



**Nessie's**  
Jigsaw Inc.

Out of School  
Care  
Parent Handbook  
2023

## Welcome

Thank you for choosing Nessie's Jigsaw Inc. as a partner in your child's growth, learning and development! Along with this handbook, there is a registration package containing green and white forms. Anything green must be read, signed and returned, and anything white is to keep at home for future reference. Please ensure the completed registration package is returned prior to your child's first day as these forms contain essential information we must have on site at all times.

### **Child & Family Orientation**

All new children, whether new to daycare in general, or just new to our center, go through a period of adjustment. During this time, staff will be sensitive to each individual child's needs as well as aide them in settling into their respective rooms. Each individual child will be different in the amount of time it takes to settle in, and staff members will work together with parents/guardians to ensure the transition is as smooth as possible. Despite efforts to settle children in, there may be occasions in which children don't settle in. In these circumstances a meeting with the director will be scheduled to discuss whether or not continuing attendance is in the best interest of the child/family. There is no set time limit as each child and family are unique, but each situation will be treated with sensitivity. Children receive a small orientation of where the room they will stay in is located, where the washrooms are located and instructed where they may keep personal belongings. Adults will receive a longer orientation of where to sign the child in and out, a tour of the facility, review of the registration forms and discussions of important policies and procedures. If you have any further questions that were not answered from the tour, orientation or from this handbook or our website, please just ask!

## General Information

### Contact Information

Phone number:	(780) 739 – 5550 (Center 1) (780) 986-0845 (Center 2)  (780) 504-0132(Cell 1) and (780) 504-0265 (Cell 2)
Fax number:	(780) 739 - 5559
Address:	101- 4709-51 Avenue, and 4707-51 Ave, Leduc, Alberta T9E 6Y2
E-mail	nessiesjigsawinc@shaw.ca
Web site	www.nessiesjigsaw.ca

### Business Hours

Our business hours are Monday to Friday 6:30am to 6:00pm.

### Statutory Holidays

We will close for all statutory holidays recognized in Alberta, as well as Easter Monday, August’s Civic Holiday, and Boxing Day. Should one of these holidays fall on a Saturday or Sunday, we will close either the Friday before or the Monday after as a day in lieu. Closure dates will be communicated in advance. Based on yearly attendance sheets, Nessie’s Jigsaw Inc. may choose to close for one or more days during times of extremely low attendance such as during the Christmas holidays or summer time. Any extra days will also be communicated well in advance.

<b>January</b>	New Year’s Day	<b>May</b>	Victoria Day	<b>September</b>	Labour Day
<b>February</b>	Family Day	<b>June</b>	X	<b>October</b>	Thanksgiving
<b>March</b>	X	<b>July</b>	Canada Day	<b>November</b>	Remembrance Day
<b>April</b>	Good Friday, Easter Monday	<b>August</b>	Civic Holiday	<b>December</b>	Christmas, Boxing Day. Other days to be determined by attendance.

### Staff “PD” Days

To maintain our Accreditation status, we will attempt to close 1-2 days per year in addition to the statutory holiday closures. The days will be used to allow staff to participate in professional development sessions, maintain other pertinent documentation that we are required to provide, or complete cleaning of the center. These dates will try to coincide with times of lower attendance, and will be communicated at least one month in advance.

## Our Program

### **Our Program & Philosophy**

Here at Nessie's Jigsaw Inc., we provide high quality childcare aimed at providing meaningful child and adult led activities that are based on the children's current interests. These interests are determined through meaningful observations and documentation done by our great staff team. By creating a program based around themes or projects that the children are indicating an interest in, they demonstrate a desire for greater involvement, and therefore develop in all areas of learning to reach their full potential. With our emergent and play based curriculum, we ensure mutual learning is consistent for the children, staff and families. Exploration of themes will be done through child and adult led activities and projects in our wide range of play centers both indoors and out. Additional activities such as cooking experiences, music activities, language sessions or off site excursions will serve as theme enhancers. We hope that these experiences will prepare the children in our care for not only the school system ahead, but also for their bright futures! We are proudly committed to being partners in the beginning of these bright futures in this excitingly wide world, and this has influenced us in the naming of our age groups at the center after continents around the world. Just as you would travel the world gaining priceless knowledge, the children attending Nessie's Jigsaw Inc. will travel through the different aged playrooms gaining this same priceless knowledge. The out of school care program is called **The North & South America Room.**

Our environment will draw inspiration from the Reggio Emilia program originating from Italy, as well as North American child care influences. The following is taken from Wikipedia, but we welcome families to do their own investigation on the Reggio Emilia Approach!

The **Reggio Emilia Approach** is an educational philosophy focused on preschool and primary education. It is a pedagogy described as student-centered and a constructivist approach that utilizes self-directed, experiential learning in relationship-driven environments. The program is based on the principles of respect, responsibility, and community through exploration and discovery through a self-guided curriculum. At its core is an assumption that children form their own personality during early years of development and are endowed with "a hundred languages", through which they can express their ideas. The aim of the Reggio approach is to teach how to use these symbolic languages (e.g., painting, sculpting, drama) in everyday life. It was developed after World War II by psychologist Loris Malaguzzi and parents in the villages around Reggio Emilia, Italy, and derives its name from the city.

With an environment rich with culture, home like settings, children and adult created displays, natural items and real world materials the children will have a place to call their own to encourage the development of the "whole child". Our philosophy includes a belief that children are capable, competent and resourceful learners. We believe that they are capable of constructing their own knowledge about their world and have a natural curiosity about their environment. With this belief as our base, we can nurture and enhance the children's lives by fostering this curiosity as well as individuality, positive self-images, respect for diversity and others and a sense of belonging to the community as a whole.

