



## OUR POLICIES

### ADMISSION/DISCHARGE AND FEES

- 1) All registrations are processed on a **“First Come First Served”** basis.
- 2) Registrations requirements are considered complete only when **all** required forms are completed, signed and submitted as directed by the center director or owner.
- 3) A deposit of \$250/- and a completed Pre-Authorized Debit form must accompany the Registration Form. All remaining documents must be submitted 2 weeks prior to the child’s starting date at the center. Deposits can be paid via cheque, cash or credit card online and will be credited towards the **last months fee**.
- 4) All fees are due on the **1<sup>st</sup> of the month** and are collected via a Pre-Authorized Debit. If the 1<sup>st</sup> of the month falls on a weekend, the fees will be collected on the next business day.
- 5) In the case where the Pre-Authorized Debit is dishonored by your financial institution, the full fee plus a service charge of \$35/- must be paid via a certified cheque, bank draft (payable to *“Willow Park Child Care Ltd.”*) or cash by the **5<sup>th</sup> business day of the month**. A late payment penalty of \$2/- per day will be charged if the fee is not received by the 5<sup>th</sup> business day of the month. Fees not paid within the prescribed time can result in suspension or termination and further collection efforts may commence.
- 6) It is the parent/guardian’s responsibility to apply and extend subsidy on time. The center will take no responsibility for subsidy approval and without subsidy approval, the entire amount of the childcare monthly fee will be charged.
- 7) Monthly childcare fee will be adjusted according to the changes of your child's age. Willow Park Childcare reserves the right to change the fee schedule. Families will be given a **30 day advance notice** of any such changes.
- 8) Willow Park Childcare, its director and owner, retain the right to enforce the withdrawal of a child at any time, when it is deemed in our opinion, that the child should not attend due to behavioral, health & safety and/or financial reasons.
- 9) Aggressive and/or inappropriate behavior of the parents/guardians towards the any staff member of the center or other parents is not acceptable at any time and may lead to suspension or termination of the child from the center.
- 10) Parents/guardians may withdraw their child from the center with a **one month notice of temporary or permanent withdrawal** provided in writing or via email to the director or owner of the center. If there is no notice of withdrawal provided or if the notice is less than one month in advance, the deposit will not be returned.
- 11) In case of a temporary withdrawal a permanent spot cannot be guaranteed, and your child might be placed on a waitlist.



## OUR POLICIES

### LATE PICK-UP OR DROP-OFF POLICY

- 1) Parent/guardians must familiarize themselves with the center's hours of operation. In order to safely pick-up your child and collect all their belongings, kindly arrive 15 minutes prior to closing time (i.e. 5:45 PM at the latest)
- 2) The center must be notified as soon as possible if you are unable to pick-up the child by closing time. A late pick-up fee of **\$1/- per minute per child** will be charged for the time the child is at the center past closing time.
- 3) To avoid these disruptions to the center and children's routines we cannot accept any children after **9:30 AM**. The staff has the right to refuse drop-off to anyone after this time. Considerations will be given only to children who have a doctor's or other medical appointment. Please inform the office/staff about any such appointments at least one day in advance and you will be allowed to drop off/pick up at the scheduled time.

### CHILD ACCEPTANCE & RELEASE POLICY

- 1) We will not release the child to anyone other than those listed as a parent or guardian on the Registration Form unless the parent or guardian informs the center director or owner in writing. Phone calls will only be accepted in case of an emergency. You will be asked to provide the **secret password** provided by you on the Registration Form when you call the center to inform us with the details of the alternate individual picking up your child. The individual picking up the child must provide Government-issued photo identification and the secret password to the center staff prior to the child being release to them.
- 2) The center reserves the right not to release the child to anyone picking up the child who does not appear to be in a responsible condition.
- 3) Willow Park Childcare and staff may refuse acceptance/drop-off for a child who appears sick due to health concerns for other children and staff members.
- 4) In case of an emergency such as flood, fire, epidemic and severe weather conditions, Willow Park Childcare and has the right to refuse any children drop off.

