



Peace River Childcare Association  
Sugar Plum Tree Daycare  
Parent Policy Handbook  
2024-2025

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## **Philosophy**

Our philosophy is that children are unique individuals who deserve a warm, secure environment that promotes a sense of wonder and discovery in learning. We encourage children to develop learning through play. When children are at play our program will work on developing children's emotional, physical, mental and spiritual needs. We value an environment that respects the distinctive qualities of others and individual aspects of themselves. We also build strong relationships with families and community members to give children the support that they need to be able to continue to grow.

## **Mission Statement**

The Sugar Plum Tree Day Care provides a planned play program in a warm, accepting, safe environment. We have age-appropriate activities that stimulate physical, social, emotional, intellectual and creative growth. This builds confidence for future life experiences for all children.

## **Vision Statement**

The ultimate vision we have for our facility is twofold and rooted in both the present and the future.

For the present, our goal is for parents to feel good about their childcare choice, and that the children are safe, engaged, educated, and smiling. And for the future, we want these children to warmly look back at their experience with us and see it as a cherished part of their childhood.

## **Code of Ethics**

Peace River Child Care Association has adopted the following Code of Ethics that is followed by the Canadian Child Care Federation.

Educators will:

- Promote the health and well-being of all children.
- Enable children to participate to their full potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.
- Demonstrate caring for all children in all aspects of the practice.
- Work in partnership with parents/guardians, recognizing that parents/guardians have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.
- Work in partnership with colleagues and other service providers in the community to support the wellbeing of children and their families.
- Work in ways that enhance human dignity in trusting, caring and co-operative relationships that respect the worth and uniqueness of the individual.
- Pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent; and,
- Demonstrate integrity in all their professional relationships.

## **Code of Conduct**

All Educators employed at the Sugar Plum Tree Day Care Centre and Sugar Plum Tree School Age Program will behave in a fashion befitting a childcare professional. The Educators will represent the PRCCA during business hours and present a professional manner. The Educators will speak to parents and other professionals in a respectful manner. The PRCCA

will encourage collaborative working relationships. Administrators, Educators, professionals, janitors, and the bookkeeper engage in conversations, develop personal relationships, ask for input and feedback, and respect the needs of individuals. The PRCCA will promote team building activities. Educators, Administration, and Janitorial Staff are encouraged to participate in social events, workshops, and program projects. The PRCCA will provide opportunities for Educator to connect during working hours.

### **Licensing and Monitoring**

Sugar Plum Tree Daycare is licensed and monitored by Children's Family Services and Community Resiliency Unit. Recent monitoring/licensing reports are available for viewing and are posted on the front bulletin board.

### **Interactions**

The children will learn about sharing, turn taking, waiting, listening, problem solving, feelings, empathy and respect. The program uses feeling charts and books to help teach children about their feelings and the feelings of others. Games in the manipulative area gives children opportunities to learn about turn taking and waiting.

There are puppets in the quiet centre that the children can use to express feelings. There are also books on respect, empathy and behaviors. All rooms have a quiet cube where children can go who when they are needing their own space.

### **Admission**

Our program has a licensed capacity of 92 children 12 months to five years of age, an OSC program has a licensed capacity of 50 and a preschool program has a licensed capacity of 16.

Priority will be given to children needing full time care. Part-time and drop-in care is accommodated if space is available. If a space is not available, then the child's name is placed on a waiting list. Parents are notified when a space is open for the age of their child/children. Applications are received by the Director, Parents are asked to complete their child's registration forms, in their entirety before admission.

### **Wait List**

The wait list form is filled out when a parent contacts the Centre looking for care.

Procedure:

- The detailed form is filled out. The information is a child's name, date of birth, Parent's name(s) and contact numbers, when they will be needing care to start, parent's email and lastly the date the phone call was received.
- The information that is given goes into a wait list binder under the year the child was born and the order the phone call was received.
- As a space becomes available the director or a designated Educator pull out the child's year that would match the room space needed.
- Once the phone calls begin, we start going through the list to find out who is interested. We give a two day wait period for parents to let us know if they want the spot or not. We then move to the next child on the list (oldest to most recently added).

- Parent(s) have the option to stay on the list if they choose.

Priority will be given in the following order:

- Educator's children.
- Parents with children are already in care.
- Board members and elected association members.
- Emergency Professionals (Doctors and Police Officers)
- Full-time children.
- Part-time children.
- Drop-in.