### **Our Rooms**

<b>Room Name</b>	<b>Ages</b>
Europe Room	Children aged 0-19 months
Asia Room	Children aged 20 months to 3 years
Australia Room 1	Children aged 3 - 4 years
Australia Room 2	Children aged 4 - 6 years
Antarctica Room	Children aged 3 - 4 years/ or 20 months to 3 years depending on attendance.
Africa Room	Children aged 4 - 6 years

## **Program Planning**

First, our staff observe the children in the rooms as they play and take detailed documentation. From this documentation, an interest (either from an individual child or a group of children) is identified and a theme or project emerges. Our staff then complete a program planning web listing a variety of activities and changes to the environment that will enhance the interest. All areas of the room have a section on the program planning form so you will be able to see at a glance what your child is participating in. Our program planning documents, along with displays of child artwork and documentation (written and photos) of activities or projects are posted in each room. We also work hard on creating and maintaining a variety of “prop boxes” to enhance themes or interests!

## **Developmental Documentation**

Along with the program planning, staff members also complete developmental documentation using a variety of resources on the children with signed permissions. Developmental checklist are used to identify areas of success as well as areas that may require extra attention. We have created a “Learning Passport” to document development in a variety of areas as well as collect artwork from the child. Each time a child moves through a different aged group room, children receive a “stamp” and families are welcome to take home the contents of the Learning Passport. Families may also choose to leave the contents all together for a complete keepsake of time spent at Nessie’s Jigsaw Inc. It is our policy that when a parent or staff member are showing concerns regarding their child’s, or a child in their care’s development, we aide them in finding the right resources to fit their unique needs as a family. When an area of development is identified as “requiring more attention” families will be approached with sensitivity when discussing the developmental documentation. Staff members will document all the things a child CAN do and families can look at the areas in which staff members have not witnessed as being “completed”. Sometimes it is a case of the child being capable of the tasks listed but may not demonstrate it at daycare etc. Should families request/require further information, we have a wide variety of resources we are able to pass on. Our staff members do not diagnose any child, merely document the areas of development they have witnessed.

## **Additional Needs**

As Nessie’s Jigsaw Inc. promotes full inclusion wherever possible, staff will treat each child as an individual and value their unique attributes and qualities. Parents/guardians, please discuss any additional needs at the time of enrollment to see if the facility and program we offer will meet the needs of your child/ren and your family. Although we aim to adapt our program to the best of our abilities, resources and budget, we also understand that some individual children thrive in alternative environments. At the time of enrollment of a child with additional needs, a partnership will be formed to assess available resources and determine if outside resources are required. Outside resources will be organized by both family and Nessie’s Jigsaw Inc. and Information Sharing Agreements will be used between parties. Should they be required, all costs associated (if applicable) will be the responsibility of the outside service or family. In certain unique circumstances, medical clearance may be requested from a medical professional to ensure group care is a safe choice for the child, support funding may be also requested, but both will be determined on an individual basis. Considerations will be given to different learning styles and activities will be adapted to the best of the staff abilities and resources for all the children, not just children with diagnosed additional needs. Parents/guardians will be required to provide updated information regarding their child’s needs on an ongoing basis.

## **Equality, Diversity & Cultural Awareness**

We want to ensure that all individuals are treated equally and each child has equal opportunity to participate in all activities to the best of his or her abilities. Differences and diversity will be respected and valued at all times, and we are committed to promoting human rights, the dignity of individuals and to social justice. We will create an environment that is respectful of all cultures, especially those represented in the children and families in attendance. We love having feedback or gaining new information from families so please share if you are comfortable! We will make every effort to provide a culturally responsive child care setting by affirming human differences, and the rights of people to make choices about their lifestyle. Our program is designed to incorporate cultural diversity and individualism to benefit the children and their families. The use of print material and other resources will accurately depict images and information regarding various cultures, family lifestyles, styles of parenting, families and religious

backgrounds. Music and different languages from around the world will be shared with the children and activities and experiences will be based on the interests of the children as a group as well as individuals. Children speaking additional languages other than English will be supported with resources to maintain, develop and expand their English whilst respecting each individual language. Multiple languages will be displayed on labels or around the rooms. We will work towards including dress up materials for both genders and encourage children of both genders to use all the materials. We will remove gender washroom labels wherever possible to create a washroom designed for “everyone”. The diverse nature of the Canadian community will be reflected through open ended resources, the promotion of self-initiated play and a range of cultural activities, books, toys and games. Multicultural celebrations will be used to enhance the program and will be introduced and expanded on.

## **Communication**

Communication is a vital part of the partnership we aim to establish and maintain. We use a variety of methods to communicate information. Daily information such as activities, eating habits, toileting habits and sleeping habits are documented in each room using erasable daily sheets. Ongoing communication books may be used to document messages for the future such as child holidays or special events coming up and monthly newsletters and parent resources are distributed via emails. We have created an “Open Communication” list for families willing to openly share their contact information with other families around the Center for things like play dates, exchanges of services, car pools or social activities! There is a center cell phone used for quick text/call communication. Families may use this for informing us that a child won't be in the center that day, updates on unwell children, texting new contact information, asking questions or a variety of other reasons. We use the cell phone to communicate with families by sending pictures for new families settling in, pictures of an injury requiring parent/guardian immediate attention, or group texts (in which contact information may be visible for all contacts) in case of emergency or closure to notify all the families at once. We aim to respond quickly and will do so as is safely possible, but please also note that there is not someone always in the office. There may be times where the center cell phones are in use already, or the staff members are currently engaged with the children so your patience with response time is greatly appreciated.