### VACATIONS AND EXTENDED ABSENCES

- 1) If your child will be away from the Center for an extended period of time, please let us know at least **2 weeks in advance**.
- 2) Please note that fees remain in effect regardless of absences due to illness or vacation and or center closures.



## OUR POLICIES

### EMERGENCY CARE

- 1) Emergency care will be provided in case of an accident or illness.
- 2) Parent/guardians or one of the Emergency Contacts listed on the Registration Form shall be informed of the incident as soon as possible.
- 3) An ambulance may be called in an emergency circumstance and the parent must meet the ambulance personnel and hospital emergency staff at the hospital for care to proceed.
- 4) The center staff will be permitted to release the child's confidential information to local Health Units in the case of an emergency.
- 5) Any expense incurred in providing emergency care such as Ambulance costs will be borne by the child's parent or guardian.

### OUTDOOR PLAY & OFF-SITE TRIPS

- 1) Childcare staff have permission to take the child out of the center for reasons such as off-site trips and walks around the neighborhood and vicinity.
- 2) Staff will also accompany the child to Willow Park Childcare's rooftop/outdoor play area as required by Alberta childcare rules and regulations.
- 3) The child may use all play equipment and participate in these planned outings from the center.
- 4) Parents will be informed of any trips requiring any other means of transport in advance and permissions will be requested in writing in form of a permission slip.
- 5) On field trip days, or days your child(ren) might go off premises by vehicle parents will be asked to provide the necessary safety gear, such as car seats for children under 19 kg.

### PICTURE/VIDEO

- 1) Childcare staff have permission to photograph the child. Photographs will be taken only during typical daycare activities such as play-times, birthday parties or funny moments. Photographs will be displayed within the daycare or shared with the parents via the childcare app (HiMama/Lillio).
- 2) Parents shall NOT use, post or upload daycare pictures on personal social media such as twitter, Instagram, Facebook and/or other media.



## OUR POLICIES

### HEALTHY CHILD / POTENCIAL HEALTH RISK POLICY

An ill child is defined as a child that:

- Has any of these symptoms: vomiting, diarrhea, fever, active cough/runny nose, unexplained rashes, sores or blisters.
- Requires greater care and attention that can't be provided without compromising the care of the other children in the program.
- Has other symptoms that lead a staff member to believe that the child poses a health risk.

Please arrange alternative care for a child who is ill and refrain from bringing them to Willow Park Childcare. A sick or ill-feeling child, with or without a temperature, will be sent home if staff feel that he or she poses a threat to healthy children and staff. Staff with valid First Aid certification will be responsible for identifying sickness, assisting the sick child and notifying the Director or Assistant Director. A temperature is considered anything over 38°C or 101°F. A child well enough to attend the Centre is considered well enough to engage in any and all activities, both indoor and outdoor.

Should a child become sick during the day, parents will be notified and asked to pick up their child immediately. In the event that we cannot contact a parent, an emergency contact will be called. Under the care of a staff member, your child will be kept isolated from the other children until picked up. A child who arrives visibly unwell will not be accepted for that day. A child who is symptom free for 24 hours will be allowed to join the program again, as long as the program is satisfied that the child is no longer a risk to others. Children with communicable diseases cannot be cared for at Willow Park Childcare. If you suspect a communicable disease, please contact your physician or the Health Unit. Your child will be welcomed back after the contagious period has passed and/or upon presentation of a note from the Health Unit or physician stating: the illness, the duration and a safe return date. A license holder/provider must be satisfied that a child no longer poses a health risk to persons on the program premises including staff, children, and caregivers. The program will keep a record of the ill children and report on statistics yearly to the Alberta Childcare Licensing Authority. Staff will not be permitted in the Centre if their health poses a risk to the children or other staff.

