

Bethel Happy Daycare Center Inc.

Main Office: Dr Clark Daycare and OSC Program
8453 Franklin Ave, Fort McMurray, AB T9H 2J2
780-750-7700|info@bethelhappydaycare.com
www.bethelhappydaycare.com

Other locations are as follows:

Bethel Daycare Beacon Hill & Bethel OSC Beacon Hill
210 Beacon Hill Dr, Fort McMurray AB T9H 2R1
Direct Line: 780-750-0044

Bethel Daycare Christina Gordon & Bethel OSC Christina Gordon
106 Parsons Creek Dr, Fort McMurray, AB T9K 0H6
Daycare Cell: 780-607-7244
OSC Cell: 780-713-7074

Bethel Daycare Dave McNeilly & Bethel OSC Dave McNeilly
431 Callen Dr, Fort McMurray, AB T9K 0X8
Cell: 780-607-9244

Bethel Daycare Elsie Yanik
331 Callen Dr, Fort McMurray, AB T9K 0X8
Direct Line: 587 960 4853
Cell: 780-607-6244

Bethel Daycare St Kateri
301 Sparrow Hawk Dr, Fort McMurray, AB T9K 0P1
Direct Line: 587 960 4130
Cell: 780-607-8244

Bethel Daycare Christian School
107 Brett Dr, Fort McMurray, AB T9K 1V1
Cell: 780-607-9248

Bethel Daycare Father Beauregard
255 Athabasca Ave, Fort McMurray, AB T9J 1G7
Direct Line: 587 960 4885
Cell: 780-607-9249

PARENTS HANDBOOK

Updated October 2019

Table of Contents

<i>Bethel Happy Daycare Center Inc.</i>	1
PARENTS HANDBOOK	2
<i>Welcome to BHDC</i>	7
<i>Vision</i>	7
<i>Mission</i>	7
<i>Philosophy</i>	7
<i>Organization</i>	8
<i>Hours of Operation</i>	8
Enrolment Requirements	8
<i>Billing and Fees /Payment</i>	9
Billing and Fees Policy	9
Payment Methods and Locations	9
Late pick-up policy	9
Responsibilities	10
<i>Subsidy</i>	10
Parent Responsibilities	10
<i>What are allowed/What are not allowed</i>	11
<i>Arrival & Departure/Attendance Records Policy</i>	11
<i>Absences/Exclusion from Daycare</i>	12
<i>Open Door Policy</i>	12
<i>Parent Involvement Policy</i>	13
Volunteering Involvement	13
<i>Evaluation and Improvement Policy</i>	13
<i>Conflict Resolution Policy</i>	13
COMPLAINT FORM	15
CHILD CARE POLICIES AND PROCEDURES	16
<i>Programming Policy</i>	16
<i>Child Guidance Policy</i>	16
<i>Supervision Policy</i>	18
Procedure	18
Supervision in the Physical Environment	18

Cultural Diversity Policy..... 19

Inclusion Policy..... 19

Adult/Child Interaction Policy 20

Outside Professional Involvement..... 20

Portable Records Policy 20

Parent Social Media Policy 21

Confidentiality Policy 21

Parent Orientation Policy 21

Policy/ Procedure Review Policy 22

Administrative Record Policy 22

HEALTH & SAFETY POLICIES AND PROCEDURES 24

Nutrition Policy 24

Manner of Feeding..... 25

Allergy Policy 25

Medication Administration Policy 25

Developing Illness Policy 26

Sick Child & Supervision Policy 26

Communicable Disease Policy 27

Incident Reporting Policy 28

 Follow-up Review..... 29

 Year-end 29

 Examples of Critical Incidents 29

Facility Washing 30

Health Care Policy 30

Potential Health Risk Policy 30

Transportation/ Outings/ Field Trip Policy..... 31

Emergency Evacuation Policy..... 32

Smoking Policy..... 32

Cellphone Use Policy..... 33

Telephone Communication 33

Parent’s Grievances and Suggestions..... 33

Photographs/Video Cameras..... 33

Withdrawal of Services Policy **34**
Daily Routine **34**
Agreement..... **36**

Welcome to BHDC

We welcome you to Bethel Happy Daycare Center (BHDC) Inc. This handbook has been created so that there are no misunderstandings, and that everyone is aware of the policies of Bethel Happy Daycare Center Inc, as well as the requirements of you, the parents/guardians. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with us any questions that you may have.

Vision

To create a learning environment where every child regardless of race, origin, religious affiliation feels accepted and welcomed.

Mission

Provide a safe and caring environment where every child is supported in achieving his full potential.

Philosophy

It should be clear by now to every parent that Canada is getting more multi-cultural while the economy is getting tougher by the days. BHDC Inc believes, to make most out of a seemingly uncertain future, there is every need for parents to be proactive about the development of their children in this new disposition as early as they can. The need to prepare children to embrace multiculturalism in their early years of life would enable them to master the art of functioning well in both the Canadian and Global community.

We envisage a multicultural group of children and we have curriculum designed to integrate both new comers and resident kids into the everyday life of Fort McMurray and Canada in general. Our approach is to create an environment where diversity celebrated by kids will be made possible by our multi-disciplinary and multi-cultural staff team.

Bethel's approach is based on The Intertwined Learning Systems that teaches skills not in isolation from each other, but taught together. Existing research strongly supports the assertion that when the skills are taught together, just as you would expect to encounter them in real life, children are able to assimilate the new task into their skill set much quicker.

Bethel will provide a nurturing, safe and loving environment for all the children. Due to each child's uniqueness and varied developmental needs, our approach would be, if required, to develop programs that meet identified individual developmental needs of our kids. We will endeavour to help each child grow physically, intellectually, socially, emotionally and creatively through structured cognitive learning time as well as playing, exploration and manipulation of the environment.

Organization

The Bethel Happy Daycare Center Inc is a day care program that is affordable and mainstreams resilience as well as multi-culturalism that represents a conscious approach to prepare kids to better appreciate and hence function exceptionally well in Canada and the world at large. There is a dire need for such a program that equips kids with the skills required for their holistic development.

The BHDC Inc is currently a licenced and accredited/pre-accredited organization developed for children ages 19 months to 5.5 years of age and Grade 1 to grade 6 Out-Of-School Care (OSC) program. The program imparts assistance and support for families, early childhood education, multiculturalism and modelling of appropriate care for the young ones.

The Bethel daycare works close with community partners such as; Alberta Accreditation of Early Learning and Child Care Services, Alberta Health Services, Alberta Child and Youth Services as well as the Fort McMurray Public Schools District and Fort McMurray Catholic Schools District.

The program staff contains: Early Childcare Educators, Supervisors, Directors, Administrator and Program Manager.