General information such as menus, inspection reports or notices will be in the front entrance for all to see.

Accident/incident forms are used to communicate accidents or incidents that the child may have had during the day. Please be advised serious incidents or accidents warrant immediate contact of the parents/guardians and if no one can be contacted, we will move onto the emergency contacts. These forms are required to be signed upon collection of the child and kept in the individual child's files and will be kept confidential.

## **Open Door Policy**

Nessie's Jigsaw Inc. has an “open door policy”. Should you have questions, comments or concerns regarding the program, environment, or staff members, you are encouraged to speak to your child's room staff initially. Upon unsuccessful conflict resolution, please speak to the Assistant or Directors, or in certain circumstances, you may feel more comfortable sending an email or text. All staff members will aim to be a partner in positively solving the conflict or issue and in turn love hearing the positives! We also encourage family members to come in and participate in activities to spend time with their children as well as the other children at the center!

## **Grievances**

We understand that there will be occasions in which conflicts will arise. In the event concerns are brought forward, we will address them promptly to achieve an outcome focused on resolving the issue in a professional and ethical manner with a positive outcome. All concerns or grievances will be treated seriously and with respect to all parties involved. Parents/guardians will be encouraged to raise general concerns with primary staff caring for their child first. If no resolution can be achieved, the parents/guardians should be directed to the Director or designated person in charge. A discussion of possible outcomes or strategies required to move forward will then take place. Staff members will attempt to resolve the issue to the best of their ability, and can arrange a meeting with the family outside of business hours, or at an acceptable time if necessary. Constructive criticism can be an effective tool and parents/guardians are actively encouraged to provide feedback to the staff members, Center Director or designated persons in charge. Parents/guardians are invited to attend parent focus meetings or to the first fifteen minutes of staff meetings to voice any concerns, ask any questions or provide input. Parents/guardians may also provide feedback through confidential surveys, suggestion boxes, email, texts or phone calls. All staff will respect the privacy of the family when addressing a concern or grievance, and will work as partners with parents/guardians to

provide the best possible care to the children. This will be especially important when dealing with issues that involve another child or family. Grievances with other families will not allow for confidential information to be shared without consent. Staff members will be unable to discuss information relating to other children or families with the family that has the grievance. Individuals that choose to use profanity, aggressive or threatening behaviour towards the staff or other families will have our child care agreement terminated and fees paid and/or deposit will not be refunded. As mentioned above, we strive for a successful “open door policy” so appreciate any issues being addressed directly through the staff members at the Center. It is all too often these days that families take to social media to “voice a concern” or “gain advice” on situations as initial means of resolution. We feel this is not the way to successful positive conflict resolution and want to create a partnership with families for positive outcomes. Sharing confidential information about staff or other families on social media may warrant the termination of the child care agreement, however each individual situation will be considered accordingly.

## **Program Involvement**

We aim to create a partnership with families and the community to support all the children attending the center as well as acquire valuable information that pertains to the family and center. Becoming involved in the community is a vital part of our program as we want to ensure the children form a positive relationship with their community. We also love having visitors to the center! The connection and partnership between home, center, and community is a powerful one that we wish to enhance wherever possible. Staff members will remain respectful for the contributions of the visitor as well as maintain confidentiality at all times. No visitor to the center will be left with unsupervised access to any child, and will not be counted in supervision ratios. Parents, guardians, extended family members as well as community members are invited to come into the program to share a variety of experiences and information with the children. Some aspects we encourage visitors to attend the center is to discuss an occupation, demonstrate a skill, play a musical instrument, share a hobby, share cultural background, read a book, do an activity, or for social events such as mother/s father’s and grandparent days, or other special celebrations etc. We also encourage volunteers on field trips when requested. Visitors will not be permitted during times of rest or if the visitation causes distress in the child/ren.

## **Termination of Care**

There are a variety of reasons the child care agreement may be terminated. Families or the center may initiate the termination of care. Some examples a family may terminate care are: moving away, change of employment circumstances, loss of subsidy, personal conflicts with the center etc. Some examples Nessie’s Jigsaw Inc. may terminate the child care agreement are: not receiving payments for care, multiple incidents that remain unresolved, aggressive behaviour towards the staff, feeling the partnership between family/center is not a good fit, or simply not having enough space for a child to move up to the next aged group room etc. Each circumstance will be documented in writing and dealt with individually to determine courses of action, time lines and other financial responsibilities.

## Financial

### **Registration & Deposit**

\$140 registration and deposit fees were charged for each child. Please remember \$40 of that fee is non-refundable, but the \$100 is refundable, providing we receive a month notice for child care agreement termination. Nessie's Jigsaw Inc. may not refund the deposit in the case of families not giving the required notice, having an outstanding payment, subsidy amounts were not full paid, or in some cases if the family has been asked to leave the center. Non subsidy families may take \$100 directly off the last month's payment for child care whilst subsidy families will be issued a cheque or EFT once the subsidy funds are paid to the center.

### **All Fees**

<b>Room/Age</b>	<b>Full Time</b>	<b>1 Day Drop In/Extra</b>
<b>North &amp; South America Room 1 &amp; 2</b>	September- June \$515	\$50
	July & August \$725	

*Prorated fees will be done for families not requiring subsidy and starting after the 1<sup>st</sup> of the month.*

### **Notice Period**

Families are required to give one month notice if a child care space is no longer needed. As mentioned above, the \$100 deposit will be credited to the last month's fee provided the full month notice is given and no fees are outstanding. Failure to provide adequate notice of termination of care may result in full fees owing for the month. Subsidy families will be issued refunds directly and non-subsidy families may simply deduct \$100 from the last month's payment.