### SICK CHILD PROCEDURE TO MITIGATE POTENCIAL HEALTH RISK

- 1) If possible, remove the sick child to a safe, comfortable, well supervised environment away from the other children. If it is not possible to leave the area (in case no alternative staff is available), the child would be set up on a mat in the quietest corner of the room where they are still visible to the educator.
- 2) The room staff will inform the Director or Assistant Director who will call the parent and document the time of the initial call and the pickup time.
- 3) Offer the child comfort items such as a blanket, glass of water, favorite toy etc.
- 4) The staff will document all information to relay the parent. This information will include the date and time of when the child was identified to be sick, the time they were removed from the program and when the parent was contacted, the full name of the staff who identified the child to be sick, the primary caregiver and the staff who contacted the parent and if applicable, the time the child was returned to the program. Also to be documented for the physicians' purposes are symptoms, time observed, description of the child's condition, any rashes, description of vomit or bowel movement body temperature and any care or medication administered.
- 5) Once the child has been picked up, the areas occupied by the child should be disinfected with a bleach and water solution. The mat and all other fabrics should be washed immediately.
- 6) In the event a parent fails to arrange for the child's immediate removal then the Emergency Contact shall be notified. If the child is still not removed, then management may call 911 if the signs and symptoms worsen or become life threatening.



## OUR POLICIES

### WITHDRAWAL POLICY

- 1) Willow Park Childcare, its director and owner, retain the right to enforce the withdrawal of a child at any time, when it is deemed in our opinion, that the child should not attend due to behavioral, health & safety and/or financial reasons.
- 2) Aggressive and/or inappropriate behavior of the parents/guardians towards the any staff member of the center or other parents is not acceptable at any time and may lead to suspension or termination of the child from the center.
- 3) Parents/guardians may withdraw their child from the center with a one month notice of temporary or permanent withdrawal provided in writing or via email to the director or owner of the center. If there is no notice of withdrawal provided or if the notice is less than one month in advance, the deposit will not be returned.
- 4) In case of a temporary withdrawal a permanent spot cannot be guaranteed, and your child might be placed on a waitlist.

### SUBSIDY

- 1) We also offer subsidized spaces for those parents who meet subsidy criteria. You can apply for subsidy online at:  
<https://www.alberta.ca/child-care-subsidy>
- 2) The process can take **up to six weeks**. Please contact us to discuss your options or if you need assistance or visit our website and go to the Program and Fees section, then scroll down for the subsidy information.
- 3) If you require subsidy, we recommend having subsidy in place before beginning with us. **On or before the first day of the childcare**, subsidy must be listed on our Operator's Report before we can accept that amount towards your payment.
- 4) If not in place on the first day, then you will be responsible for paying the full amount and once subsidy is in place then we will offer you the difference as a credit.

**NOTE: The childcare is not in any way involved in the subsidy process. The parents are responsible to pay the fee if the subsidy is not paid due to any reason.**

- 5) Parents are responsible to get their subsidy renewed on time. Willow Park Childcare holds no responsibility for any reminders.
- 6) For more information you can call the **Alberta Supports Center** at **1-877-644-9992**.



## OUR POLICIES

### NUTRITION POLICY (MEALS AND SNACKS)

- 1) Our childcare program ensures that snacks are provided to children at appropriate times in accordance with the needs of each child.
- 2) The daycare provides a midmorning snack, lunch and afternoon snack.
- 3) Canada's food guidance recognized by Health Canada in our program follows to ensure nutritional value of foods provided.
- 4) Approximate times meals and snacks will be provided to children in our program.
  - a) 8:30 AM Morning Snack/Breakfast
  - b) 11:30 AM Lunch
  - c) 3:00 PM Afternoon Snack

### MANNER OF FEEDING POLICY

- 1) Children are seated when eating and drinking.
- 2) No beverages are provided to children while napping.
- 3) Caregivers are seated with children to model appropriate eating behaviors.

If there are allergies or religious restrictions they are taken into consideration, posted and if possible, alternate foods are made available.

The menu is posted in the Kitchen, front entryway and in each room.

The children eat with their friends and staff members in their designated rooms. Children need adults to eat with them. When adults eat with children they can :

- \*Serve as role models by their food choices.
- \*Protect children from safety hazards such as cross-contamination and choking hazards.
- \*Encourage conversation at mealtimes.

