



Parent Handbook

Contact:

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Philosophy Statement

We believe that children learn through play! Our goal is to provide an environment that encourages learning and growth. The daily learning centres will be enriched with activities to stimulate social, physical, intellectual, creative and emotional development. We want all children to feel safe and comfortable in our care. We will help build each child's self-esteem by providing developmentally appropriate activities to meet their individual needs.

Hours of Operation

Open Monday to Friday. 6:15 a.m. – 6:00 p.m.
Closed on all Statutory Holidays.

Please call before 8:00 am or let the staff know the day before if your child will not be in or if you will be dropping your child off later than expected. Please notify us the night before if you plan to drop your child off earlier the next morning or pick up late the next night. You may also e-mail or leave a message on our answering machine if it is after hours.

What we will supply:

- Morning Snack (8:00 - 9:00, buffet style), two different food groups – fruit or vegetable always offered
- Lunch (11:00), four different food groups
- Afternoon snack (2:00), two different food groups– fruit or vegetable always offered
- bibs, face cloths and towels
- a wide variety of toys/materials and programming to encourage learning through play
- a wide variety of art mediums
- cribs, sleep mats & cots, sheets and blankets
- large fenced in outdoor play space

Flexible Daily Schedule

6:15 - 9:00	Experiential centers
8:00	Come & Go Snack put out
9:00 - 11:00	Experiential Centers indoor/outdoor/community playground
9:00	Diapers
11:00 - 12:00	Lunch
11:00	Diapers
11:30 – 2:00	Nap time (Infants sleep when tired)/Quiet activity time
2:00 – 3:00	Snack time
2:00	Diapers
3:00 – 6:00	Experiential Centers indoor/outdoor/community playground

Fee Policy & Procedure (parent portion)

	Infants	Toddlers	Pre School	School Age
Monthly	776.91 (217.50)	670.48 (217.50)	627.91(217.50)	475.50
Daily	54.39 (10.00)	47.03 (10.00)	43.95 (10.00)	31.50
Hourly	-	-	-	8.40

- Right now the Government pays a percentage of Fees to help make lower childcare cost for families. This is the reasoning for two different fee amounts.
- Fees are charged according to the amount set by the Board and are payable on a once/month basis. The fee schedule shall be the same for all parents whether they are in receipt of subsidy or not in receipt of subsidy. (CCA 24)
- Those paying the full time rate will have first priority to childcare spaces. Part-time children will have the next available spots and casual users will be placed on a first come first serve bases.
- If an account is 90 days past due and no payment arrangements have been made, the account will then be sent to collections with Board approval.
- A \$15.00 late fee will be charged to all accounts that are 30 days overdue. Even if alternate payment arrangements have been made with the Director, the \$15.00 late fee will still be in effect.
- All accounts 30 days overdue, will receive the first notice regarding accounts receivable and subsequent notices until accounts are paid in full.
- Payment arrangements, consisting of dates and amounts, will need to be signed by both the Director and the parent or guardian.
- Parents are required to pay 25% of their full fee while they are in the process of applying/re-applying for subsidy or subsidy is on hold. Once the centre receives payment from Subsidy, parent fees will be adjusted accordingly.
- Parents are required to provide the centre with their childcare schedule/calendar including the dates and times care is needed one week before the last day of the previous month. For each day a childcare schedule/calendar is late a \$5.00/day penalty fee will be charged.
- The schedule/calendar is an agreement between Casper's and the family. Families will be charged for every day indicated on the schedule/calendar they submit.
- Parents are required to call by 8:00 a.m. to cancel children out of care.
- There will be a \$25 charge on all NSF cheques.
- A penalty fee of \$40.00 will be charged every time a child/children are brought to and/or picked up from the Centre 15 minutes outside times specified in the submitted childcare schedule.
- There will be a \$1.00 late fee per child for every minute child/ren are in the building after 6:00 p.m. according to the daycare digital clock on the sign in table.