The Bethel Happy Daycare Center Inc Multi-cultural Educators are chosen well and have appropriate and related educational background to ensure quality education and care.

Hours of Operation

Monday – Friday:

6 AM to 6 PM

(Closed on Statutory Holidays)

Late pick-up policy: If you are late picking up your child (after closing time) you will be charged a late fee of \$1 per 1 minute after 15 minutes late.....This late fee must be paid within 24 hours. If not paid within 24 hours, additional \$10 will be applied.

Enrolment Requirements

Before your child can be officially enrolled in Bethel Happy Daycare Inc. you must complete and provide the following documents:

- Filled and signed Registration Form
- Signed Parent Contract and Rate Agreement
- Getting to know you form
- 'Himama' consent form

We do require that the parent/guardian and their child(ren) visit our centre prior to enrolment. This process allows your child(ren) to become more familiar with our daycare and staff. If you feel it necessary, we can arrange for your child(ren) to be left in our care for 2 hours free of charge as a trial basis, before leaving them for a full day.

Billing and Fees /Payment

Billing and Fees Policy

Methods of payment currently accepted are cash, post-dated cheques, email money transfer, Debit or Credit. Inform the office prior if you plan on doing your payments electronically, a reminder email can be sent to you if you'd like.

Payments are expected every 1st to 3rd day of the month. If you are unable to pay on the stipulated dates, please make an arrangement with the office.

Payment Methods and Locations

Cash: At the daycare centre Cheque: At the daycare centre

Machine: (Debit/Credit) Dave McNeilly School and Dr Clark School location

E-Transfer: finance@bethelhappydaycare.com ***Please indicate which month you are paying for, your child(ren)'s name(s), program (s) and school.**

- I. Fees for Christmas Break (if we open), Teacher's Convention Week, Spring Break and Summer Break will be provided at least 1-2 months prior the date.
- II. Full monthly fees will be charged regardless of attendance.

* As we aim to improve the quality childcare services, Bethel Happy Daycare Center Inc will implement annual review. If change is necessary, parents will be given 30-day notice. This may be done to provide quality childcare.

*NSF fee of \$25 will apply if the cheque is returned.

*Failure to pay fees or make alternate arrangements by this date will lead to suspension of child care services until payment has been made. Alternate arrangements will only be accepted when the company is notified right from the beginning about their payment arrangements.

If outstanding balance remains after the child have left Bethel Happy Daycare, a billing invoice will be forwarded to the parents' address and parents must call the center for payment arrangement. If no payment is made within 30 days, outstanding balance will be sent to Collections.

Late pick-up policy

If you are late picking up your child (after closing time) you will be charged a late fee of \$1 per 1 minute after 15 minutes late..... This late fee must be paid within 24 hours. If not paid within 24 hours, additional \$10 will be applied. In addition, if we are unable to contact the parents at 6 pm, Bethel Happy Daycare will immediately contact the emergency contacts listed in your child's registration forms prior to contacting the Children's Services.

- 1st Time- \$1 per minute per child
- 2nd Time- \$2 per minute per child
- 3rd Time- \$5 per minute per child

Responsibilities

A. Parents

- Will ensure payments or arrangements are made on time and there is no outstanding balance.
- Notify Bethel Happy Daycare Center Inc administrator or program supervisor if there is a change in subsidy status that will affect the amount owing.
- A ONE MONTH WRITTEN NOTICE is required for termination of childcare services. Any fees not paid on time with regards to termination of child care services will also be subject to daily late fees, until full payment is received. Written notice has to be given to the daycare supervisor prior to the 1st of the month. When **ONE MONTH** notice is not provided, an additional fee will be applied and if not paid, it will be sent to collections.

B. Administrator and or Director

- Ensure parents and staff understand the payment policy and its consequences for neglect of payment.
- Communicate all updates and revisions of the policy to parents and staff.
- Ensure receipts/invoices and parent letters or newsletters are kept accurate and up to date.
- Notify Supervisors and staff of any outstanding payment plans the administrator and the parents have signed.

Subsidy

As soon as the child is accepted in the program, a parent will apply for child care subsidy. All applicants must provide:

- It is the sole responsibility of the parent to keep their subsidy up-to-date and to cover any difference not covered by subsidy.

Parent Responsibilities

1. The schools are scent-free environment. No perfume. * There are some children and teachers or staff with allergies to this substance.
2. Update the office of any changes at home that may affect your child's behaviour such as separation anxiety, death, medications, relocations, new member of the family, etc.
3. Please contact the center before 10 am if your child will not be in.
4. Label everything to help reduce the risk of lost items. The program is not responsible lost or damages to children's property.
5. Parents must ensure that children come dressed in comfortable, and season appropriate clothing that can get dirty, since some activities we do daily are messy. Please remember whenever weather permits the children are taken outside for 1-2 hours per day. Ensure that you have proper outerwear provided for your child so that they are comfortable and don't miss out on outdoor play. If a child does not have proper outdoor apparel they will have to remain indoors with another teacher.
6. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable.
7. A separate set of indoor shoes is required at the daycare for each child at all times. Feet are required to remain covered at ALL times when indoors. These "indoor shoes" can be a pair of slippers that they don't

use at home, or even a separate set of sneakers if you wish. Indoor shoes also protect your child's feet in the event of a fire drill in the winter months/rainy days.

What are allowed/What are not allowed

Allowed

- Healthy Snacks
- Prepared and ready-to-serve food
- Spoon
- Diapers, Wipes, Rash Cream (if not potty-trained)
- Blanket (if nap time is required)
- Extra set of clothing that is weather appropriate (including socks)

Not Allowed

- Toys from home except a sleep toy
- Candies
- Energy Drinks
- Nut products

Arrival & Departure/Attendance Records Policy

Staff ensure that children are signed in and out by parents' members upon their arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the centre by 10am. This will help us plan activities for the day. When your child does not attend day care you must call to let us know the reason – if it is a communicable illness, we are required to record this in case of other cases breaking out. If no one answers the phone please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, in order to prevent the spread of germs.

If someone else will be picking up your child please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the child(ren) know that they will be asked for picture ID in order to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down and children services might be called to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

Parents should let the center know of a different person for pick-up of their children prior to the arrival of the person.

Absences/Exclusion from Daycare

If a child is too sick to attend daycare, please keep him/her home. There is no “sick room” at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are gone, or are well enough to participate in normal everyday activities:

- Fever greater than or equal to 100.5 degrees F.
 - Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears.
 - Red discoloration to the whites of the eye(s).
 - Skin rashes as they are difficult to diagnose unless seen by a physician.
 - Severe abdominal pain, vomiting or diarrhoea.
 - A deep, hacking cough
 - Difficulty breathing or untreated wheezing
 - Yellow discharge from the eyes
 - An unusual yellow coloring of the skin or eyes
 - Cuts or openings on the skin that are pus-filled or oozing
 - Lice or nits
 - Hand, food and mouth
- If your child(ren) are sent to daycare with any of the above listed symptoms, or develop during the day they will be sent -home. Children should NEVER be medicated and then sent to daycare (i.e. given Tylenol to break fever). You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.
- If your child will not be attending daycare due to illness or any other reason, please let someone at the center know as soon as possible, as well as the reason they will not be attending. This will prevent activities from being delayed.