### **Subsidy**

We can accept families qualifying for subsidy providing government approval documentation is provided. We accept online conditional approvals, letters of approval, or if the child is on the main list of qualifying children for Nessie's Jigsaw Inc. We also require families to read, sign and return our subsidy agreement form. If the full amount of monthly subsidy is not paid for any reason, families are required to immediately pay back any and all funds not covered by the assumed approved subsidy amount.

### **Payment Dates**

Child care fees are due on the 1st of the month, or the next business day after if the 1st falls on a weekend or a statutory holiday. Alternative payment options are outlined on the financial agreement form for families needing to split the payments between the 1<sup>st</sup> and 15<sup>th</sup>. Payments will be made for the month ahead.

### **Methods of Payment**

Child care fees may be paid via cheque or EFT. Multiple post-dated cheques are acceptable.

### **Late Payments**

Payments made after the designated date (according to the Financial Agreement) are subject to a \$25 late fee and child care will be suspended until the full amount is paid. If the fee and late fee are outstanding for a period of 2 weeks, the child care space can be terminated at the discretion of the center directors.

### **NSF Cheques**

Returned cheques due to insufficient funds will have a fee of \$25 and the repayment of fees will be due immediately before attendance can continue. Nessie's Jigsaw may choose not to accept personal cheques at the discretion of the center director if multiple NSF payments are occurring.



## **Late Pick up Fee**

Our centers close at 6:00pm sharp. Children left onsite after this will be subject to the following charges:

Late pick up between 6:00pm-6:15pm will be an automatic charge of \$40.

Late pick up between 6:15pm-6:30pm will be an automatic charge of \$60.

Families picking up late the first time will receive the charge based on the time the children leave the center.

Families picking up late the second time will receive the charge based on the time the children leave the center as well as a written warning.

Families picking up late a third time will receive the charge based on the time the children leave the center as well as a final written warning. If a fourth late pick up happens, the child care agreement will be terminated and the family will need to find alternative care for their child/ren. All late pick ups will be documented with dates and times.

## **Receipts**

Monthly receipts will be given upon payment, please keep them as proof of payment. Tax receipts will be given for all payments made for the tax year. Monthly receipts should be picked up by families from the front entrance.

## **Fee Reviews**

Monthly fees will be reviewed annually to ensure they are consistent with the current economy as well as industry standards. Monthly fees are subject to additional reviews based on fluctuations in government set incentives such as minimum wage increases etc. A minimum of one month notice will be given for fee increases. All families are responsible for keeping up to date with fee changes and monthly amounts.

## Attendance

### **Sign In & Out**

Room specific child attendance sheets will be kept in each room. Persons dropping off and picking up children are required by Nessie's Jigsaw Inc. as well as Alberta Child Care Licensing to write the time the child is dropped off and picked up as well as initial at the end of the week. Please do not complete "total" sections on these sheets as there is a specific format they need to be documented in.

### **Release of Children**

Nessie's Jigsaw Inc. will never release a child to anyone appearing to be under the influence of drugs or alcohol, including parents/guardians. The child will be able to stay at the center until a suitable person arrives to collect the child, however late fee costs will apply. We will also never release a child to a person not listed on the approved pick up list in the child's file, or without verbal or written consent from a parent/guardian. Should there be a change in the persons allowed to pick up a child, a quick phone call or text to notify the center will be suitable. When this happens, the parents/guardian must provide a first and last name for the person picking up the child and that person will be required to show a staff member a piece of government issued piece of ID such as a passport or driving license. There may be times where biological parents may disagree on issues regarding picking up a child for a variety of reasons. We are not legally allowed to deny a biological parent access to their child without legal documentation. However, parents/guardians may limit access to the child at their discretion with regards to other people such as aunts, uncles and grandparents. Persons not able to pick up a child must be clearly designated on the emergency form.

### **Extended Absences**

We understand that families may require an extended absence from the center for a variety of reasons such as maternity or paternal leave, death in the family, illness or vacations. Unfortunately, we are unable to hold a space for extended absences without compensation of the full fee for the amount of time off. Fees will not be discounted for low attendance.

### **Drop Off Cut Off**

To aid us in maintaining appropriate staffing numbers there will be a daily drop off cut off time of **10:00am**. If you require a drop off time after **10:00am**, arrangements must be made prior to or the day of (before 9:30am) to arrange a time with a staff member. Please try to arrange a time that is not between the hours of 11:30am to 2:30pm as to not disrupt sleeping or resting children. Failure to arrange a time with a staff member may result in the child/children being unable to attend the center that day. During the months of June, July and August, the cut off time will change to **9:00am** to allow for walks or visits to community parks before the hottest parts of the day.

### **Arrival and Departure**

Children should arrive at the center fed, changed, healthy, clean and ready to participate in all the activities provided. In turn, children should leave the center changed, as clean as possible after having had a busy day and staff will do their best to ensure this happens, however please dress your child in daycare and weather appropriate clothing including a set of indoor and outdoor footwear.

## Personal

### **All About Me**

To aid us in providing more personalized care for the children here; we have the “All About Me Form”. In addition to providing important personal information, we ask that parents/guardians set 3 goals for each child for each room. For example, a new child in the Asia Room may have a potty training goal for their child and a child in the Africa Room may have a learning to tie their shoes goal. We will revisit the goals when the child is approaching a room move to the next age group.