- All Parents must provide a Social Insurance Number or they will be required to pay their childcare fees in advance.

Fees Procedure:

- Cheques are to be made payable to “Casper’s Early Learning Co-operative Centre”.
- Parents will be billed at the end of the month.
- If the account is one month overdue, childcare will not be provided until the account is paid in full. If payment arrangements have been made with the Director and are being accurately followed then care may resume.
- If the signed payment arrangements are not being followed, this will result in immediate termination of care until payments are paid in full. Upon discretion of the Director, the parent or guardian will be put on a prepaid list for any further care required.
- If an account is 90 days past due and no payment arrangements have been made; a final letter of payment will be sent out. This account will then be sent to collections with Board approval
- The director will present all overdue accounts to the board. The board will approve sending overdue accounts to a collection agent.
- Parents will be asked to pay the ECE who stayed late the late pick up fee.
- If Parents do not call by 8:00 a.m. they will be charged for the contacted hours for that day indicated on the agreement for childcare services or the submitted calendar for that month.
- If a child is dropped off later than the time specified in the care schedule you will not be charged the \$40.00 penalty.
- If a child is picked up earlier than the time specified in the care schedule you will not be charged the \$40.00 penalty.
- If a child is dropped off more than 15 minutes earlier than the time specified in the care schedule you will be charged the \$40.00 penalty.
- If a child is picked up more than 15 minutes later than the time specified in the care schedule you will be charged the \$40.00 penalty.
- Children may be turned away from the centre if they arrive outside of the times specified in the submitted childcare schedule until enough staff are present to meet regulated staff/child ratios.
- Precedence will be given to fulltime children of families who have submitted a calendar the prior month.
- Part-time spots will be allocated to children based on days submitted on the prior month’s calendar.

Subsidy

Casper’s Early Learning Co-operative Centre is government subsidized. It is the responsibility of the parent to apply and reapply for the Government Subsidy from Saskatchewan Social Services. The required forms and information are available from the Director.

Parent Involvement & Open Door Policy

Casper's Early Learning Co-operative Centre shall be open to parents of the children attending the facility during the hours of operation. We encourage parents to come in or call the centre at anytime. Parents are welcome to contact the director if they are interested in volunteering at the centre. Volunteers are always welcome!

The best way to be involved at Casper's is to attend the Annual General Meetings and to sit on the Board of Director's. As a Board Member, you receive regular updates on what is going on at the centre and you have a say in Policy enforcement, development and changes.

Supervision

These guidelines will be followed when providing supervision for your children:

- 1) Children are always within hearing distance, never behind closed doors.
- 2) Children will be allowed to float freely from each play area. There will be continual interaction with the children to encourage learning through play. Their play will be monitored in each play area continually. The childcare centre is childproofed, and it does have safety gates to prevent injury.
- 3) The children will not be allowed in the yard without supervision.

Smoking

Smoking is not permitted in the childcare centre. There will be no smoking permitted on the childcare centre's property.

Toys and Food from home

There are plenty of toys here at the centre so all toys from home must stay at home. Please do not bring food from home unless your child has food allergies and you have made special arrangements with the director. Treats will be allowed on special occasions (e.g... birthdays or holidays). Please check with us before bringing a treat.

Records and forms

Parents are responsible for completing and returning all forms, both to the daycare and to the subsidy office:

- 1) Child's Health Resume
- 2) Social Resume
- 3) Agreement for Childcare Services
- 4) Excursion and Transportation Consent
- 5) Child's Medical Certificate
- 6) Photo Consent

Termination of care

Two weeks notice will be appreciated when withdrawing your child from childcare. Termination may occur for the following reasons

- 1) non-payment of fees
- 2) verbal or physical violence from the parent or child
- 3) a child is finding it hard to adjust to the centre