### **Volunteer Involvement**

Our program welcomes all volunteers. All volunteers need to have Child Intervention Checks and Vulnerable Sector Checks completed before volunteering during operating hours. All volunteers are given a volunteer policy with a confidentiality agreement to be signed.

### **Board of Directors Involvement**

The Board of Directors is made up of 5 to 11 members consisting of parents and community volunteers. The Executive Committee includes the President, Vice President, Treasurer, Secretary and Past President (if there is one).

The Peace River Childcare Association includes but is not limited to the following subcommittees:

- Personnel Committee
- Fundraising Committee
- Policy Review Committee

The Board of Directors, along with the Daycare Director, will set the objectives of the Daycare as well as develop specific programs to enhance the Centre.

The Board of Directors shall hold regular meetings and carry out duties as set out in the bylaws, including Board Policies, Federal and Provincial Regulations governing the operation of the Daycare.

### **Planning**

Our planning is done once a week for each group. The schedule is posted in the Staff Room. All planning that is done is based on the children's interests, observations and documentation as well as upcoming events.

Each room develops a routine to fit the needs of the children.

### **Hours of Operation**

Our program is operational year-round, the Centre is open Monday through Friday from 7:30 am to 5:30 pm.

The Centre will be closed on the following holidays:

| <b>General Holiday</b> | <b>Date</b>                         |
|------------------------|-------------------------------------|
| *New Year's Day        | January 1 <sup>st</sup>             |
| Family Day             | 3 <sup>rd</sup> Monday in February  |
| Good Friday            | Varies with Religious Calendar      |
| Victoria Day           | Monday immediately Preceding May 25 |
| *Canada Day            | July 1 <sup>st</sup>                |
| Civic Day              | 1 <sup>st</sup> Monday in August    |
| Labor Day              | 1 <sup>st</sup> Monday in September |
| Thanksgiving           | 2 <sup>nd</sup> Monday in October   |
| Remembrance Day        | November 11                         |
| *Christmas Day         | December 25                         |
| **Boxing Day           | December 26                         |

\*If the Holiday falls on a Saturday or Sunday, the Centre will be closed the following Monday.

Additionally, the staff have been given a floating statutory holiday for them to take at any time. The staff will receive this day by requesting it from the Board of Directors no later than 90 days prior to the request. Immediately following its approval regular reminders will be posted and sent to PRCCA members.

### **Statutory Holidays**

Employees are entitled to be paid for the General Holidays listed in the Hours of Operation section.

If the General Holiday falls on a non-working day (Saturday or Sunday) the Employee will receive the Monday after off in Lieu. Employees will receive a day off with no pay on Boxing Day.

A floating holiday will be granted to employees for one day in the calendar year. To receive this day off employees will vote on a specific day to have the daycare closed on which all the staff will have that day off. Then a request for that day will be given to the Board of Directors at a standard Board Meeting no less than 90 days prior to the day requested. If approved by the Board of Directors, parents will be notified in multiples ways as soon as possible to ensure they have time to arrange alternative childcare.

### Children/Educator Ratio

Two indicators of quality in childcare settings and major contributors to positive outcomes for children are Educator/child ratios and maximum group size.

| Age of Children           | Educator/Children Ratio        | Max Number of Children in a Group |
|---------------------------|--------------------------------|-----------------------------------|
| Infant 1 (12-18months)    | 1:4                            | 8                                 |
| Infant 2(15months-2years) | 1:4 or 1:6 whatever is greater | 12                                |
| 3's                       | 1:8                            | 16                                |
| 3 and 4's                 | 1:8                            | 16                                |
| 4's Room                  | 1:8                            | 16                                |
| OSC 3                     | 1:15                           | 16                                |
| OSC 1                     | 1:15                           | 17                                |
| OSC 2                     | 1:15                           | 17                                |
| Preschool                 | 1:12                           | 16                                |

Educators are vital to the development of quality care. The Educator must be in good health, competent to perform duties and tasks listed in their job outlines and certified as being qualified both in personal experience and formal training.

### Administration Records

The Sugar Plum Tree Daycare and Sugar Plum Tree Program for School Aged Children must maintain the following up to date program administrative records containing the following information:

- Daily attendance of each child, including arrival and departure times.
- Daily attendance of each Educator including arrival and departure times and hours spent providing childcare (direct childcare hours)
- Evidence of all childcare certification.
- Current first aid certificates for program supervisor and each Educator as required.