### **Activity Authorization**

Children will participate in a number of activities on a daily basis. These activities could include sand play, water exploration, climbers, slides, sprinklers, ride on toys, painting, play dough, construction and/or cooking activities etc. Children will be provided with appropriate protective clothing such as paint shirts however, we encourage you to dress your child/children in clothing that allows them to explore and participate in all the activities.... even the messy ones!

### **Toileting & Personal Hygiene**

There are times where children of this age group will have occasional toileting accidents. To prevent embarrassment, the staff will treat these situations in a respectful and confidential manner as much as possible. If a staff notices a child has had an accident, we will ask the child if they require any help and encourage the child to change their clothing. Please keep a spare set of clothing at the center for situations such as these or other reasons why the children may need a change of clothing. As children get older in this room, there is a potential for some girls to experience menstruation while they are attending Nessie’s Jigsaw Inc. Please speak to your child about what to expect, how to use and properly dispose of feminine hygiene products, and notify staff if your child will be requiring these products. When required, the family will be responsible to provide all products of choice, but the center will provide a discrete location with easy access to the child on site. Our doors to the bathrooms are equipped with privacy locks to allow solitary use. Early morning risers and families requiring early morning care are welcome to bring their own personal grooming materials. Brushes, combs, toothbrushes and toothpaste can be kept in the child’s “cubby” for easy access.

### **Nutrition, Eating & Our Menu**

In this program, the children are required to bring their own food on PD days and school holidays. Just as you would pack and lunch and snacks for school, please provide your child with enough nutritional food to last an entire day of playing and learning! During summer break, our center offers an option of two snacks and a lunch provided by the daycare for an additional fee. If you choose this option during our summer program, we operate with a 4 week rotational menu. We provide at least 50% of a child’s daily nutrient intake and takes into consideration that a child will have at least one other main meal whilst at home or out of the center. We use the Canada Food Guide for portion sizes and menu item guidance. We also appreciate family input for menu ideas, and recipes always welcome! The menu is posted at the front entrance and a copy can be requested to follow along at home. Any changes to the menu will be posted next to it. The first Monday of the month is “Multicultural Menu Monday” to introduce children to unique food items from around the world.

### **Allergies**

We are a **NUT & ALLERGEN AWARE CENTRE, not a nut or allergen free center**. Some of the menu items may contain traces or nuts or be produced in a factory containing nuts. Children will also be exposed to other common allergens such as dairy products, fish, eggs, and wheat products. Children with an allergy will be provided with a safe meal alternative and will be accommodated to the best of our ability. Similar menu items will be used as to discourage children being singled out. Children with many severe allergies may be advised to bring their own food as set out in the Nutrition Agreement Form. Children will be supervised during meal times and although sharing will be encouraged around all other areas of the center, during mealtimes with food items, (especially ones from home), it will be strongly discouraged; special occasion treats may be discussed. If your child experiences allergies or intolerances to food please fill out the appropriate forms complete with an action plan in the event your child comes into contact with an allergen.

## **Room Routines**

Each room will have a routine guideline, however all routines can be catered around the children and their individual and group needs. Sample Room Routines can be viewed in the child care rooms.

## **Rest**

With a day full of activities, younger children will require either a nap or quiet resting period. During non school days when the older children are in attendance all day long, they may also wish to have some “down time”. After lunch, there will be quiet activities provided, lights will be turned low and sometimes media time will be used. This will also provide the older children with a bit of a relaxation period before participating in an afternoon of activities. Blankets, comfortable clothing and sometimes even pajamas are welcomed on non school days.

## **Materials to Provide**

Parents/guardians are required to provide the following items to leave at the center.

1. At least one full change of clothing including socks, underwear, shirt and pants.
2. All food and drink items for children on PD days, and during summer holidays if not choosing the meals and snacks included option.
3. A blanket for sleep or rest, and a snuggle/stuffed toy if your child wishes on non- school days.
4. Indoor shoes.
5. Creams or lotions required, chap stick etc.
6. Weather appropriate clothing.
7. Toothbrush and toothpaste (some wish to have children brush teeth before going to school after having a morning snack).
8. A family picture.

## **Materials From Home**

Materials from home may be brought on Fridays and non school days. Please remember that the daycare is not responsible for lost or broken materials so do not bring sentimental or fragile toys. All media will be subject to the terms outlined in our media use agreement in the registration handbook. The rules for bringing materials from home during the school holidays such as December break or summer break will be discussed at each break.

## Health & Safety

### **Hygiene**

Children are expected to arrive at the center changed, fed, healthy and ready to participate in the busy fun-filled day ahead. During the day, staff members will ensure that children wash their hands especially before and after meals, toileting routines, playing outside or participating in messy play activities. Staff will also change children into a new clean outfit if they become dirty or wet. Staff members will assist the children in hand and face washing after meals as well as help with teeth brushing. Staff members will use a variety of cleaners during the day to sanitize the toys, tables, floors or materials. Children will not be in close proximity to any chemicals or cleaners.

### **First Aid**

There may be times when your child will require first aid to be performed; Nessie's Jigsaw Inc. staff will take every measure to assist your child in times of need. Staff may perform acts such as CPR, Heimlich maneuver, or administering an approved EpiPen. Staff members will follow all instructions given by all EMS professionals to preserve the life of the child/ren. Staff members will have their first aid certification status posted with their qualifications.

