

**STRASBOURG TINY TOTS AND HELPING HANDS DAY CARE INC.**

# **PARENT HANDBOOK**

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**Strasbourg Tiny Tots and Helping Hands Day Care Inc.  
Parent Handbook**

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Welcome to Strasbourg Tiny Tots and Helping Hands Daycare Inc! The following pages contain our thoughts, rules and guidelines, which we believe, will ultimately provide the best possible care for your children at our facility.

To say there are many different approaches to raising children is an understatement in this day and age. We hope that the information within this document will provide insight to our approach. It is of utmost importance that our beliefs are acceptable to each parent who chooses to trust us with their child's daily care. Please read this document carefully.

## **PHILOSOPHY**

First and foremost, we believe in providing a safe, secure, loving and healthy environment for your children. We strive to promote social, emotional, cognitive and physical development of every child.

We believe also that a child's early experiences shape, enrich, stimulate and can also negatively affect their future growth. So, it is important to us that all children be treated with respect as individuals in an environment that welcomes reason, exploration, question and imagination. We must respect each child's need for love, security, acceptance warmth and stimulation. We know that the way we treat our children today will greatly affect the way they treat others in the future, so we will focus on encouraging behaviors that are productive in every aspect of their lives.

Our goal is to provide a stable and caring environment to ensure that both the parents and children feel comfortable and at home with us. We depend greatly on parents to help us get to know their children, so communication is a cornerstone to avoiding and solving problems. Working together as a team will assure that the children receive the best care possible.

We will provide a variety of daily scheduled activities for your children mixed with a loose structure that allows children the freedom to be children, to choose things they enjoy and are attracted to as individuals.

We will also provide a basic preschool program targeting children from 2 to 5 years of age, in which simple learning skills will be encouraged. This programming may include such activities as circle discussion time, calendar activities, weather chart, alphabet study, numbers study, animals and environment study, basic health study, safety study etc., etc. We will also provide a balance and introduction to music, art, craft and dramatic play stimulation.

The younger children will of course be given every opportunity to benefit from any part of the preschool programming when appropriate to do so. For the most part, the programming for children under the age of 2 is of course, general in nature, and encompasses the direct needs of these young children beginning with nurturing and early childhood developmental care.

At Strasbourg Tiny Tots and Helping Hands Daycare Inc., we encourage parents and families to join in activities when they feel they would like to. We want families to be part of the child's daycare life so the child in our care feels a comfortable flow and transition from the care at home to the care at daycare.

It is of utmost importance that we hold ourselves to a high standard of morals and ethics within the facility, behaving at all times in a manner that is appropriate in the position in which we stand. We believe in this strongly as we strive to help you raise your children when you are not able to be with them.

### **ABOUT US**

Strasbourg Tiny Tots and Helping Hands Daycare Inc. opened their doors on January 8, 2007. Our staff is required to either have, or commit to achieve training in childcare. The Director of the daycare must have or achieve an Early Childhood Education III Diploma. Other staff members will be required to have or achieve an Early Childhood Education II or I certificate. All staff will be required to maintain a first aid and CPR certificate. Where and when applicable, certain staff may be required to attend a Food Safety course for the handling and preparation of food in the facility. All staff will be required to be in good health and will have the appropriate medical procedure requirements met such as TB testing etc. Also, all staff is required to provide a current criminal record check. We have an open door policy with the Director. Parents/guardians are encouraged to discuss progress and child development issues at any time throughout the year by making an appointment with the Director.

### **ENROLLMENT**

To enroll your child, we require that all forms are to be filled out and the appropriate forms returned to the Director or Child Care Provider in charge before we can assume the responsibility of caring for your child. Please make sure to inform us of any information changes that would require a change on the form at any point during the care term of your child.

Listed below are the forms currently required, which are to be filled out by the parents or legal guardians of each child to be enrolled.

