing procedures.

3. If the tornado appears to be bearing on the Daycare, and the Director feels outside travel is unsafe, all Children and Staff must evacuate to the crib room or staff room as these rooms do not have windows.

Sick Policy

Children with certain illnesses and infections must stay at home to ensure they receive appropriate care. This will also help prevent the infection from spreading to other children and staff at daycare.

Children must not be at Daycare if they have:

- Chicken pox
- German Measle(rubella)
- Bacterial or Viral Meningitis
- Whooping Cough
- Impetigo
- Scabies
- Lice

Please notify the daycare immediately if your child develops any communicable disease including any listed above.

Your child may be sent home if an undiagnosed skin rash develops at daycare. The daycare will need a note from the Doctor to ensure clearance they are not contagious and that the child is well enough to be at daycare.

In the case of a **communicable disease**, please have a physician's approval prior to returning to daycare. Your child may return to daycare with a note from your doctor specifying it is safe to return to daycare, when the child is able to participate in all daycare activities.

If your child has been prescribed antibiotics, **they may not return to daycare until 24 hours have passed from the time, they took the first dose and the symptoms have improved.** After the time the antibiotics can be administered by a teacher, as long as it is a doctor prescribed medication and the necessary forms have been complete and submitted to the daycare. If your child requires medication, he/she may not be well enough to attend daycare.

Please plan ahead by making arrangements for alternative care for your child, as it is common for children to become ill and require care at home, especially younger children. Please ensure your emergency contact information is up to date in case we need to contact you should your child become ill at daycare.

We also require that you keep your **child at home until 24 hours** have passed from the last time, he/she exhibits any of the following symptoms:

- Fever (see guidelines below)

Measurement method	Normal temperature range
Mouth	35.5 C- 37.5 C (95.9 F -99.5 F)
Armpit	34.7 C -37.3 C (94.5 F - 99.1 F)

Ear and Infrared Forehead	35.8 C - 38 C (96.4 F - 100.4 F)
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The Daycare will call you to pick up your child, if their temperature is higher than normal temperature range in the chart, as it would be considered a fever.

When your child needs to go home

We will call parents and send a child home if he/she:

1. Has 2 or more loose bowel movements
2. Vomits
3. Has a fever
4. Has an undiagnosed skin rash
5. Has any condition such as a cough that appears to be worsening throughout the day

Diarrhea

A child has diarrhea when he/she has more than 2 bowel movements, and stools are less formed and more watery than usual and have a foul smell. They may also have added symptoms of fever, loss of appetite, nausea, vomiting, stomach pains, cramps and blood and/or mucus in bowel movement. The teacher will notify you after any of the symptoms about are notices at daycare; your child must be picked up and remain at home for **at least 48 hours** after their last loose bowel movement, and cessation of all other symptoms before returning to daycare.

Sickness and Vomiting

When your child has vomited once while attending daycare, a teacher will notify you and your child will have to be picked up. Your child must then stay at home **at least 48 hours after** the last occurrence of vomiting

Ear Infections

A middle ear infection often occurs after another illness, such as a cold. Along with the usual symptoms of a cold, including fever, sore throat, lack of energy and loss of appetite. If given antibiotics, for an ear infection, your child may attend daycare **when 24 hours have passed from the first dose of antibiotics**, if he/she does not have a fever, and is able to take part in daily activities.

Pinkeye (Conjunctivitis)

Children with pinkeye complain of a scratchy feeling or pain in their eyes and may have a lot of watery or pus discharge. The infection turns the white of the eyes pink or red. When the child wakes up after a sleep, pus or discharge often makes the eyelid stick together. If a teacher notices these symptoms, you will be asked to pick up your child to consult a doctor diagnosis. If given antibiotics, **your child must remain at home for at least 24 hours after the start of treatment and the pus must be cleared up** before returning to daycare, as it is a highly infectious illness.

Hand, Foot and Mouth Disease

Can cause fever, headache, sore throat, lack of energy, small painful ulcers in the mouth, skin rash. The skin rash consists of red spots, often topped by small blisters. It usually appears on the hands and feet but can appear on other parts of the body as well. The teacher will notify you when they notice these symptoms. You will be required to pick up your child and see a doctor for diagnosis. You must have a doctor's note allowing the child to return to daycare, when the child is able to participate in all daily activities.