### **Medication Administration**

There may be times where your child will require the administration of medication while in our care. Should this occasion arise; there are some specifics that need to be followed. Parents/guardians are required to fill out the appropriate forms and any medication needs to be in its original container. The container has to have a doctor or pharmacist's label clearly stating the medication name, the dosage, the child's name, the dosage frequency, and how it is to be administered. Staff members will not be able to administer a first dose of medication to any child to avoid any dangerous reactions. In addition, staff members will only be able to administer over-the-counter medication such as Tylenol® providing it is signed in with a specific time. It can never be "as needed" and we prefer if it has a doctor/pharmacist label on it, but it is not required. Over the counter medication will not be able to continue for more than 2 consecutive days. If your child requires emergency medication such as Tylenol® for fever reduction to prevent seizures or an EpiPen®, you will need to fill out the Emergency Medication Form and will be required to sign it each time the medication had to be administered.

### **Emergency Forms**

An emergency form is completed for each child in our care and updated every 6 months. Copies are kept in the office, in each room as well as in the emergency backpack to remain portable when the child goes outdoors or away from the center.

***\*When filling the emergency form out, please note that 2 emergency contacts must be provided. They cannot have the same address as each other or as the child. A parent may be listed as an emergency contact if they do not live with the child for the majority of the time. Addresses must be a physical location and not a P.O Box number. Please don't leave any blank spaces.***

## Illness Policy

For the safety of all the children and staff members, there will be times that your child may not be able to attend the center. The following circumstances will require your child to be removed from the child care center for the appropriate time. Please notify the center if your child contracts a communicable disease within 24 hours.

Condition	Time away
Vomiting (one or more times)	Minimum 24 hours after being removed from the Center/last time vomiting.
Diarrhea (two or more times)	Minimum 24 hours after being removed from the Center or last loose bowel movement.
Fever (over 99° F or 37.5° C)	Minimum 24 hours after the fever has diminished.
Feeling unwell, constantly crying or requiring one-to-one attention for an extended period of time	Minimum 24 hours
Any communicable illness such as strep throat, lice/nits, chicken pox or roseola (baby measles), hand/foot/mouth etc.	Follow Capital Health recommendations. These will be posted in the Center or you may contact them at <b>(780) 408-5465</b> .

Should a child be in our care and develop signs of illness we will contact the parent/guardian or emergency contacts as well as provide comfort to the ill child, move them away from the other children, provide them with a rest mat to lay down on, remove socks/shoes and provide a drink of water when showing signs of fever, help them in the washroom for bodily fluids etc. Staff members will watch for signs of worsening symptoms and take the appropriate precautions.

## Behaviour Guidance & Bullying

As with all group care and schools, there are going to be incidents that arise between the children. It is our policy to positively manage all child behaviors and guide children to behave in socially acceptable ways in which they can grow and reach their full potential. When undesirable behaviors occur and a child needs to be stopped or redirected, the following intervention methods will be used:

\*Younger children will be redirected or distracted with verbal cues, a new activity or toy to resolve the negative behavior. If necessary, they will be calmly removed from the situation to another activity. Older children will be offered a choice of appropriate activities and staff members will explain why the behavior is undesirable and the effects on others as well as aid the child in making another appropriate activity choice. We encourage older children to problem solve for themselves on a calm verbal level and will be coached through this with key phrases such as "stop it I don't like that", or other "I" message statements. Children will be encouraged to develop self-control and self-discipline.

\*If an older child loses control and is unable to be reasoned with, he or she will be immediately removed from the situation to "calm your body down" in a quiet location to minimize the disruption to the others around him or her. When the child regains composure, a staff member will talk to the child about why he or she was removed and what solutions or preventions could be done in the future and then aid the child to rejoin the play. Staff members will also give the children a warning and explanation of why that behavior is unacceptable and will also discuss any issues and aid the child in how to effectively deal with similar situations. In older rooms, expected behaviors will be modelled and stated in a positive manner.

Discipline will be determined in each individual situation by the staff in the room and the center management team based on approved strategies from Alberta Child Care Licensing and Alberta Accreditation Standards. Behavior management techniques will vary depending on age however physical means such as "time-outs", spanking, or denial of any needs, will not be permitted in any circumstance. Staff members will serve as role models and use appropriate language and communication skills to effectively manage children's both undesirable and desirable behaviors. Alternative measures such as duplicate toys, interesting materials, physical activities, staff interactions with the children, and room layout will be used to prevent the need for discipline.

We are committed to providing a safe environment free from bullying. There is a lot of controversy around the word "bullying". Bullying by definition is a conscious, willful, deliberate and repeated hostile activity marked by an imbalance of power with intent to do harm.

*It is bullying? Here are some ways to determine:*

*When someone does or says something **unintentionally** hurtful and they do it once, that's rude.*

*When something does or says something **intentionally** hurtful and they do it once, that's mean.*

*When someone does or says something **intentionally** hurtful **and they keep doing it, even when you tell them to stop**, that's bullying.*

For us, we reserve the use of that word for intentional incidents of actual bullying behaviours. We avoid using this term for the behaviours of children that are too young or not developmentally aligned to their age, to comprehend the actual concept of bullying. There may be times in which children may demonstrate aggressive behaviours, or behaviours that are perceived by the other children as "mean" or "rude", or those that evoke a physical reaction such as pushing, hitting or even biting. These incidents are types of conflict, children learning their own strength, children learning how to regulate their own emotions, and children learning how to interact with peers etc. These are also all developmentally appropriate in a variety of ages and stages. Of course, when incidents like these arise, we work with both the children and families of all parties involved to help the children express themselves in more socially acceptable ways. Children dealing with conflicts will be helped to work through the situations. Due to confidentiality issues, neither party is able to be notified of the measures taken with regards to the other party in the ways the behaviours are being guided, or even the reasons behind the child's behaviours, but please be assured that each situation is dealt with accordingly and taken seriously. However, when true bullying behaviours are being exhibited, they will be dealt with seriously and may warrant termination of the child care agreement.