### Outdoor Playtime

| Season            | Age Range    | Number of times a day | Total amount of outdoor time |
|-------------------|--------------|-----------------------|------------------------------|
| Winter months     | 19-35 months | 1                     | 30-44 minutes                |
| Non-winter months | 19-35 months | 2                     | 120 minutes or more          |
| Winter months     | 36-60 months | 2                     | 45-59 minutes                |
| Non-winter months | 36-60 months | 3                     | 120 minutes or more          |

Restrictions are made to during the days of poor weather at the Director's discretion.

### Confidentiality

The privacy policy applies to personal information about the children in our care, their parents/legal guardians, their siblings, and other individuals who are involved in their care and upbringing. PRCCA respects privacy and believes in protecting the personal information of the children in our care and their families.

For the purposes of this policy, "personal information" is defined as any identifiable information about the children in our care and their families, such as contact details, health information,



living arrangements, background information, the child's personal characteristics and behavior styles.

We will make sure that any required disclosures of personal information are made on a "need to know" basis, and where applicable, on a confidential basis.

Employees shall not disclose either orally or in writing, any confidential information acquired through their duties.

### **Communication**

PRCCA equips each room with communication devices for Educators to communicate with one another if they need anything or if they need help.

Staff meetings are held monthly to talk about policies and day to day events. If Educators cannot attend, the absence needs to be approved by the Director at least one week in advance.

### **Dress Code**

The dress code is as follows.

- Neat tidy and comfortable.
  
- No profanity or alcohol/drugs on any clothing worn during work hours.
- When wearing shirts or hoodies there can't be any skin showing in the front or the back. Educator must be able to raise arms in the air without showing navel area.
- When wearing tops bra straps but be covered.
- Dresses and skirts need to be passed the Educator's knee and shorts must be worn underneath.
- Shorts worn but below the Educator's knee.
- Shoes/sandals worn outside need to have a strap.

### **Parking**

Parking is on the side entrance of the Infant/Toddler playground this is used for the Educators. The parking lot to the front entrance is where Parents and visitors are asked to park.

### **Off Site Activity**

Parents will be notified about any off-site activity either by a written notice given to them during drop off and pick up times or the Educator will talk to the parents directly about the off-site activity.

In addition, the parents will then be given an off-site activity permission form that states the details surrounding the activity including the date, time, child's name, what the activity is, the location of the activity, the supervision arrangements (i.e. the names of Educators who will be going), the method of transportation (i.e. how they are getting to the activity), duration of the activity and a line for the parents to provide their written consent.

The parent's written consent is required for the child's participation in all off-site activities. There is also a blanket consent section on the children's registration forms for the parents to provide their signatures giving written consent for the children to go on walking trips to local parks and playgrounds that are within safe and easy walking distance from the program.

In addition to the portable records, Educators need to verify that the following items are included in the emergency bag before going off site:

- Emergency medications and instructions.
- First Aid kit.
- Water.
- Children's attendance sheet.
- Court order documents if applicable.
- Educators Emergency Contact Information.
- A file Folder of Field Trip Permission Forms; and,
- One Educator will bring a personal cell phone/iPad.

### **Emergency Evacuation:**

In the case of an emergency evacuation an Educator takes the portable record in respect of each child to be taken off the program premises.

The children's portable records are kept in a binder in the emergency bag, which is in each childcare room on a hook on the wall.

In addition to the portable records, Educators need to verify that the following items are included in the emergency bag before going off site:

- Emergency medications and instructions.
- First Aid Kit.
- Water.
- Children's attendance sheet.
- Court order documents if applicable.
- Educators Emergency Contact Information.
- A file Folder of Field Trip Permission Forms; and,
- One Educator will bring a personal cell phone/iPad.

### **Emergency Procedure:**

The Educators and children are orientated to emergency evacuation by doing monthly practice fire drills, as required by the local fire department and monthly lock down drills required by the local RCMP. Emergency information about floods, or any other emergency evacuations procedures are in our handbooks that are given to the Educator and those policies are talked about during Educator meetings as well as posted on each room's bulletin board.

Emergency evacuation routes and procedures are posted on Parent Boards and posted in the Daycare foyer. There are postings by each classroom and by each room in the building. (ex. Laundry room, offices)

### **Accident or Illness**

Parents will be notified immediately by phone in the case of an accident or serious illness involving their child. In the case of an accident or serious illness involving a child the Educator at the program will use their judgement to decide whether first aid can be administered, or emergency medical services need to be contacted. If emergency medical services are contacted the parent/guardian is notified immediately after.