Open Door Policy

Our doors are always open to parents who would like to be involved in their child’s care and education. We welcome any comments or suggestions from parents about programming or the care of their children. If any parents wish to volunteer at the center, or on outings please contact any staff member so we can make necessary arrangements.

The prospective parents will be given tours of the facilities. The tour of the facility will serve two purposes: The tours typically occur during the day and this becomes a perfect opportunity for parents to view the kind of care service being given to children in real time. This will serve to build a trust bond between Bethel and parents who are naturally cautious about leaving their child with strangers to have the child cared for the entire day.

Parent Involvement Policy

At BHDC we strive for an environment that all parents and guardians feel welcomed and involved. We encourage parents and guardians to be actively involved in their child/ren's learning at our daycare. Your involvement will help us enrich our programs; create a safe and supportive environment to achieve our goals. BHDC has an OPEN-DOOR POLICY, and all parents are welcome to share ideas and suggestions with us. There are bulletin boards beside each classroom, where activities of the children and notices are posted and updated periodically. Take a moment each time you pick up/drop off your child to check out what is new on the bulletin boards. Open communication with your child's educator is highly encouraged. Should you have any concerns, please know that you can always reach us via email, phone call, or via one of the many suggestion boxes we have at our premises. Parents and guardians are welcome to join us on outings or events, and during Cultural/International celebrations.

Parents will be informed/notified of any updates, changes, incidents/accidents, illness, child discipline utilized in the program and off-site activities and emergency evacuation.

Volunteering Involvement

All parents are welcome to do volunteer at BHDC. There are many opportunities available at our daycare. Please share your interests with any of the staff and they will give you a list of opportunities for you to help out.

Evaluation and Improvement Policy

Procedures:

- Our evaluation would be interactive and on-going, tied to customized programs and action plans for resilience designed together with parents for implementation. This goes to serve our goal of preparing the kids early enough to excel later in their personal and professional lives. This would be achieved by using the Canada's most revered daycare management software- Himama. This software would enable our multi-cultural staff team to connect on a continuous basis with parents which helps them stay in touch and involved in their child's day. This will be purchased as the program progresses.
- All incidents/accidents will be analysed annually and reported using the prescribed form which will be submitted to the regional child care office. Pattern will be followed and planned in place to prevent future occurrences.

Conflict Resolution Policy

Responsibilities

A. Parents

- Will take the conflict directly to the person involved to the supervisor.
- Will discuss the issue in a respectful manner for resolution attempt.
- If resolution is not met, the director will try to provide resolution to the conflict.
- When a parent is not satisfied with the resolution, they may send an email or write in paper their concerns to the management director/owner.

B. Bethel Staff

- Participate respectfully in the conflict.
- Report conflict to the Supervisor.
- Should a Bethel staff feel their concern has not been solved with the supervisor, they are encouraged to write a letter or send an email to the management's director/owner.

C. Supervisor

- Orient and ensure understanding of all staff about the resolution policy.
- Communicate updates or revisions of the policy to all staff.
- Inform new employees about the policy.
- Will follow the conflict resolution model.
- Will report any conflict/complaints to the director.

D. Director/Owner

- Ensure parents/staff/children understand and comply with the conflict resolution policy.
- Communicate any updates or revisions of the policy.
- Act as an integral player of the resolution model as needed.



BETHEL HAPPY DAYCARE CENTER INC.

COMPLAINT FORM

Name of person making complaint: _____

Telephone Number: _____

Email: _____

COMPLAINT DETAILS:

PROPOSED ACTION: (What do you view as a fair resolution of this complaint?)

ACTION TAKEN TO RESOLVE COMPLAINT:

Complaint Received by: _____

Date: _____

CHILD CARE POLICIES AND PROCEDURES

Programming Policy

The program will develop and implement activities that supports their best interest. Although the program plans according to child's interest, Educators make sure that they meet the developmental needs of children (Intellectual, Physical, Social, creativity and Emotional) and they implement it in play bases.

Child Guidance Policy

- The purpose of this policy is to help develop a sense of self-discipline and self-worth in every child attending the program.
- Staff and parents will ensure positive guidance strategies are modeled and used with the children, while they are attending the Bethel happy Daycare Center Inc program.
- Each child will be treated with respect and dignity. There will be no verbal or physical abuse of any child at any time. Discipline will be proactive whenever possible, for extreme behaviours, removal from the situation may be necessary.
- We work with children not just to stop inappropriate behaviour, but also to enhance the child's self-esteem and problem-solving skills through the process. Once the behaviour has been identified, staff will work with the child to identify why the action was inappropriate and what other options the child may have had and will have in the future.

Childcare Licensing Act & regulations:

-Any child disciplinary action taken must be reasonable in all circumstances.

-Bethel Happy Daycare Center Inc. staff/teachers and parents must not, with respect to a child in the program:

*Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation

*Deny or threaten to deny any basic necessity, or

*Use or permit the use of any form of physical restraint, confinement or isolation.

Responsibilities

- A. Bethel Happy Daycare Center Inc. Staff/ Teachers/Supervisors:
- Follow the requirements of the child guidance policy

- Model appropriate behaviours, style of interactions, tone of voice, and appropriate methods of conflict resolution.
- Proactive approach will be taken by staff and positive behaviour will be modeled and reinforced. Staff will facilitate and encourage positive behaviour.
- Positive strategies such as: role modeling, encouragement, redirection, choices/alternatives, repetition of expectations, point out child's positive behaviour and change child placement will be used.
- Educators will make children aware of program's rules and age appropriate expectations
- Provide time for children to resolve conflict when necessary (developmentally appropriate)
- Staff will discuss behaviour with the child and explore alternatives once the child has settled and is ready to return to the group or activity
- Aggressive and disruptive behaviour will be discussed with the parents by the Supervisor
- Discuss methods that have been effective/not effective when guiding child's behaviours.
- Provide developmentally appropriate planning that involves each child's development.
- Ensure issues or concerns they are having are mentioned in staff meetings for open discussion as a team.