## **Accidents & Incidents**

We aim to always implement measures designed to minimize accidents and injuries to children, staff and any person visiting the center. Some examples of this are: keen supervision, staff interactions, keeping materials in good condition, using safe materials, and completing safety checklists. However, even with many measures taken, we understand that there will be accidents and incidents involving the children from time to time. This may be trips, falls, scrapes, scratches, bites, hits etc. As mentioned above, accidents and incidents involving behaviour guidance will be done so in age appropriate and acceptable ways. It is our policy to tend to the illness, injury, accident or incident with appropriate measures, including first aid if applicable and to document all accidents, incidents, injuries or illnesses that occur on the premises, and report them to the necessary authorities as required. Children engaging in unsafe, bullying or other negative behaviours will receive written incident forms. Any child that gets hurt (trips, falls, conflicts etc.) will receive an accident form. All forms are required to document accidents and incidents and must be signed by the parent/guardian as well as the staff members. If negative behaviours are not managed effectively with successful positive resolutions, it may be deemed necessary to terminate the child care agreement.

## **Issues/Damages /Compensation**

In certain situations, a child's behavior may warrant incident/accident forms to follow up negative behaviors. Multiple incident forms for the same or similar behaviors that are not age appropriate, and are not moving towards a positive direction, may be cause for a meeting with the director to determine whether or not continued attendance will be permitted. We understand that wear and tear of materials is part of any childcare facility however, children repeatedly using materials inappropriately or knowingly destroy materials belonging to Nessie's Jigsaw Inc. or others attending the facility will have their parent/guardian notified and may be required to provide compensation for the damage to pay a portion of the replacement cost. In extreme cases, the child/family may be asked to leave Nessie's Jigsaw Inc. Staff members will provide supervision, guidance and model respect for the environment to assist in the appropriate use of all materials.

## **Weather Policy**

In the summer, the children will not participate in outdoor activities if the temperature is above 25°C and also will not be outside during the hottest hours of the day (11:30am to 2:30pm). Children are required to wear protective items such as hats, sunglasses, sunscreen and closed toe shoes. In the winter, the children will not participate in outdoor activities if the temperature is below -25°C, or if the temperature combined with the wind chill is below -25°C. Between -20°C and -25°C it will be discretionary use and limited to older children for a short period of time. Children are required to wear weather appropriate clothing such as boots, snow pants, toque, mittens and jacket while participating in outdoor winter fun. In the event of extreme weather such as tornado warnings/watches, staff will take the necessary safety procedures such as moving the children from the windows and keeping the children calm. Parents/guardians will be notified as soon as it is safe to do so should we have a serious weather concern or have to evacuate the center.

## **Practice Fire Drills & Emergency Evacuation**

To minimize stress and fear in the children as well as maximize the safety of everyone in the building, Nessie's Jigsaw Inc. will conduct monthly fire drills and evacuations. During winter months, the drills will consist of evacuating to just outside the entrance or exit doors. Staff will explain to the children what is expected of them and how to act as well as react to an alarm bell. When possible, the children will hear what the real alarm sounds like to avoid confusion of different sounds for real and practice situations. We will also have plans in place for other emergency evacuations an/or security threats. Any threat to the safety of the children, staff, visitors or surrounding areas will be treated as legitimate. When there is a threat in the immediate area, staff will lock the doors, gather the children to a central location and provide a calming quiet activity or rest place. The center director or designated person in charge will contact parents/guardians to inform them of the situation.

If an immediate threat to the center is received, documentation will be made regarding when the threat was received, how it was received, who the threat was made against, the specific and nature of the threat. Staff members are required to notify the center director or designated person in charge as soon as is safely possible. Threats such as



bombs, terrorism or other threats of damage to the persons inside the building will result in immediate evacuation. In the event of a robbery/theft situation, staff should remain calm, not aggravate the person making the threat, and if possible relocate the children to a safe place within or out of the center. As far as reasonably practical, staff will meet the demands of the robber as long as there no risk to injury or harm to the children or staff. The Director, designated person in charge or a staff member should call 911 as soon as possible.

In the event a child has been removed from the center without authorization (or attempted to be removed), staff members will notify the Director or designated person in charge to call 9-1-1 to report an abducted child. Incident forms will be completed and the incident will also be reported to Alberta Child Care Licensing as a Critical Incident.

## Media & Technology

### **Use of Media**

Children will be exposed to different materials via different forms of media during their time at the center. Such media includes television, active video games, internet resources, cameras, CD's/mp3/mp4 and music samples as well as print materials such as books or artwork. Children using the internet will be actively supervised and the websites will be screened prior to children viewing them, and inappropriate ones blocked (some examples of acceptable websites may be Disney, National Geographic Kids, Little Passports, and activity pages). No child will have unsupervised access to the internet and it will only be used for older rooms. Other forms of media that are used will be limited to once a week according to our media use schedule. For more information, please inquire with your child's room staff. Below is an example of our media schedule:

Children may have up to 30 minutes of television/media per week providing it is either theme related or active in nature. Active television includes dancing dvd's or baby/child yoga. Acceptable theme related options include "How It's Made" videos depicting the real life making of everyday materials, "Discovery Channel" specials depicting real animals, or documentaries relating to a specific theme. Rated G theatrical movies will only be used for special occasions and will allow for a longer period of time.