If the program seeks emergency medical services for a child who has had an accident or serious illness the regional childcare office will be notified immediately. The Licensing Officer for

the Northwest Region will be contacted between the hours of 8:15 am - 4:30pm. If this occurrence takes place outside the office hours the Centre will contact the Crisis Line to report the incident at 1-800-638-0715.

If this is a critical incident the Educator /Director must fill out the CFS incident report form online and submit it within two days of the incident.

Any accidents/incidents/illnesses occurring at the program will be recorded by the witnessing Educators member on the appropriate form. For any accident/incident reports the witnessing Educators, Director and Parent sign the forms.

Parents will sign an emergency medical treatment waiver during registration.

Complete accident/incident/illness reports are placed in the child's file.

### **Critical Incident Reporting:**

In this section a "critical incident" means a serious illness 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.

The following incidents will be reported immediately to the regional childcare office via telephone, email or fax:

- An emergency evacuation.
- Injury requiring medical attention.
- A serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight.
- Unexpected program closure.
- An intruder on the program premises.
- An error in the administration of medication by a program Educator or volunteer or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or results in the program requesting emergency health care and/or requires the child to remain in the hospital overnight.
- The death of a child.
- An unexpected absence of a child from the program (i.e., lost child).
- A child removed from the program by a non-custodial parent or guardian.
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a program Educators or volunteer.
- The commission by a child of an offence under an Act of Canada or Alberta; and,
- A child left on the premises outside of the program's regular operating hours.

When any of the above noted incidents occur at the program, the CFS Incident Report form must be completed and submitted to the regional childcare office within 2 days of the incident. This report will be completed by the director and/or the Educators.

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

### **Missing or Lost Child Procedure:**

If a child does go missing during a planned outing, the following procedure will take place:

- One Educator is assigned to notify the Director or Director's Assistant immediately.

- The Director or Director's Assistant will leave promptly from the Centre with support Educator to assist in the search and ensure the remaining children return to the Centre safely.
- The premises and immediate area are searched thoroughly and quickly.
- The police are notified to assist in the search.
- The parents/caregivers are informed.
- Licensing Authority notified within 24 hours of incident with a detailed description of the occurrence. A copy of this report will be provided to the parents/caregivers of the lost child.
- Notice will be given to the PRCCA Board of Directors of the incident and a copy of the Serious Incident Report within 48 hours.

### **Health and Sickness Policy and Procedure:**

The Following signs and symptoms of illness are grounds for excluding a child from the program:

These are the Categories and Procedures to follow.

#### **24 Hour Exclusion: (based on when Fever has broken)**

- 1. Fever free (without any fevering medication)**

#### **48 Hour Exclusion: (based on when symptoms stop)**

- 1. Vomiting (without any medications)**
- 2. Diarrhea (without any medication)**

#### **Symptom free or Doctor's Note**

Child will be sent home until symptoms improve.

- 1. A new unexplained rash or cough**
- 2. Head lice: Head must be clear of nits/eggs**
- 3. Eyes: (Eyes that are red or goopy)**
- 4. Runny Nose: A runny nose with another symptom (headache, sore throat)**

#### **Procedure of Assessing if a child is Ill.**

If a child is needing greater care and attention than can be provided without compromising the care of the other children in the program.

- 1. The Educators will assess if the child is ill by taking the child's temperature**
- 2. Monitoring the child for any of the above symptoms.**

**Illness Report needs to include the following:**

- Name of Child
- Date and Time child was observed to be ill
- Name of Educator who determined the child was ill
- Description of illness

### **Procedure for Picking up a Sick Child**

1. The child's parents(s) or guardian are notified immediately to put a plan in place for pick up.
2. The parent or guardian is then required to provide for the immediate removal of their child from the program premises within one hour.
3. If the child is not picked up within one hour of notification, then emergency contacts will be contacted.

### **Procedure for Supervised Care for Sick Children**

Depending on coverage and type of illness when waiting for a child to be picked up.

1. The child will be brought to the sick room where there will be an extra cot for them to lay on.
2. The sick child will be directly supervised by an Educator. (i.e., a staff member with childcare certification)
3. The primary Educator will use the Illness log to record any necessary information (i.e., time child was removed from the program, any additional symptoms etc.).