- Parent Handbook (to be kept by parent)
- Policy Manual (to be read and returned to the Day Care)
- Agreement for Childcare
- Emergency Information Card
- Excursion Permission Form
- Subsidy Request Forms (optional)
- Child's Health Resume
- Social Resume (according to age at enrollment)
- Sunscreen and Insect Repellant Permission Form
- Photograph Permission Form
- Daycare Child Release Form (list of persons allowed (if any) to general access)
- List of Persons Not Allowed Access (if any)
- Tiny Tots and Helping Hands Daycare Preliminary Enrollment Form

There will be a three-month probation period for each new child. This is necessary because some children do not adjust well to a Day Care setting; causing a serious behavioral problem that becomes apparent when the child starts. If the child is disruptive to the Day Care routine, and the problem cannot be rectified, the member may be asked at any time during this probation period to remove the child from the Centre. The member will be given one month's written notice.

### **Enrollment Ages:**

Toddler – Children from 18 months to the end of their 29<sup>th</sup> month

Preschool – Children 30 months to the end of the kindergarten year

School-age – Children in grade one or older.

We will accept children as they enter their age group according to the birth month and not birth day date. For example, at any time during his/her 18<sup>th</sup> month, a child is eligible to begin attending whether or not he/she has actually had his/her 18<sup>th</sup> month 'birthday' by that particular date.

### **HOURS OF OPERATION**

The Day Care hours are Monday to Friday from 7:00 a.m. to 6:30 p.m. Pick up time is **6:15 p.m.** The 15 minutes between those times allows staff to do final work and clean up. The Day Care is also closed on weekends and statutory holidays. Posters will be placed in the front entrance to inform the parent/guardian when the Day Care will be closed for statutory holidays.

If for any other reason it is necessary to close the daycare on an emergency basis, notice will be given to all parents whose children are scheduled to attend. This notice will be given by telephone and the closure will also be posted on the front entrance of the daycare.

Late fees are charged for late pick-up of children. Late pick-up charges will be charged at \$10.00 per 15 minutes per family. We appreciate you trying your best to follow these guidelines, as the centre must pay employees to stay past closing. In case of an emergency, please call us ahead of time to let us know if your back-up person can not pick your child up and you are going to be late. If the parent/guardian fails to contact the centre, we will make every attempt to contact the parent/guardian or any emergency contacts provided by the parent/guardian. If this action fails to result in prompt removal of the child(ren), the child(ren) will be considered abandoned and proper authorities will be notified. Any costs incurred by the centre (over and above late pick-up fees) for administration fees and care of the child(ren) will be the responsibility of the parent/guardian.

All parents/guardians of part-time children must list the hours or days that the child(ren) will be registered at the Centre at the beginning of each month.

The parent/guardian must attempt to notify the centre either the evening before or by 8:00 a.m. on the registered day that their child(ren) will be absent from the centre.

### Daycare Fees

Toddler – Children from 18 months to the end of their 29<sup>th</sup> month

Full Time - \$550

Part Time - \$375 (12 day minimum charge with extra days at \$31.25/day)

Preschool– Children 30 months to the end of the kindergarten year

Full Time - \$525

Part Time - \$350 (12 day minimum charge with extra days at \$30/day)

School Age - Children in grade one or older.

Full Time (before and after school) - \$350

Part Time (before and after school) - \$210 (12 day minimum charge with extra days at \$17.50/day)

Full Time (summer months) - \$500

Part Time (summer months)- \$325 (12 day minimum charge with extra days at \$27/day)

\*Note: Full Time before and after school spots include up to 2 full days to accommodate non holiday school closures and early dismissals/breaks.

### Drop In

Full Day - \$35/child/day

Before/After School Only - \$15/child/day

\*Note: Drop in is by request and space availability only.

Day Care fees must be paid in full by the 1st day of every month. There will be a 2% per month penalty on overdue fees. Failure to pay overdue fees may result in immediate withdrawal of child(ren) from the center.