B. Bethel Happy Daycare Center Inc Director:

- Inform staff with upcoming training available resources that provide positive guidance and approaches
- Communicate any updates or revisions to the policy
- Communicate child guidance methods that are used in the program to staff upon hiring or to parents upon acceptance to the program. Ensure their awareness of the policy and where is located in the centre for review.
- Ensure understanding and compliance with the child guidance policy for all Bethel staff.
- Monitor and be vigilant of the environments to ensure that every child is cared in a physically safe environment.
- Ensure that any child disciplinary action is taken is reasonable in all circumstances.

References: Childcare Licensing Act & Regulations

Positive Strategies for Child Guidance:

- In circumstances where behaviour difficulties arise and warrant more specific guidance strategies, i.e. the child is aggressive towards another child or adult, a child may be required to be removed from the activity with a staff member, to allow time for the child to calm down and settle before rejoining the group.
- Ensure that program activities are developmentally appropriate; smooth and well-planned transitions between activities; establish consistent routines.
- The program will meet the developmental needs for children by planning age appropriate and children's interest activities
- Ensure staff to use positive encouragements only. (refer to "some daycare guidelines manual")
- Redirection: Divert and Distract or make substitutions (get child involved in a different activity, make substitutions in a way that a child does the activity in a safer way)
- Ignore behaviour (only when appropriate to do so, stop giving attention to behaviours that is getting too much attention for)
- Develop reasonable and fair limits (set limits and help children accept these by giving them time to understand the rules and explain these in a polite manner.

- Communicate rules with other staff members.
- Recognize signs of stress, anxiety or strong emotion (guide them with calming techniques instead of punishing them for their emotions).
- Help children preserve dignity (treat all children with dignity, we need to protect children no matter what guidance strategy we use or what occurs throughout the daily events)
- Teach them appropriate behaviours by demonstrations, stories, songs etc.
- Give signals for appropriate behaviours (you can use songs or specific words to give them cues so they know when they need to do something or prepare for an event or activity).

Supervision Policy

Apart from aiming to maximize children's potentials through various learning opportunities, the program holds an accountability of creating a safe and secured ambience for them.

As assured, our staff members are holders of Alberta childcare certificate and will adhere to staff/child ratio as outlined in Child Care Licensing Regulations.

Between 8:30 am and 4:30pm daily, the centre assures that one in every 3 primary members is at least a certified childcare development worker and in Out of School care, one every 4 primary members.

Procedure

- The program will adhere to the minimum staff to child ratio as specified in the Alberta Child Care Licensing Regulation at all times.
- Parents/guardian sign in and out of the program on the designated sign in and out sheet and or on Himama
- All children in attendance will be indicated on white board at all times.
- Staff will continuously scan, monitor and count all children in their care as they maintain close proximity to children. (Headcount every 15 minutes)
- Staff will do a head count before and after transitions, during evacuations, trips and drills. (Headcount every 15 minutes)
- Rooms will be arranged in order to see all areas of the environment.
- Staff will maintain a position that will help scan the environment when talking to colleagues, families and children.
- Staff will carry portable records, first aid kit, Epi-pens during trips, evacuations and drills.
- Staff will eliminate any potential hazards.
- The program will maintain staff to child ratio when assisting children to use washrooms at all times.
- Children that are brought out from the daycare main room for an activity to the gym, outside or to any other classroom is being noted. Outing sheets are being filled, names of children involved, time out and in, location or destination and staff present for supervision. In the outing sheet, headcount form is also attached.

Supervision in the Physical Environment

- Perform regular safety checks in the rooms and outside to ensure that the environment or equipment are safe and if there is a need to remove anything that could cause harm or accident.

- Monitor/update sign-in and out sheets for children and staff.
- Headcounts regularly approximately every 15 minutes is mandatory to ensure the number of children are accounted for. (Head count sheet is available)
- Listening and watching children closely while playing and anticipating what may happen next and intervene in the event of danger.
- Positioning of staff wherein supervision for the entire group is possible.
- When staff and children are leaving the room, a note such as “daycare is at the gym/park” is being posted by the door.
- Staff communicate with the director or administrator when leaving child care rooms. This is to ensure that children and staff can be accounted for all times.
- Staff to remember locations and have access to emergency medications, first aid kits, and emergency contact numbers.
- Maintain staff and ratios at all times.
- Children who have special needs, (developmental delays, behavioural, autism, etc.) will be monitored to have their needs determined.
 - In terms of child being sick and requires greater attention, the child will be excluded from the program. (see sick child policy)
 - If a child is having behavioural issues, like struggling with a certain transition, and it is taking more attention and a staff away from the whole group, staff should ask for assistance from another educator or the director. This is to ensure that the child will get someone on time to address the issue, the other children’s safety will not be compromised.
- Children with developmental delays, which will require more interaction and supervision from staff, will have their needs determined by staff in the room. With the director’s assistance, consistent methods will be put in place to ensure this child’s needs are not only being met, but all other children in the room are also having their needs met.
- Construct meaningful ways special needs children can be included in the activities.
- Create age appropriate programming based on children’s interest.
- Create an environment that is appropriate and accepting for all children attending.
- Create learning experiences that provide opportunities for children to develop respect and value for the differences in their peers.

Cultural Diversity Policy

The Bethel Happy Daycare Center Inc will reflect diversity of the children, their families and all staff by planning at least one cultural activity per month for their particular room.

Inclusion Policy

All children will be accepted and included in the Bethel Happy Day Care Center Inc. inclusion will include the childcare rooms and environment as well as specially designed programs and support for all children.

Adult/Child Interaction Policy

All staff will ensure that all interactions with children are developmentally appropriate and reflect best practices.

Responsibilities

Bethel Happy Daycare Center Inc. Staff/ Teachers

- Provide appropriate supervision of all children in the playroom.
- Create meaningful ways to interact with the children throughout the day.
- Ensure all interactions with children are developmentally appropriate and varied.
- Ask open-ended questions during interactions.
- Interact with children as partners or playmates during play times
- Ensure conversations are natural and child is not being pressured.
- Be ready to give support, assistance or guidance when necessary.
- Encourage them to problem solve if age appropriate.
- Follow Child Guidance Policy.
- Participate in children's play.
- Ensure interactions are at child's level of play every day.
- Create meaningful interactions throughout the day.

Outside Professional Involvement

A child under the Bethel Happy Daycare Center Inc. requires additional assessments, programs, or treatments will be connected with the appropriate community professionals.

Portable Records Policy

Bethel will retain portable records on the program premises at all times. The portable record will be up-to-date and properly kept for easy retrieval.

Procedure:

- The following emergency information is maintained within the portable record:
- The child's name, date of birth and home address;
- The parents' names, home address and telephone number;
- The name, address and telephone number of a person who can be contacted in case of an emergency
- Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any

The portable record will also include the phone numbers for:

- the nearest hospital emergency center and poison information center
- ambulance, police, and fire department services,

-the nearest public health center.