Pick up and Drop Off

- Parents are responsible for their children's transition into the centre in the morning. Parents are required to bring their children into the centre in the morning to assist them getting off their outdoor clothing and getting on their indoor shoes.
- It is also the parent's responsibility to get their children ready to leave the centre at the end of the day – put on their outdoor clothing, put their indoor shoes away. If there are special circumstances like extracurricular activities that your children need to be ready for at pick up; arrangements can be made with the staff or Director ahead of time.
- Children will be walked to and from the Elementary before and after school. We leave the centre in the morning at 8:40am and pick the children up from school at 3:25pm.
- If children are required to walk to the centre by themselves after school/extracurricular activities (after our regular after school pick up) parents are responsible to provide the centre with a note giving their child permission to walk alone.
- In the entrance of the centre, parents will find a sign in/sign out binder which contains a sheet for each family. It is important to record the time your children are dropped off in the morning as well as when they are picked up. At the end of every month, parents will be asked to sign the monthly attendance with the monthly fee. These need to be signed by a parent to confirm the hours of care that were provided.

Weather and Outside Time

- Children are required to play outside everyday unless the weather is colder than minus 20 degrees Celsius with the wind chill factor for infants and toddlers and minus 25 degrees Celsius with the wind chill factor for preschool and school age children.
- A combination of sun protection measures are used for all outdoor activities from **April to the end of September** and whenever UV levels reach 3 and above.
- Children who do not have sun screen will be dressed in tops with elbow length or longer sleeves, and if possible, collars and knee length or longer style pants.
- Children will be kept indoors between 11:00 am & 3:00 pm when UV levels are 6 and higher.

- All babies under 12 months are kept out of direct sun when UV levels are three and above.
- If the children are not dressed for the weather, staff will dress the children in spare clothing stored at the centre.
- All wet or soiled clothing will be hung to dry or stored in plastic bags for the parents to take home to wash.

Late pick up policy

There will be a late fee for those parents who pick up their children late in the evening. There will be a \$1.00 late fee per child for every minute child/ren are in the building after 6:00 p.m. according to the daycare digital clock on the sign in table.

The only people allowed to pick up your children are yourself and the listed emergency contacts. Please advise ahead of time if someone different will be picking your children up. Picture ID will be required if staff do not know the person picking up.

Holidays

Please notify us as soon as possible if you are taking your child out of care for holidays.

Children's Illness

Communicable diseases can spread rapidly through a program. For this reason, we have several policies that will help all the children, parents, and staff stay as safe and healthy as possible.

Children should be able to fully participate in daily program, outdoor play, walks etc. If your child is too ill to comfortably participate in the regular day, they should remain at home until they are feeling better. If a child becomes ill while at the program, the parents or emergency contacts will be notified immediately to come and pick up their child.

Children with the following symptoms will not be allowed to attend the childcare centre.

- high fever (102 degrees or over)
- chronic diarrhea (at least two in the day)
- any communicable diseases (e.g.. pink eye)
- vomiting within the last 12 hours
- severe cold or cough
- undiagnosed skin or eye infections

Medication

Medication will only be administered under the following conditions:

- 1) Parents give written consent
- 2) The medication is in the original container with the child's name on it and correct dosage to be given.

All medications must be kept in a locked container. Please DO NOT leave any medication in your child's locker or back pack/diaper bag.

Injuries

- Parents will be notified at pickup time if there were any minor injuries that day and the type of first aid that was administered.
- If a child requires medical attention, parents will be notified immediately. Emergency contacts will be contacted if parents are unreachable.
- All injuries will be recorded and signed by the parent, staff and the director.

Child Management

Here are the methods of guiding children's behavior that will be used in the childcare centre

Infants/Toddlers child management:

- 1) Redirect children to another space or activity (distract them)
- 2) Make sure there are a sufficient number of toys to avoid conflict.
- 3) Remove the toy or change the activity which is causing the problem.

Preschool/school-age child management:

- 1) Encourage socially acceptable behavior (reward and acknowledge good behavior)
- 2) Teach the children problem solving skills and self-responsibility.
- 3) Teach the children to recognize their feelings and learn self control
- 4) Provide a developmentally appropriate curriculum and environment to promote self-esteem and keep the children busy.
- 5) Staff will express themselves with clear expectations and always inform the children of the rules ahead of time.