Impetigo

Impetigo is a skin infection caused by Streptococcus (strep) and Staphylococcus (staph) bacteria. A child will have a skin rash characterized by a cluster of blisters or red bumps. The blisters may ooze or be covered with a honey-colored crust. The rash usually appears around the nose, mouth and parts of the skin not covered by clothes. When the teacher discovers the rash of this description, they will notify you and you will be required to pick up your child and consult a doctor. To return to daycare, we require a doctor's note specifying that it is safe for the child to return, and if diagnosed with Impetigo the child **needs to be on the antibiotic ointment for at least 24 hours**, before returning to daycare.

Strep Throat

Children with strep throat often have a fever and complain of sore throat, headache and stomach-ache. They may also have swollen tender glands in the neck, or sores around the nose. When a teacher notices these symptoms, they will call and ask you to pick up your child and you will need to take your child to the doctor for confirmation. If suspected by the doctor, the child and you will need to take your child to doctor for confirmation; unless the doctor provides a note specifying that it is safe for the child to return or has been on antibiotics for 24 hours before returning, as it is highly infectious.

Fifth Disease

This is an infection of the respiratory system, and is caused by a virus. It begins as a very red rash on the cheeks; one to four days later, a red, lace-like rash appears, first on the arms and then on the rest of the body. The rash may last from 1 to 3 weeks and may be accompanied by a fever. If a teacher discovers the rash, you will be asked to pick up your child and see a doctor for diagnosis. Your child may return to school with a note from the doctor specifying it safe to return to daycare. Your child must be free from fever and able to participate in all daily activities.

Lice

Head lice are tiny insects that live on the scalp. They lay their eggs, called nits, which stick to hair very close to the scalp. Head lice can be spread through direct head-to-head contact with a person who has lice. They can also be spread by sharing combs, hats, hairbrushes and headphones. If the teacher suspects head lice, you will be asked to pick up your child, and check his/her head for infestation, then again after one week and then again in two weeks, even after treatment. If one member of the family has lice, we suggest all family members (adults and children) are checked and treated at the same time. A prescription is not needed for treatment, there are several over-the-counter treatments available – your doctor or a pharmacist can advise you. A child cannot return to daycare until they have undergone treatment and there are no longer any lice or nits.

Administering Medications

Medication must be in the original container labeled with the child's first and last names, the expiry date of the medication, and specific, legible instructions for administration and storage. (Note: Many pharmacists will fill prescriptions in two bottles/containers when requested, so medications do not have to go back and forth from home to daycare every day.)

Medication that requires refrigeration is stored in a locked box in the refrigerator and is clearly labeled "medication storage".

Emergency related medications (e.g., EpiPens, inhalers) are stored in locations which are easily accessible in an emergency, to the caregiver and when appropriate to the child for whom the medication has been prescribed, and not in locked enclosures.

Over-the-counter medication is never administered to a child already taking a prescription medication without a physician's written recommendation, as the medications may react adversely with each other. Therefore, we will not administer Advil or Tylenol to a child who is taking any prescription medication unless it is in written form by a doctor.

The individual who administers the medication will be the Director and/or Assistant Director. In the case that both the Director and Assistant Director is not available the Cook will administer the medication.

Before the medication is given to a child, the administrator will get 1 other person to look over the dosage and the syringe to confirm that the amount is correct. Once the 2nd person has confirmed that it is the right medication and dosage both staff will sign off on the medication form and then give to the child.

We will not take verbal consent over the phone, in order to give any medication, the form must be properly filled out prior.

Summary of Sick Policy

If a child is not able to participate in all daily activities, or whose symptoms indicate an illness that can be easily communicated to other children, or staff, then the daycare will ask you to pick up your child. Teachers will always put the children's health first, and are very respectful of your time: asking a parent to pick up their child if he/she appears ill is done only after careful observation of the child and any symptoms. The daycare will post a notice on the parent board when a diagnosed case of a particular illness has appeared in your child's class or in the daycare to keep your family informed. Your child's teachers will have a copy of the symptom guide and treatment fact sheet for you to take home, if required.

This policy is subject to change and may be updated when needed.