### SKIN TREATMENT

- 1) Childcare staff have the permission to apply skin treatment (Sunscreen, Bug Spray, Vaseline or any other ointment) to the child while at the center.
- 2) Parents must supply these items for their child to be kept at the center (Kindly, LABEL the item with your child's name, if you have more than one child at the center, you may be requested to provide one for each child).



## OUR POLICIES

### DAILY REPORTS & COMMUNICATION POLICY

- 1) We use Lillio (HiMama) Application to send daily reports and other important messages to our parents.
- 2) We treat every child as unique, providing them with individual attention on their personal development path. With Lillio we can exhibit the hard work by providing parents with relevant information specific to their child's growth.
- 3) Parents are often busy when dropping off or picking up their kids from childcare. By complementing face to face communication with real time picture updates and digital daily reports ,we like to delight parents and bridge the gap between learning that happens in our programs and learning at home.
- 4) All information about this application can be seen on our website under parents' portal.

### CONFIDENTIALITY POLICY, PRIVACY AND ASSURANCE POLICY

- 1) When parents offer information regarding their family, their children, their work information, emergency contacts etc. It is treated with respect under the guidance of our confidentiality policy.
- 2) Staff is expected to sign an agreement of confidentiality. The information given to staff is to be used strictly in accordance with child's well-being while in our care.
- 3) Information on file is for daycare use only and is not shared under any circumstances with other parents or members of our community.
- 4) The confidentiality agreement (separate document) states. *"The daycare staff shall keep all information obtained from the parents and their families in the strictest confidence and shall only make the information available to the daycare employees and professional advisor in strict confidence."*
- 5) Any breach of the agreement could result in dismissal.
- 6) The freedom of information act quotes the purpose of this policy, *"is to protect the privacy of individuals by controlling the manner in which personal information is collected used and disclosed."*

### LOST & FOUND

- 1) The daycare is not responsible for lost or stolen articles. Every item that you will bring or use in the center should have a LABEL with the child's name.
- 2) Any items found without a label shall be placed in the Lost & Found bin at the center. It is the parents' responsibility to check the Lost and Found bin regularly.
- 3) The bin will be emptied, and the items shall be donated on the 15<sup>th</sup> of each month.



## OUR POLICIES

### INCLUSION, DIVERSITY, ABILITY & CULTURAL SENSITIVITY POLICY

At Willow Park Childcare we share a belief that a child's ethnic identity is an integral part of their development. It is therefore critical that our program ensures children and their families feel valued, respected and see aspects of themselves reflected within the early childhood settings.

When staff designs and carries out a program that reflects cultural diversity of children, their families and the larger community they weave cultural sensitivities through all aspects, routines, environments and daily experiences, thus providing a structure of support to families as well as policies.

We also believe that the programs and experiences that we offer need to reflect the individual ability of the children in our care. Every child has unique levels of development that we can encourage by ensuring our program is suited to the individual child.

### INCLUSION, DIVERSITY, ABILITY & CULTURAL SENSITIVITY PROCEDURE

At Willow Park Childcare the staff will acknowledge and respect the family's primary role in child rearing and the parents right to transmit their values, beliefs and cultural heritage to their children.

When planning a diverse and culturally sensitive environment that reflects the individual child's abilities:

- 1) Play materials are culturally diverse and geared towards many levels of ability.
- 2) Displays and pictures show a variety of people.
- 3) Craft materials are carefully thought of, e.g. to include the different skin color paper and also keeping in mind the different abilities or special talents or children.
- 4) Program plan includes activities from different parts of the world such as making German cookies or South Asian snacks.
- 5) Cultural stories, music, maps, and a globe are available in the science corner.
- 6) Sign language, French stories, and invites for French students to share learning numbers.
- 7) Nutritional needs include diverse cultural food.
- 8) Posters that show many languages, including sign.
- 9) Registration forms offer another opportunity for parents to share cultural values, beliefs and practices.
- 10) Ongoing requests for parents to offer items from home to share, from travel or personal experiences.
- 11) Workshops and staff development opportunities to learn more about cultural diversity.
- 12) Staff evaluations monitor the creation of diverse and culturally sensitive program plan.
- 13) Invitation for children to bring in pictures, costumes, jerseys or anything special to share with us.
- 14) Allowing and planning for children to show, share and even guide other children to learn new experiences based on their interests and abilities (dancing, karate, arts, languages).