At no time will humiliation, degrading or physical punishment be used!

- *We feel that time out can be over used or misused; therefore we prefer to use a form of redirection with children as a last resort. If a child refuses to listen to words he/she will be asked to leave the play area or the situation to calm himself/herself down and think about what has happened. The child may be asked to find something quiet to do until he/she feels ready to join in acceptable play.*
- *Our goal is to never use the word "NO" in front of children unless it is a life-threatening situation. Rather, expectations will be stated (tell the child what e/she should do) or he/she will be given reasonable choices for a more acceptable form of behavior.*

Allergies

Any known allergies of your child will be posted for all staff members to see. If the child requires completely different meals, the responsibility would be for the families to provide the child with snacks and lunches from home. Please do not bring food into the program without checking first with a staff member. The centre is a nut & fish free facility.

Fire Drills

Fire drills are carried out monthly, and at different times of the day. The procedures require that the children do not stop to put on coats or shoes; but leave the building immediately as they are. **Children are required to wear indoor shoes at the facility.**

Fire drill procedures are kept in a binder or placed in a visible area for the fire inspector, staff, parents and volunteers to view. If parents or volunteers are present during the fire drill, they are required to participate in the drill.

Intoxicated Adult

If staff suspect that the parent or authorized person has consumed too much alcohol or is under the influence of drugs, and is driving a vehicle, they will not be allowed to leave with their child. The staff member in charge will work with them to make alternative arrangements to get the child home safely, and to have someone to care for the child. (Safe transportation to and from the center is important to the well-being of your child.)

Harassment

Harassment will not be tolerated at Casper's. The definition of Harassment according to the NESD's Administrative Procedures Manual is:

- a. Personal harassment is any objectionable behaviour, comment, or display by a person that:
 - i. is directed at another employee, student or volunteer
 - ii. is based on, but not limited to race, creed, gender, physical appearance, age, sexual orientation, marital status, family status or disability. Examples of such harassment may include unwanted physical contact, inappropriate jokes or teasing, display of derogatory materials, or conduct which may reasonably cause hurt, humiliation, or awkwardness so as to negatively affect an individual's well-being, work relationships, or job performance
 - iii. Constitutes a threat to the health or safety of the worker
- b. In addition, under Harassment we believe that the concept of bullying needs to be addressed.

The North East School Division defines bullying as a situation where one or several individuals persistently over a period of time perceive themselves to be on the receiving end of negative actions from one or several persons, in a situation where the target of bullying has difficulty in defending him or herself against these actions.

c. Reasonable supervisory practices towards employees and students are not to be construed as personal harassment.

What you need to supply:

- Bottles and milk, formula or breast milk for in the bottles (soothers)
- Baby food and baby cereals. (If your child cannot eat what is provided at the centre)
- Please ensure that you send enough diapers and wipes to last the day, or feel free to bring a pack of diapers and wipes to leave in the center.
- Every child is required to have indoor footwear as well as an extra set of clothing at the center.
- Please provide lotion sunscreen from April to September. SPF 30 or higher, broad spectrum, water resistant, lotion sunscreen is required. Aerosol sunscreens are not allowed in the centre.
- Please dress your child in play clothes so they are free to participate in the daily activities.
- Please label your child's clothing- jacket, boots, mitts, toque, blanket, etc. We will be spending time outside daily. Providing clothing for changes in weather is a great idea.
- Special foods required in your child's diet that are not included on our menu
- Please provide a water bottle for your child that is labelled to stay at the centre.

Please remove this back page, sign and give to the Director to place in your child's file at the centre.

I _____, have read and understand the terms outlined in the Casper's Early Learning Co-operative Centre Handbook and agree to abide by the terms.

_____ Parent's Signature	_____ Date
_____ Director's Signature	_____ Date