The minimum part time fee (based on the use of 12 days per month) must be paid on the first of the month with the balance owing (from extra days used) paid on the 1<sup>st</sup> of the next month. Failure to pay will result in a reminder letter being given within the 1<sup>st</sup> week, a \$25.00 late payment charge after 7 calendar days, and a second additional \$50.00 late payment charge after 15 calendar days late. Failure to pay your account after 21 days may result, at either the Director or Board of Directors discretion, in immediate withdrawal of the child(ren) from the centre.

While the daycare accepts cash payments for fees owed, it is preferred that fees are paid by cheque or post dated cheques. It is required that parents sign the fee collection book as they make their fee payment whether in cash or cheque form.

NSF cheques will be charged an extra \$45.00.

Parents/guardians will be issued receipts within by the end of February of each year for fees paid in the preceding year. This receipt will serve as an income tax receipt. If you require receipts earlier than this time frame, we ask that you contact your Director for appropriate accommodation.

Failure to have your fees paid in full 30 days after final notice may result in your account being sent to third party or small claims court for collection. If your account is sent to third party collection, there will be a 33% administration fee added to the amount owing prior to being sent to collection.

Parents/guardians who wish to remove their child(ren) from the centre must notify the centre in writing one month in advance of the removal. Notice shall be received by the 1<sup>st</sup> day of the month and non compliance with this requirement will result in full regular fee payment being charged.

The parent/guardian cannot change the type of enrollment (e.g. from full-time to part-time) without first giving the Centre one month's written notice by the 1<sup>st</sup> day of the month. The centre has the right to refuse to accept the child under the new enrollment. The centre would then waive the notice.

There is no reduction of fees if the child(ren) is absent.

Holidays planned by the parent/guardian are to be reported to the centre to enable staff adjustments. This applies to holidays other than Statutory Holidays such as Christmas, Easter, etc... Full fees for the child(ren) will apply unless **the centre** has dictated a scheduled closure (holiday) and then all family's fees will be prorated. For any other scheduled closures, the centre will always give at least one month notice to families if such a scheduled closure is going to occur in order for the parents/guardians to make other arrangements.

## **DAY CARE DISCIPLINE POLICY**

The Discipline Policy reflects a positive attitude in relation to the children. Discipline must be formulated with an understanding of the child and administered in a consistent manner.

Identify the inappropriate action or behavior.

Tell the child why his/her actions are considered inappropriate then:

If necessary implement a time out for the child according to minutes per age of the child.

Remove the child from the situation; recommend a quiet activity while keeping the child in sight.

Take away an activity or privilege on the same day the unacceptable behavior occurs.

When a child is disturbing a discussion or activity, a dramatic pause or comment will be a signal for the child. If the child is aware of the adult's intentions, minor problems can frequently be handled in this manner.

The Child Care worker moves into the area of the disturbance and settles it by their physical presence without interrupting the planned activity.

The Child Care worker shows displeasure by using a tone of authority when speaking. Yelling is not a proper form of discipline. Follow-through is necessary if the child persists in misbehaving. A calm, stern, to-the-point response will stress the point adequately.

It is important to provide choices rather than confrontations. Reasoning becomes more difficult with younger children (18 months to 3 years).

If a child throws a tantrum and disrupts the other children, the child should be moved a safe distance away until the child settles down. If the child persists and endangers other children and/or staff, the other children should be removed to a safe area. If the child's unacceptable behavior does not subside, then the staff member in charge of that child should advise the Director who, in turn, shall contact the parent/guardian. The child must be removed for the remainder of the day. If more than one child is involved in unacceptable behavior (e.g. fist fighting), staff must intervene and separate each child involved. The staff member involved must advise the Director who, in turn shall contact the parent/guardians of the children and both children must be removed for the remainder of the day. In both instances, staff must record, in writing, the name(s) of the child(ren) involved, the time, the date, and a detailed account of the incident on a Behavior Report Form.

Behavior Report Forms will be completed for: major problems; repetitive, disruptive behavior; and/or actions causing injury.

Distribution of the Report Form – three copies of the staff record must be made. One copy is placed in the child's file; one is given to the parent/guardian; and one to the Board of Directors.