Parent Social Media Policy

This social media policy applies to parents of children registered at Bethel happy day care. This policy includes (but is not limited to) the following media:

- Social networking sites (e.g. Facebook, Instagram, Snap Chat, Shutterfly)
- Blogs
- Discussion forums
- Media Sharing services (i.e. You Tube)
- Micro-blogging (i.e. Twitter)
- Electronic Forms of communication such as email and text mess

As part of our duty to safeguard children, it is essential to maintain the privacy and confidentiality of all our families. We therefore require that:

- Photos that are taken at the day care premises, during special events and outings with the children **MUST NOT** be posted for public viewing, except those of your own child. Parents do not have the right to photograph other children at the day care and share them on any social media platform.
- Posting/publishing of photographs of the day care premises, children or staff without expressed written permission may result in disciplinary action in line with the daycare disciplinary/expulsion policies. This excludes pictures taken by staff for which we have a signed release.
- Discussions and comments (about staff, BHDC children, and parents) on any social media platform that may have negative connotation will not be tolerated. Any social media postings, remarks or comments, deemed to breach the privacy and confidentiality policies of BHDC will be removed and the author/s may face disciplinary action.

Any comment deemed to be inappropriate must be reported to the Director, who will take action taken at their discretion.

Confidentiality Policy

Confidentiality of any information concerning a child, parent, or staff members will be maintained.

- Any other child's information must not be mentioned to any other parents.
- For Bethel staff, anything happens in the daycare stays at the daycare. (refer to staff's contract papers)

Parent Orientation Policy

Bethel Happy Daycare parents will have an orientation with the Bethel Happy Daycare Center Inc Supervisor prior to the start date of the child/ren in the program.

Policy/ Procedure Review Policy

Policies will be reviewed annually. Any update, change or revision before the regular annual review will be communicated immediately to the Bethel programs by the administrator or director.

Administrative Record Policy

The Bethel Happy Daycare Center Inc will maintain up-to date administrative records for the program.

All records will be available for inspection by the director at all times, a licensing officer and a parent at reasonable times.

Responsibilities:

A. Bethel Happy Daycare Center Inc Staff:

- Provide current information required for administrative records to the Bethel Administrator.
- Inform Director of any changes to staff personal or contact information.
- Ensure each child's sign in sheet and staff time sheet is maintained on a daily basis.
- Hand in accident/incident reports to the Bethel Happy Daycare Center Inc Supervisor.
- Ensure children's records that are needed in the room are kept in a confidential place.

B. Bethel Happy Daycare Center Inc Administrator/Director:

- Ensure pertinent information is kept up to date and in the appropriate files.
- Ensure staff/teacher provides up to date criminal record checks, criminal record checks and first aid certificate.
- Ensure teachers understand and comply with the administrative record policy.
- Communicate updates and revisions.
- Inform/train new employees regarding the policies.
- Ensure pertinent information is up-to date and in each child's record.

C. Bethel Happy Daycare Center Inc Parents

- Bethel parents will inform the administrator or Director any information updates such as addresses, phone numbers, emergency contacts, and a change in child's allergies or medical condition.

Staff Administrative Record Requirements:

1. Daily attendance of each staff, including arrival and departure times and actual hours in direct child care.
2. With respect to each care provider who is an adult, other than the license holder, the following must be kept on file:
 - Criminal record check including a vulnerable sector search and Intervention check
 - Evidence of certification

- Evidence of first aid
- Up to date contact information and emergency contact
- Resume or Application
- Reference Checks
- Policy or Staff Orientation checklist
- Staff Records form
- Child Intervention Check

Children's Record Requirements:

1. Daily attendance of each child, including arrival and departure times and actual hours in direct child care.
2. Child's name, date of birth and legal home address
3. A completed registration form
4. A completed "Getting to know you" form
5. Parents name, legal addresses, and telephone or cellphone numbers.
6. Name, legal address (must be full address) and contact number of a person who can be contacted in the event of an emergency.
7. Record of any medication that is to be administered, including amount, the time administered, by whom, the name of the medication, and a parent's consent
8. Relevant health information concerning the child, including immunizations and allergies.

HEALTH & SAFETY POLICIES AND PROCEDURES

Nutrition Policy

Bethel believes in healthy eating which will promote the health and well-being of our children. The parents of Bethel Happy Daycare Center Inc are required in accordance with Canada's Food Guide will provide healthy snacks and meals. Provisional snacks will be kept on hand by the program, to be offered to children who do not have a healthy snack.

Responsibilities:

A. Bethel Happy Daycare Center Inc. Staff:

- Will serve nutritious snacks provided by parents
- Monitor that snacks are nutritious, that follow the Canadian Food Guide and are nut free
- Ensure hands are washed before and after eating
- Ensure children are seated when eating and drinking
- Ensure no beverages are provided to infants when napping
- Ensure snacks are appropriate portion sizes for the needs of each child
- Post a list of the children with food allergies and intolerances
- Update allergy list regularly
- Ensure that snacks and meals that need to be kept cold go into the fridge
- Ensure tables are disinfected before and after meal time
- Parents ensure that meal portions are well cut up in safe bites to avoid choking hazards
- Lunches will be stored in the fridge and brought out just before lunch time to be heated up using the microwave we have onsite
- Ensure child's lunch bowls and lunch boxes must be labeled for easy identification
-

B. Bethel Happy Daycare Director/ Supervisor/ Administrator

- Ensure BHDC staff understand and comply with the nutrition policy and responsibilities
- Communicate all updates regarding the policy.
- Encourage and provide families with the information to follow the recommendations of the Canada Food Guide
- Provide the Bethel Happy Daycare Center Inc staff with opportunities and feedback concerning nutrition practices
- Address with parents concerns regarding provided snacks
- Ensure snacks are available on site in the case of child not having snack
- Ensure allergy lists are provided in each room and kept updated

C. Bethel Happy Daycare Center Inc parents

- Provide nutritious and nut-free snacks and lunches for their child
- Ensure their child has 2 snacks per day
- Clearly label snacks belonging to their child and whether it is for AM/PM snack
- Ensure their child is sitting when eating or drinking

- Provide enough bottles of water for consumption throughout each day

Manner of Feeding

All children will be seated at a table while eating and drinking, and no beverage will be provided while they are napping.

Procedure:

- Tables will be cleaned/sanitized and neatly arranged
- Children will wash their hands with warm water and soap
- Children will be seated at their tables to eat snacks and lunch
- Children will wash their hands after eating and drinking
- Primary staff will be available at all time to supervise children while eating
- Children will not be forced to finish their food but will be encouraged to have some bits

Allergy Policy

All allergies (and dietary concerns) will be clearly posted in each room, and written on the child's emergency info/consent form.