### PROGRAM PLANNING PROCEDURES

Once the observation of the children and request for the parents to complete the staff is more aware of the child's interests and needs. A program plan begins to take place using the child's ideas.





## OUR POLICIES

### TOILET (POTTY) LEARNING POLICY

Learning to use the toilet is a big event in a young child's life. It is a natural occurrence that everyone eventually masters. Assisting the child in toilet learning, in a non-threatening and positive way, once he or she is interested and ready, helps the child to develop self-esteem and independence.

Childcare providers' participation in the toilet training process is invaluable because they often are among the first to recognize when a child is developmentally ready to toilet train. They communicate with and educate parents to provide appropriate and continuous toilet training methods and messages and they help teach the child proper toilet training practices.

Children **must be dry** (including bowel movements) in a pull-up/diaper or plastic pants **for two weeks** before they will be allowed to wear underwear. Non-disposable training pants (underwear) present a possible infectious disease risk because they are hard to remove when full and can be a source of contamination if they leak through on to carpeted areas and when stored in a plastic bag to be sent home. **Diapers and disposable training pants** offer containment, comfort and convenience.

#### CAREGIVER WILL,

- 1) Remind the child to let us know when they have to urinate/defecate and take the child to the washroom as soon as possible when the child verbally expresses their need to go.
- 2) Use calm and positive language at all times.
- 3) Allow the child to attempt wiping on their own and assist when necessary.
- 4) Reinforce the child's success at each step of the toileting process (Discussing, undressing, wiping, dressing, flushing and hand washing).
- 5) Expect accidents and respond appropriately with patience.
- 6) Consistently record the child's toileting attempts, successes and accidents.

#### CAREGIVER WILL NOT,

- 1) Force children to sit on the toilet or to stay on the toilet to "try" for an extended period of time.
- 2) If certain a child is needing to go, caregivers **may** encourage child to sit a short while longer with a book or a song (so long as this does not become an attention seeking mechanism or control issue). After two to four minutes if the child has not gone, they will be praised for having tried and encouraged to let the care providers know when they need to try again (potty learning should be a positive experience and not a power struggle).
- 3) Punish child or use punitive language when they child has an accident.
- 4) Rinse soiled garments.

Once the child has been **accident free for two full weeks** at the center, the child may begin wearing cotton underwear (nap time may be an exception should the parent be willing to continue the use of a pull-up at this time). Please ensure that your child has multiple changes of clothing including shirts, pants, underwear, socks and even shoes. The child will not be put back into pull-ups at this stage if they have the rare accident as this is to be expected. However if the child shows signs of true regression (possible during stressful times, moves, new baby or simply due to disenchantment with the potty/toilet learning process) and has multiple accidents over the course of a couple of days, the Center may require that the child be put back into pull-ups for a short period of time in order to ensure the cleanliness and good hygiene of the classroom for all children. After another **two accident-free weeks**, the child may begin wearing cotton underwear again.



## OUR POLICIES

### CHILD GUIDANCE AND DISCIPLINE POLICY

The purpose of discipline is to help a child develop self-control and learn problem solving techniques. As discipline requires mutual respect and trust, the atmosphere is positive, with the emphasis on what should happen” more than on “what should not happen.”

Positive discipline techniques we use are setting limits, providing explanations, providing choices between two appropriate behaviors and problem-solving.

Any child disciplinary action taken must be reasonable in the circumstances. Physical punishment, verbal or physical degradation or emotional deprivation, threatening to deny any necessity or use of any form of physical restraint is prohibited. Staff must not use or permit the use of any form of physical restraint, confinement, or isolation.

If a child continues to have difficulties the director will request that the parents come and talk about the behavior and what strategies for dealing with behavior would be appropriate. Parents will be notified of any persistent problems.

If a child’s behavior indicates that that he/she is not adjusting to the program, has significant issues cooperating with peers of teachers and is consistently having a detrimental effect on the class, parents may be asked to withdraw the child from the center.