<b>Europe Room</b>	Monday Morning
<b>Asia Room</b>	Tuesday Morning
<b>Australia Room</b>	Wednesday Morning
<b>Antarctica Room</b>	Wednesday Morning
<b>Africa Room</b>	Thursday Morning
<b>North &amp; South America Room</b>	Friday Afternoon Non-school days School Holidays- days to be decided each time

### **Photo/Video Use**

Photographs and videos may be taken on different occasions such as parties, birthdays, fieldtrips or general activities. The older children may also have access to the use of digital cameras for use in the center. These pictures may be used in the center for a variety of displays and activities only using the signed consent in the registration package. It is mandatory that any child with an allergy or a Do Not Release person listed has their picture and name on our lists in each room. This is for the safety of the children. Any photo/video or audio recording used for promotional means will require signed consent for the individual sample. Children participating in community activities may also have their pictures taken from outside sources. Please indicate "no media consent" on the registration forms if you would like your child to not participate in group pictures whilst out in the community.

# Transportation

## **Walks**

Children and staff will participate in regular community walks to various locations. Sometimes we may just go exploring or have an intended trip such as to the local grocery store or fire hall. Staff members will bring an emergency bag with a full first aid kit and will take continual attendance counts during the trip. Children will be educated about road and community safety. When appropriate, parent/family volunteers will be welcomed and encouraged. Younger children will use a stroller, younger toddlers will use a walking rope, and the older rooms will use a partner system.

## **School & Bus**

We will provide a school shuttle transportation service for children in kindergarten up to grade 6. We will only provide transportation in the morning and after school for out-of-school children but not during the lunch hour. Only kindergarten children may be transported to/ from school during the lunch hour. We are unable to pick up children from school that are unwell, and will do our best to accommodate additional drop off/pick up times for special days for fieldtrips etc. but may not be able to commit to doing so if it conflicts with our regular school route routines.

Children will be dropped off and picked up on the school property. Some children may wait around 10-15 minutes on school property before and after school. Based on individual schools, times may differ, but supervision is available approximately 10-15 minutes before and after the bell.

To remain on schedule and accommodate the schools in our community, we are only able to wait a certain amount of time at each school. Should a child be late, we will make every attempt to have the child paged to the office for collection at the end of the bus run, but may be required to wait until the last school has been collected. Parents/guardians will be notified as soon as safely possible for a child missing the bus. If, under unique circumstances it is unsafe to collect the children from school, it will be the responsibility of the parents/guardians to arrange pick up from the school.

Parents/guardians **MUST** inform Nessie's Jigsaw Inc. if your child will **NOT** require pick up or drop off (unless otherwise arranged), to avoid travelling to a school for no reason or waiting unnecessarily for a child.

If the daycare transportation is not running and schools are open, families are responsible for their own transportation to and from school as the children will be unable to stay at the facility unless staffing allows. They will however be able to attend before and after school as they normally would have, or may stay all day long if the schools are closed.

Children demonstrating unsafe behavior on the bus (including taking their seat belt off whilst the vehicle is in motion, bullying behaviors, excessive lateness, or families failing to notify Nessie's Jigsaw Inc. of a child's absence will no longer be able to use the school transportation service.

### **You can contact the Center at:**

**780-739-5550 (landline 1)**

**780-986-0845 (landline 2)**

**780-504-0132(cell 1)**

**780-504-0265 (cell 2)**

If calling the landline or cells, please leave a message, and if you are calling after 2:30pm please text as soon as possible to notify us, we cannot answer the call whilst driving, and there may not be an extra staff in the office during this time.

There may be a variety of reasons our transportation service may not be able to operate safely. Examples may include but are not limited to: road closures, extreme cold temperatures, unsafe or treacherous weather, unsafe incident at a school, etc.

## **Fieldtrips**

We will participate in a number of fieldtrips during the year. Fieldtrips will be used to enhance the program or focus on a current interest. Children and families will have input towards locations of these trips, and all out of center trips will be communicated to all families prior to the trip and written permission will be required. All details will be provided such as address, time, method of transportation, child to adult ratios, and/or special items to bring. Volunteers are encouraged and appreciated!

## **Emergency**

In certain emergency situations the children may need to be evacuated and transported to a safe location. Such emergency circumstances include tornado, extreme weather, security threats or breeches etc. In the event the children need to be immediately removed, the center vehicle will be used and the safe location will be communicated as soon as is safely possible. Our muster point is across the street from our center in the Bright Path Daycare Center, unless the emergency requires the evacuees to be further away from the immediate area.

### **Bright Path**

5010 48A Street  
Leduc, AB  
T9E 6Y1  
(780) 986-1345

## **Confidentiality**

### **Information Gathering & Sharing**

We understand that some of the work in the center will involve access to private family information. We acknowledge our responsibility to respect the confidentiality of our clients. A family or child's information such as names, addresses, emergency information or photographs will not be disclosed unless written consent has been obtained, with the exception being when it is required to be shared with emergency services to preserve the life of the child. At times there may be circumstances in which information regarding a child may need to be shared between professionals, this will not be done without written consent and will be done respectfully. Staff members are trained to adhere to a confidentiality policy to protect privacy as well as to act in a professional manner.

### **Information Display**

To do our part to the environment, we will limit the number of papers sent home on a daily basis. To do this staff members will use a white board in the room to help communicate personal things about the child's day such as toileting information, eating details or activities participated in. For safety purposes we will display allergy information with pictures in each room for any children with allergies. Artwork is greatly valued and display it with pride! Child attendance sheets must contain the child's full name and birthday which will be visible to all the families using the same room attendance. If you have a concern regarding your child's personal information, please speak to a member of staff at any time.

## **Summary**

If you have any questions regarding this handbook or any of our policies/procedures, please speak to a member of staff. We look forward to being a part of your child's life! Please ensure you have completed the registration package forms.

For further information on all of our policies and procedures, please feel free to request the full document located in the office. All operational documents will be updated yearly.