Please note: that we are a PEANUT FREE facility. If you send any food with your child, or donate any food to any functions held at the daycare please ensure that these foods are PEANUT FREE. If they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.

Parents inform by listing child's allergy in the registration form.

Medication Administration Policy

Child Care Regulations with regards to administration of medicine policy protects children, parents and staff. Since Childcare Educators are not formally qualified to make some judgement as to when and what medication is to be administered to a child, only prescribed medications by a doctor will be administered at Bethel Happy Daycare. **Other than parents, Bethel staff will not accept medication from unauthorised person.**

Procedure:

- All medications are kept in a locked container
- The medicine must be in the original container and labelled with:
 - The child's name,
 - Name of medicine,
 - Dosage, and
 - Exact time to be taken or administered.
 - Route (oral, nasal, rectal, eye, ear, or injection).
- Consent form will also state the last time the parent administered the medication.
- All medications will be administered according to the labelled directions.

- We will have a medication consent form for parents or guardian to sign giving us permission to administer the medication.
- The staff who administers the medication must document by writing:
 - name of medication,
 - time administered
 - dosage amount, and
 - Must put his/her initials
- Only staff with valid First Aid training may administer medication to a child in our program.
- All medications will be stored in a medication lock box. If it is not a refrigerated medication, it will be stored in a lock box in the top cupboard in child's room.
- Emergency medication will be stored separately for quick access.
- Record side effects, missed doses or errors immediately
- Inform parent of errors, missed doses or side effect
- Over the counter medications will only be administered with doctors note.
- Record medication changes with red ink, date and initial
- All medication will be stored in a place that is inaccessible to children

Developing Illness Policy

Illness Symptoms:

- If a child has a fever (a temperature over 38°C or 100°F), or a severe cold with cough, or other acute symptoms, the parents will be advised to keep the child at home until the child's condition improves, for the well-being of both that child and the other children in the class. This also applies to contagious skin disorders, e.g. scabies.
- If any of these symptoms is observed in a child, parents/guardians will be advised to have the child picked up as soon as possible: fever, vomiting, diarrhea, severe coughing, difficult or rapid breathing, yellowish skin or eyes, pink eyes.
- Parents will be advised to keep the child at home until the child's condition improves and is symptom free for at least 24 hours or parent has a physician's note that the child no longer poses a health risk to person on the program premises.
- Employees will ensure supervised care for the child in a space separate from other children until the child can be removed from the facility.
- Employees will complete the Illness Record form and a copy of the report will be given to the parents/guardian as required.
- Incident reports will be reviewed monthly by the Director and Educators to identify trends and issues.

Sick Child & Supervision Policy

Children who are ill will be excluded from care in order to protect all children and staff.

Key Words: *diarrhea, vomiting, fever, rash, severe coughing, difficult or rapid breathing, communicable diseases*

Procedure:

- Staff follow procedures of sick child policy
- Staff inform director when illness is present or suspected
- Ensure a child will be immediately removed from the program when they are requiring greater care and attention than can be provided without compromising the care of the other children in the program and having or displaying any other illness or symptoms that staff member knows or believes may indicate that the child poses a health risk to other people in the program. All sick children will be cared for in a quiet area (staff corner/office).
- Ensure supervision if the child is believed to be ill from an infectious disease until the arrival of parents or guardian.
- The supervisor connects with parents of children coming back into care regarding doctors note and a file appropriately.
- Document and record using Illness Form which includes name of child, date/time of illness, staff member who observed illness and contacted parents, signs of illness/temperature, time parents were notified, time of removal, and date when child returned to care.
- The supervisor will also monitor incident, accident, illness forms as they are signed and filed to address any trends, such as reoccurring accident in the same area of the same room.

Communicable Disease Policy

Ensure good infection control is of prime importance, particularly around hand-washing, toileting, and handling body fluids.

All employees must exercise precautions in the handling and management of bodily fluids.

Procedure:

Where staff knows to believe a child is exhibiting the signs or symptoms of a communicable disease, staff will:

- Initiate appropriate first-aid treatment, and where it is deemed necessary, call an ambulance.
- Contact by phone the parents/guardian.
- Call emergency contact when parents/guardians couldn't be reach.
- Ensure that the child's parent arranges for the immediate removal of the child from the program's premises.
- Parents are advised to keep the child at home until the child's condition improves and is symptom free for at least 24 hours and parents has a physician's note that the child no longer poses a health risk to person in the program.
- If an employee is leaving the site with a child, or if an ambulance is called, report an incident to the Director/ Owner.
- Accompany the child to the nearest hospital, take the child's current record of emergency information. Upon arrival, notify the hospital staff that the employee is not the legal parent or guardian.
- Do not provide any consent for medical treatment of the child. Notify the hospital staff if it is known that a child belongs to a religious denomination that objects to certain medical procedures.
- Remain with the child until relieved by a parent/guardian

- A note will be sent home with all children in that class and who may have been exposed to the disease advising parents of the possible exposure and symptoms.

Routine Precautions:

No one can tell who has infected blood and body fluids:

- Treat all blood and body fluids as if they are infected. Gloves should routinely be worn when handling blood and or bodily fluids.
- Hands and other skin surfaces should be washed immediately and thoroughly if contaminated with blood or body fluids.

Incident Reporting Policy

A serious illness of or injury to a child that occurs while the child is attending a program, and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child.

Staff faced with a critical incident will first do whatever necessary to ensure the safety of children, families, staff or volunteers involved. Bethel staff will use their best judgement to respond effectively in the emergency situation, including contacting emergency or specialized resources as necessary. Employee will also inform their supervisor and Director for appropriate follow-up action to be implemented.

Procedure:

- A. Reporting:** Immediately after dealing with the incident, the employee involved or most closely involved in the incident (on or off site) shall report to their supervisor and or Director, in person or by phone.
- B. Documentation:** Complete an incident report immediately following a critical incident form CDEV 4029. The critical Incident report shall be forwarded to the supervisor and or Director immediately within 24 hours. Licensing must be notified.

When an incident involves more than one staff, all staff involved shall each file a critical incident report. This shall be done prior to reviewing the incident and comparing perspectives.

If a critical incident report form is not immediately available, documentation will be done and forwarded in writing on plain paper, with signature and date. These notes shall then be attached to the critical incident report form.

The following will be reported immediately, using the prescribed form, to the regional child care office, by phone, fax or email. An emergency evacuation; unexpected program closure; an intruder on the premises; an illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid; or the program requesting emergency health care/or requires the child to remain in the hospital overnight; the death of a child; an unexpected absence of a child from program (i.e lost child); a child removed from the program by non-custodial parent or guardian; an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer; the commission by a child of an offence under the Act of Canada or Alberta; and/or a child left on the premises outside of the program’s opening hours.