When the staff cannot rectify the situation or if three different forms have accumulated over a short period of time, the Director shall contact the Board of Directors. The Director will discuss the problem with the parent/guardian each time a form is received.

The Board of Directors shall request the parent/guardian and staff involved attend a separate meeting for disciplinary actions. If a reasonable solution cannot be reached after both parties involved have stated their case; the Board shall give the parent/guardian thirty days notice to have the child removed from the Centre. In extreme cases, immediate removal may be necessary and fees will be prorated and reimbursed.

The Daycare reserves the right to revoke services if there are issues with either children or parents on a basis deemed inappropriate by the Director and the Board of Directors or if the issues cannot be reconciled.

If the parent/guardian has any disagreements with the staff or any phase of the routine, the Director should be contacted. If an agreement cannot be reached the parent/guardian has the option to contact the Board of Directors for further guidance.

**\*\*\*\* We are REQUIRED BY LAW\*\*\*\*** to report any suspected or disclosed child abuse. Failure to report suspected abuse may result in our prosecution under the Family Services Act. Reporting procedures are designed to protect the child. Our responsibility is to report suspicions/disclosures, **NOT** determine if abuse has occurred. It is the Department of Community Resources and Employment and Children's Justice Department to investigate and determine if abuse has occurred. Our main concern is the personal safety and well being of the child.

## CHILDREN'S PROGRAMS

Strasbourg Tiny Tots and Helping Hands Day Care Inc. is a centre that provides individualized programming for children with a variety of needs. This day care's goal is to respond and meet the needs of all children and to provide stimulating opportunities of learning in all areas of development.

If your child has an existing need previously identified or if you suspect a delay in speech or language development, please inform us when registering so that we can prepare the appropriate programs before your arrival.

The Director and staff prepares programming in advance. The basic programming for the current week are prominently displayed at the front door and can be viewed at any time. The daily programming may vary from day to day depending on the interests and moods of the children attending. However, the programming will always follow the requirements and needs for the development of the whole child.

The Day Care focuses on four types of development when planning daily programming:

*Gross Motor* – activities that exercise the large muscles, such as legs or arms while enhancing the development of skills and the use of the body and its parts.

*Fine Motor* – activities that exercise the small muscles, such as hands while enhancing dexterity of the eye and the hand.

*Cognitive* – activities that develop intellectual growth and master a variety of tasks requiring memory, reasoning, language, perception, etc.

*Social/Emotional* – refers to the areas of development pertaining to emotions, personality and social behaviors.

Staff must utilize the age group breakdowns suggested as relating to the children under their care. Programming has been broken down into those three age groups to provide an environment, which is supportive to the development of the individual child.

## SIGN IN / OUT BOOK

The parent/guardian MUST sign their child(ren) in and out of the Centre, which includes the time and initials, on the daily attendance sheets which are located at the front entrance. A child is not to be dropped off outside the Day Care and sent in on his/her own.

The parent/guardian must accompany the child into the entrance room, help the child off with coat and boots, and then accompany the child into the main area of the centre. This is both for fire safety and attendance requirements. If the child is left at the front door, staff are unaware the child is present.

Only the persons listed on the Day Care Child Release Form will be allowed to remove the child(ren) from the centre. Every person on this list, including siblings, must be over the age of 12. The child(ren) will only be released to persons not listed if the centre has received written or verbal confirmation from the parent/guardian. If you want someone removed from your Day Care Child Release Form the parent/guardian must contact the Director immediately.

At no time can a child leave the centre unattended, even when being picked up. (e.g. going out to the car while the parent/guardian is still in the centre).

If the centre suspects that an intoxicated person is transporting any child(ren) enrolled at the centre, the centre will contact the local police and/or child protection services. The centre will provide the license plate, model and make of the vehicle and any other pertinent information requested by the authorities. The centers' main concern will always be the safety of the child(ren).