Parents are given a copy of a discipline policy upon enrolment with our center and asked to sign acknowledgement. An orientation with staff includes reviewing our policies and procedures.

Staff are asked to read over the Discipline Policy and sign that they have understood the policy we have in place. Child discipline methods are communicated to the parents, staff and children through parent handbook, staff handbook, policies posted on the parent board and also verbally communicate verbal strategies to maintain consistency at home and at the Center. These are communicated to the children as best as possible and as developmentally appropriate.

### PARENT’S UNDERSTANDING AND HANDBOOK

- 1) Parents shall be provided a copy of the Parent’s Handbook and Program Plan two weeks prior to the starting date of the child.
- 2) In case of a change or update to any of these policies, an updated version will be sent out to all parents.
- 3) Parent’s must read and understand these policies.

In case of any questions or clarification, parents shall contact the center director or owner prior to the starting date of the child.



## OUR POLICIES

### PERSISTENT UNACCEPTABLE/CHALLENGING BEHAVIOR POLICY

In cases of repeated and persistent unacceptable behavior the Supervisor in the child's room is required to develop a behavior modification plan. This should be done once the staff has recorded all observations of the child's unacceptable behavior along with the staff's response to the behavior.

Most students exhibit behavior that reflects self-discipline and respect for other individuals in our childcare and this is the type of appropriate behavior that is expected and appreciated. Following are unacceptable forms of behavior and shall not be tolerated:

***Physical violence and attacks. Verbal taunts and imitation towards staff and other children.***

When a child's behavior becomes excessively and repeatedly challenging, not only for him/herself but also for staff and the other children in our care it becomes a concern for parents, childcare employees and all personnel involved.

- Incidents of behavior difficulties will be observed and documented as well as the methods used to correct the problem. Parents will be made aware of concerns verbally and/or in writing.
- A meeting with the child's parent, classroom teacher and supervisor will be arranged. Permission to contact an outside agency of assistance and assessment may be sought if deemed appropriate. The supervisor will make contact with outside agencies stating specific concerns and the urgency of the situation if deemed necessary.

If the behavior persists, supervisor and director will meet with the parents to discuss alternative settings that would be more appropriate for the child.

**Only three (3) unacceptable/challenging behavior incidents will be tolerated before withdrawal from the program. Any fees paid will not be refunded in this case.**

Willow Park Childcare center will give written notification to the parents clearly setting out the timeframe for improvement. The notice period could vary from immediate to a month depending on the severity of the incidents.

The above procedure is based on the full co-operation of the parents in seeking a solution to the problem exhibited by the child. If the parent refuses to cooperate or will not understand the efforts of the childcare staff to seek a solution we will have no alternative but to give a notice of withdrawal.



## OUR POLICIES

### ADMINISTRATION OF PRESCRIBED MEDICATION

Medication will only be given if a **Prescribed Medication Form** is filled out by the Parent/Guardian of the child. **ALL** Medication must be brought in original packaging/container with the information label and be for the correct age of the child needing the medication (e.g. Infant Tylenol).

The **Name** and **Expiry Date** of medication should be crosschecked by staff with **First Aid Certificate** anytime the medication is administered.

Information to be recorded on the Form each time the medication is administered includes:

- a. Name of Medication
- b. Expiry Date
- c. Date and Time
- d. Amount Given
- e. Name and Signature of Staff

**ALL** medications are stored out of reach for children at the center:

- In the fridge in a locked box (if the medication requires refrigeration).
- In the medication cupboard in the child's room.
- Medication for asthma is kept in the cupboard designated in the child's rooms or on top of the refrigerator in the kitchen.

***Please let us know if your child has had any medication before dropping off the child in the morning.***

Children which are showing signs of a fever will be monitored and parents will be advised to come and pick them up from the Center as we do not give any medication that we have no Medication Form signed for.

### MEDICATION RETURN POLICY:

All left-over medication shall be returned on a daily basis when the child leaves the center at night. The only medications kept in the individual rooms are Emergency Medications (e.g., Asthma, Puffers, Tylenol, Advil, or EPI Pens).