A standard report form will be completed and submitted, within 2 days of the incident, to the regional child care office.

Follow-up Review

Employees shall document any immediate follow-up action plan necessitated by the incident, on the critical incident report.

The supervisor will review the critical incident report and determine any further action; (i.e. report to child care licensing) within 5 working days of the incident, the supervisor will meet employees involved in the incident to review circumstances around the incident to ensure appropriate action is taken to avoid similar incidents in the future and to share learnings. For example, discuss factors contributing to the incident, and information that should be shared with others.

The supervisor will monitor the follow-up action to ensure completion.

Year-end

All incidents are analyzed annually and a report, using the prescribed form, is submitted to the regional child care office.

Only the most current updated copy shall be retained in the Daycare end of year file. All duplicates shall be destroyed.

Examples of Critical Incidents

The list of incidents requiring a report include, but are not limited to:

1. Injury of a child on site, requiring first aid or medical treatment.
2. Injury of a child off-site (e.g. field trip).
3. Medical emergency involving a child on or off site (e.g. allergic reaction, sudden onset of high fever, stiff neck, seizure, fainting, hemorrhaging, choking, hallucinating, etc.).
4. Abduction of child by non-custodial parent or another person.
5. Child left behind, left alone, or has run off.
6. Child injured by another child, requiring first aid or medical treatment.
7. Child hurting self or others, or threatening to hurt self or others.
8. Child demonstrating bizarre, out of control or dissociative behaviours which suggest a mental health crisis.
9. Child disclosing abuse or neglect.
10. Child disclosing family violence.
11. Parent disclosing recent incident of family violence, including spousal assault, child abuse or neglect.
12. Parent, employee, or volunteer, other agency staff hurt on or off site (may require additional reporting through workers' compensation, etc.).
13. Adult threatening to hurt self or others, or demonstrating delusional, bizarre behaviors.
14. Adult threatening employees or volunteers, vandalism, theft, or other associated property damage (employees or agency) on site or while delivering services off-site.
15. Any other incident requiring Police or Child Welfare action.

16. Any incident creating a serious health or safety risk to employees, children, or families- e.g. exposure to meningitis, tuberculosis, other serious communicable diseases, unsafe traffic activity at taxi loading zone, chemical spill, exposure to fumes, etc.
17. Employee or volunteer witnessing other employees or volunteers acting in a way which creates potential harm to child or family.
18. Parent complaint or allegation of a serious nature (e.g. alleging unprofessional conduct of our employees, threats of legal action).
19. Employee feels threatened or unsafe due to an on-site or off-site incident.

Facility Washing

There must be access to a sink area with running hot and cold water. Soap and disposable towels must be provided. Bethel Happy Daycare Center Inc staff ensure that rooms are cleaned and sanitized daily in accordance with cleaning routine. Toys are being washed at the end of the day daily and sanitized in accordance with the licensing policy. All fabrics, like dolls, costumes or seat covers, bed sheets etc. are being washed every Friday or last day of the week.

Health Care Policy

Bethel Happy Daycare will ensure employees are informed of any health need of children in the program. We will ensure that all children in our program. Bethel will ensure that all children are safely cared for, therefore there are procedures for responding to health care needs in place. Bethel operates in Public and Catholic schools; therefore, NO NUTS policy is in place in our program.

The circumstance under which the provision of health care to a child will occur is in the event of fatal or debilitating allergic reaction that requires immediate emergency treatment. A child may also display a potentially serious reaction as a result of a known medical condition such as Asthma, epilepsy.

Procedure:

- Parents will provide the program staff with written consent and for approved procedure for the provision of healthcare or,
- The health care provided is in the nature of the first aid.

Potential Health Risk Policy

The immediate well-being of all children attending our program is the primary concern of employees. Therefore, all employees at Bethel Happy Daycare will be familiar with the proper procedures for handling child illness to ensure an appropriate level of care for all children.

Procedure:

If an accident or onset of serious illness should occur, or where a staff member knows or has reason to believe a child is exhibiting the signs or symptoms of illness, the employees will:

- Immediately initiate appropriate first-aid treatment, and where it is deemed necessary, call an ambulance.
- Contact the parents/guardians or emergency contact person by phone. Ensure that the child's parent arranges for the immediate removal of the child from the program's premises.
- Parents will be advised to keep the child at home until the child's condition improves and is symptom free for at least 24 hours or parents has a physician's note that the child no longer poses a health risk to person on the program premises.
- If an employee is leaving the site with a child, or if an ambulance is called, report an incident to the Director/ Owner.
- Accompany the child to the nearest hospital, take the child's current record of emergency information. Upon arrival, notify the hospital staff that the employee is not the legal parent or guardian.
- Do not provide any consent for medical treatment of the child. Notify the hospital staff if it is known that a child belongs to a religious denomination that objects to certain medical procedures.
- Remain with the child until relieved by a parent/guardian
- Complete Illness report and submit to the supervisor.

Transportation/ Outings/ Field Trip Policy

An off-site activity or field trip is defined as an activity which occurs outside the boundaries of the school site property. Children must have a signed parent/guardian permission form to participate in each off-site activity or field trip.

Procedure:

- Parents must be notified of the off-site activity or field trip details including the transportation, location, estimated start time and completion, and supervision arrangements.
- Written permission must be obtained for each off-site activity a child attend.
- If written permission is not obtained; or the parent does not want the child to attend the off-site activity, the child will not be able to attend the program for this time period.
- Adequate adult supervision must be provided, at a ratio at least 1 adult per five children. Program staff will request parent volunteers for off-site activities.
- A portable record including the outing sheet and emergency telephone numbers for all children must be taken on every off-site activity.
- A first aid kit must be accessible
- Attendance must be taken upon arrival and prior to leaving.

For any field trips or outings that require transportation, parents will be asked if they would like to volunteer to drive their own children, stay for the outing, and then return their children back home with them, or back to the center, whichever case may apply. If we arrange transportation for the children, or if parents are unable to attend and we need transportation to and from a location we will be using Public Transportation, which is always inspected up to date, and covered with the proper insurance, and outfitted with proper car seats, Diversified Transportation Services, or public transportation (city bus).

*If any parent is uncomfortable with this transportation method, they have the option of transporting their child themselves, or choosing to keep their child at the center with another staff (if available).

*No child will be permitted to go on an outing without written parental consent.

Emergency Evacuation Policy

The safety of the children in our program is very paramount to us. Therefore, in any type of emergency situation on site, the safety of the children is the primary concern. When an alarm sounds, or emergency evacuation of the building required, the bethel employees are responsible for all children in our care. In light of this, all bethel employees will be familiar with all fire, lock-down and other emergency plans in the school.