If siblings (aged 12 and over) become involved in the daily routine of accompanying children to and from the Centre, it will be at the discretion of the Director and the Board of Directors to determine whether or not the siblings show responsibility for the safety of the child(ren) involved and can, therefore, continue accompanying the child(ren) on a daily basis.

## NEWSLETTERS

There may be times when we want to give parents a quick glance into what is going on at the daycare. The Director may write the information on the white board located near the entrance, or he/she will write a brief newsletter. When this type of communication happens, you will find the newsletter in your child's locker. Take it home and **PLEASE READ IT**. This will help keep you informed of special events taking place in the daycare.

## CLOTHING/TOILETRIES

All children must have one COMPLETE change of inside clothing at the Day Care. Children who are in the process of toilet training should have at least three changes of inside clothing. All clothing should be labeled.

Parent/guardians must provide outside clothing necessary for each season.

Spring:	Rubber boots, splash pants, warm sweaters and jackets, headwear, and extra pair of long pants
Summer:	Sandals, shorts, cool tops, sun hat or cap
Autumn:	Warm sweaters, jackets, and headwear
Winter:	Boots, mittens, scarves, toques, ski-pants, and parkas.

All children must wear footwear in the Day Care Centre at all times. This policy must be followed for safety purposes and for fire drills. Fire drills are conducted on a regular basis throughout the year including the winter when it is critical for children to have on footwear. In addition, wearing footwear prevents wet socks and possible slippage that may result from wet footwear worn into the Centre.

Parents/guardians of children who are not toilet trained, must bring in a bulk supply of labeled, disposable diapers and wipes for their child(ren).

Parents/guardians of children who have begun a toilet training program, must on a daily basis, ensure that a good number of training pants and outfits of clothing are available for the child.

## MEALS

Breakfast, lunch, and two daily snacks are provided by the Day Care. There will be a weekly menu posted at the front entrance for the convenience of the parent/guardian. The Day Care centre provides healthy meals and snacks.

- **Breakfast** is served between 8:00 a.m. and 8:30 a.m. If a child does not arrive until after 8:30 a.m. then it is the responsibility of the parent/guardian to feed the child(ren) before they arrive or provide their breakfast. If the child(ren) does not arrive until after 9:00 a.m. then it is the responsibility of the parent/guardian to feed the child(ren) before they arrive. The reason that staff will not serve breakfast after the designated time is because of the interruption of daily scheduled activities.
- **Morning snacks** are served between 10:00 a.m. and 10:15 a.m.

- **Lunch** is served between 11:30 a.m. and 12:00 p.m.
- **Afternoon snacks** are served between 3:00 p.m. and 3:30 p.m. This is to allow for any children coming to the centre after school.

If a child requires food substitutions (e.g. a child with allergies), it is the responsibility of the parent/guardian to provide the Day Care with these substitutions.

A child will not be forced to eat.

### **ILL CHILDREN**

An ill child must not be brought to the Centre. The Centre does not have the facilities or extra staff to look after sick children. We are responsible for many children and will avoid exposing them to illness, but need the help of all parents in order to do this effectively. The Director has the authority to refuse the admittance of a child at their own discretion.

If a child becomes ill at Day Care, the parent/guardian will be notified immediately, and is responsible to pick up the child within the hour. If the parent/guardian cannot do so, then the parent/guardian must contact the back-up person they have designated. Failure to pick up an ill child will NOT be tolerated since there are not enough staff members to look after a sick child for a long period of time and we do not want to expose the other children to the illness. Every attempt will be made to keep the child in an isolated area with staff supervision until the child is picked up.

If a child is placed on prescribed medication i.e. antibiotics, they must not return to the Day Care for 48 hours. In case of Fever, diarrhea, or vomiting they must not return to the Day Care for 24 hours **after** symptoms have disappeared completely. For example, if your child is ill during the night but seems better in the morning, he/she is still not deemed well enough to attend daycare.

Under no circumstances will a Day Care employee retrieve ANY child from school due to illness or any other reason. The school will be notified not to contact the Day Care if a child becomes ill at school. If the parent/guardian is not able to retrieve the child, then their back-up person must be contacted.