Procedure:

- Staff will be informed of the emergency evacuation procedures during orientation at the start of each year and prior to drills.
- Employees will follow all the instructions and participate in all school training and drills.
- A copy of the schools' emergency procedures must be kept in the classroom and office spaces.
- An incident report must be completed for any emergency situation that occurs at a site, that is not a drill.
- Staffs ensure that portable bag with children's records and emergency numbers are not forgotten.

In case of emergency (fire/flood/otherwise), children and staff will be evacuated to _____. This is a short walk from the center, and that will be how the children will be transported there. Emergency contact information will be transported along with us, so you will be contacted to pick up your child at the alternate location:

In the case of an emergency relocation:

- Employees will escort the children, parents and volunteers (who might be on the premises) to the doors close to Bethel's parking lot at _____.
- Parents or emergency contacts will be notified that the children are being released early from the emergency site location.
- Employees will remain with the children until all the children have been picked up.

Smoking Policy

Bethel has no smoking policy on the program premises and around the children whenever we are off-site. In addition, there is no smoking policy in the Public/Catholic District where Bethel operates.

Procedure:

- Smoking is not permitted on program premises
- Staff who choose to smoke must do so at scheduled breaks and must leave the premises.
- At any time or place where child care is being provided, any person/ staff or visitor is not permitted to smoke.

Cellphone Use Policy

The safety and care of the children in our program is very paramount to us therefore Bethel Happy Daycare Center Inc will ensure electronic and other objects which can distract employees' attention or focus on the children are not used during working hours.

At no time shall an employee use personal cellphones during working hours. Employees must switch off their phones and leave them in their lockers provided at all times. They should not carry phone on persons to make call and iPhone watches and similar devices. On scheduled breaks, employees can access their lockers and use their phones. If there is a need to use the phone for urgent personal matters, approach the administrator for assistance in this matter. An office phone can be made available to you. This is a life-saving rule. The employees' eyes or focus must be on ALL the children in care at ALL times.

Telephone Communication

If you need to contact the daycare for any reason, please feel free to phone 780-750-7700. If you get our voice mail please do leave a message, as often we are out or busy with the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding.

If you call outside of daycare hours please leave a detailed message. Someone will return your call at our next earliest convenience.

Parent's Grievances and Suggestions

We at Bethel Happy Daycare Center Inc. are committed to being very open and honest, and if any parent should have any grievances, or any suggestions, please don't hesitate to contact us at info@bethelhappydaycare.com or 780-750-7700.

Photographs/Video Cameras

We like to take lots of pictures at the daycare to share with the children, and the parents how much fun we have at daycare. This will be shared through Himama. (Please keep in mind the photos and videos may have other kids so please do not share at other media). We do have a few daycare photo albums that we place these pictures into (that do not leave the daycare centre), and we also have a private Facebook photo sharing group just for parents and staff. If you wish to be added to the group please email us at info@bethelhappydaycare.com with your email address that you would prefer we send the invitation to join to. As soon as parents leave the daycare they are removed from the group. Please feel free to save the pictures of your child from this website, however, keep in mind you cannot share any pictures of children in a public forum unless you have written consent of that

child's parents. So, if you do save pictures or wish to share them with friends on Facebook please ensure there are no other children's faces in the pictures.

A video monitoring system is in place at the daycare. This is to ensure everyone's safety.

Parents: No photography or video recording. Bethel Happy Daycare Center Inc. ensures the privacy of the children and staff.

Withdrawal of Services Policy

A **ONE MONTH WRITTEN NOTICE** is required for termination of childcare services. Any fees not paid on time with regards to termination of child care services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

In the event of any concerns (raised by staff, parents/guardians or even children) a meeting can be scheduled to address the issues. The meeting will involve owner/operator, and involved staff member and the parents/guardians involved. The concerns will be clearly stated (example, failure to adhere to centre policies, behavioural problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event the issue cannot be resolved to everyone's satisfaction, a 2-week written notice of termination of services will be given.

Daily Routine

Out – Of – School Care

6:00 am Center Opens

***Breakfast will NOT be served by the daycare, but if you would like to send breakfast with your child(ren), they may eat it upon arrival.

- Free Play (Table toys, puzzles, colouring, etc.) and Educational piece

8:30 – 8:45am – Preschool children are taken to their classrooms (Dr. K A Clark School)

Daycare

6:00 am Center Opens

***Breakfast will NOT be served by the daycare, but if you would like to send breakfast with your child(ren), they may eat it upon arrival.

7:30 am - Free Play (Table toys, puzzles, colouring, etc.)

8:30 am - Clean-up and Circle Time/Other Educational Activity (our learning time)

9:30 am - Nutritious Snack

10:45 am - Educational Activities and Programming, examples include - Art, Science Experiment, Weather Chart and Story Time

10:50 am Outside Play (weather permitting) - activities include visiting local parks, going on walks, or remaining at the daycare outdoor play area

11.30 am Lunch

12:30 pm Clean-up after lunch

12:45 pm Naptime - Children remaining awake may read books, do puzzles, other quiet activities while others sleep

2:45/3:00 pm Quiet time is over for napping children, After School care children arrive

3:00 pm Nutritious Snack

4:00 pm Educational Activities and Programming, examples include – Art, Science, Music, or Literacy Activities that relate to current theme/web, Homework time for school aged children

4:30 pm Outside Play (weather permitting) in yard until centre closes if weather permits

6:00 pm Centre Closes – Children must be picked up by 6pm or late charges will apply. If you need to speak to staff about any concerns you have please come in ample time to do so.

This schedule is very flexible and is adjusted according to the children's needs and interests (i.e. If a child is engaged in art or another activity when snack is served they may finish their activity and will then be served their snack. Or, if we are engaged during scheduled "learning/circle time" the learning/circle time will just be pushed back to a later time so that we may fully engage in the current activity unit is completed. The number one goal is learning.

Agreement

I/We (the undersigned) have read the parent handbook for Bethel Happy Daycare Center Inc and understand all the information, policies and procedures outlined in the handbook. I/We (the undersigned) have access to a copy of these policies and procedures.

By signing this agreement I/we consent to all the handbook policies and procedures and agree to them. By signing this agreement, we acknowledge that the information supplied in the registration form regarding our child(ren) and the information supplied below is true and accurate to the best of our knowledge.

By signing this agreement, I/we also consent to pictures being taken of our child(ren) for the centre photo album(s) and to be shared in the online private Facebook page. (If you'd like your child's pictures removed after you leave the center please inform us and that can be arranged). I/We also consent to our children being recorded by the video monitoring system, and understand that the footage will not be shared with any third parties (other than possibly on the private parent Facebook group).

Child(ren)'s name(s): _____ - _____ - _____

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Owner/Operator's Signature

Date