Whenever a communicable disease is identified (such as measles, mumps or chicken pox) notification will be posted at the front entrance.

**Head Lice** – are unfortunately a part of life. The day care does REGULAR checks on all of the children’s hair. If a child is found to have NITS (lice eggs), the parent will be called to pick up the child and take them home. Children are allowed to return when their hair has been treated and ALL OF THE NITS HAVE BEEN REMOVED. A day care staff member needs to check you child’s hair before they will be permitted to stay for the day.

If you discover nits in your child’s hair at home, please let the day care know. This way we can check the rest of the children to see if any other child is infected. The more preventative steps we all take, the less likely we are to have a problem arise.

### **AFTER SCHOOL HOURS**

We accept before and after school children on both full and part time basis. We do not, however, provide transportation to school from the daycare or from school to the daycare. We will provide special bus transportation in the event that Kindergarten aged children require help getting to school but this will be determined with the parents, Director and Board of Directors involvement on a case specific basis. We will also provide an approved walker who will accompany Kindergarten children from school if deemed necessary by the Director, Board of Directors in agreement with the parent of such child(ren).

It is not the daycare's responsibility to go looking for after school children who may not arrive as expected, however parents will be notified if the child is scheduled to arrive and does not. We will always strive to keep children safe and do our best to keep track of them to the best of our ability, however, we cannot leave the other children in our care to go looking for after school children.

### **ACCIDENTS**

The Minor Injury Report will be completed and signed by the staff witnessing the injury. The Director will also sign the form. The report deals with minor injuries such as bites, bruises, scratches, etc. The parent/guardian, upon picking up the child, will be notified of the injury and the parent/guardian must sign the report upon notification.

An Injuries/Unusual Occurrence Report form will be filled out in the case of a child sustaining an injury which requires medical treatment or if a child(ren) is involved in an unusual or unexpected occurrence. The parent/guardian will be immediately notified of the occurrence. In the event the parent/guardian is unavailable, any person designated by the parent/guardian to contact in case of an emergency will be notified. The parent/guardian must sign the report as soon as possible.

### **MEDICATION**

If your child has any health conditions that require regular medication, be sure to indicate that information on your child's Health Resume.

Should a child require any type of medication (prescription or otherwise), a Medication Form MUST be filled out prior to the child receiving the medication. This form enables staff to administer the medication according to the instructions given by the parent/guardian. Prescription medications must be in a labeled pharmaceutical container with the child's first and last name, the expiry date of the medication, and specific, legible instructions for administration and storage. Over the counter medication is only administered in dosages as per the label instructions, unless accompanied by a physician's written recommendation to administer a different dosage. All medications must be kept in a locked container. Medications are never to be left in the child's cubby, backpack, etc.

**AFTER READING THROUGH THE PARENTS HANDBOOK , SIGN THE LAST PAGE, AGREEING TO THE POLICIES AND PROCEDURES OUTLINED AND RETURN IT TO THE DAYCARE. IF YOU HAVE ANY QUESTIONS ABOUT ANY OF THE INFORMATION, CONTACT THE DAY CARE DIRECTOR FOR CLARIFICATION.**

**WHEN FINISHED READING THE PARENT HANDBOOK, PLEASE SIGN THE FOLLOWING FORM AND RETURN IT TO THE DAY CARE TO BE KEPT IN YOUR CHILD'S FILE. THIS MUST BE DONE AS PART OF YOUR AGREEMENT WITH THIS DAYCARE.**

If you have any questions about any of the information, discuss them with the day care director.

I \_\_\_\_\_ HAVE READ  
**(PARENTS NAME – PLEASE PRINT)**

THE STRASBOURG TINY TOTS AND HELPING HANDS DAY CARE  
INC. PARENT HANDBOOK. I AGREE TO FOLLOW THE POLICIES  
AND REGULATIONS OUTLINED.

\_\_\_\_\_  
Parents signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Day Care Director signature

\_\_\_\_\_  
Date