Parents are given a copy of the Sick Policy Procedure during Enrollment.

### **Procedures of Adminstrating Medicine**

**We will not administer Pain and Fevering Medications unless prescribed with a doctor's note.**

Medication is only given when written consent from the child's parent or guardian is obtained.

1. Written consent for medications covers only the course of illness or specific episode.
2. All medications must be in an original labelled container including original package.
3. Medication is not accepted if it is expired or not in the original packaging.
4. All medications must be administered per labelled directions or prescribed by the doctor.

Medication Form needs to include the following:

\*Educators will fill in forms

- Name of child

- Date of Birth
- Name (s) of Medication
- Expiry Date
- Physicians Name
- Reason for Medication
- Amount to be Administered
- Start and End Date
- Times to be Administered
- When Medication was last Administered by Parent or Guardian
- Date and Time last Administered
- Parent Signature and Date

Educators will ask **daily** when medications were last administered, Educator and Parent will both Initial the form.

The educator will then administer the medication and sign the form.

**\*Only Educators with Current First Aid Training will administer medications.**

### **Emergency or Long-Term Medication**

**Medication Form need to include the following:**

- Name of Child
- Date of Birth
- Name (s) of Medication
- Expiry Date
- Date Medication was given to the Educator
- Prescribing Physician
- Is the Medication to be given as needed? Yes/No

### **Snack and Lunches:**

The Parent(s) provide their child with lunches and snacks each day. We are a nut free environment. Which means any foods that have labels containing “could contain nuts/tree nuts or made in a nut facility” we cannot serve.

We don't allow juice or popcorn. We ask that all cylinder foods be cut up (pepperoni sticks, grapes, tomatoes, wieners, and over size blueberries.) We ask that the food stay in its original packaging if not we need it to be labelled to let us know what it is.

Special treats that are shared with other children are allowed if it is approved by the Director beforehand. If a Parent chooses to bring in homemade baked goods and ingredient list needs to be given to the Director beforehand.

### **Allergy**

Parent/guardians need to inform the program Educators in writing if their child has any allergies. Should there be an allergy.

- Required forms will be provided by Educators as soon as an allergy is reported.
- The registration form requires you to be filled in detail.
- Allergies will be posted in all the childcare rooms.
- Each child may have different needs and should be treated on an individual basis.
- The Educator is trained in the proper and safe methods of administering medications.
- Educators must have a First Aid Certificate to administer medications to children.
- Parents are notified immediately of any allergy attack and the steps that were taken.

Children have a morning snack and an afternoon snack between 9am-9:30am and 3pm-3:30pm.

They have lunch from 11:30am- 12pm.

### **First Aid Kits**

Each room has a First Aid Kit in the Emergency Bag. There is a list in each of the Emergency Bags that contains all the materials required in the First Aid Kit. First Aid Kits are to be taken on all class trips outside of the classroom (i.e.: to the playground, rec room and on all field trips).

### **General Safety**

Maintenance personnel ensure that the emergency power lights, and all EXIT lights are functioning properly.

- Fire inspections take place once a year.
- Annual tests are done on the alarm systems.
- Annual inspections are done on all fire extinguishers. The large extinguisher in the kitchen is inspected twice per year.
- Copies of the "Emergency Evacuation Procedures" and the Centre's floor plan, indicating the correct exit route, are posted in every room. These procedures have been reviewed and approved by the local fire authorities.
- Smoking is not permitted on PRCCA property.
- Parent parking is on the South side of the building (facing main doors).

### **Safety Coordinator**

The Safety Coordinator is an employee of the Daycare and is responsible for completing weekly, monthly and as needed safety checklists for our Centre. The Safety Coordinator is responsible for ensuring all Educators have First-Aid Certificates posted in their rooms and informing the Director if certificates have expired. The Safety Coordinator is responsible for conducting monthly fire drills & inspections of fire extinguishers.

### **Maintenance**

If at any time you notice something in need of repair, it is the Employee's responsibility to fill out a maintenance request form. Hand in completed form to Director. All completed tasks are kept in a binder in the Director's Office.

### **Transporting Children**

Parents will be given notice when their child will be transported. Children will not be transported in personal automobiles. Any field trips requiring transportation will need a permission slip signed by the parent prior to the outing's occurrence. Details of the outing will be provided to each parent in advance of the activity.

### **Hand Washing**

To limit the spread of germs children and Educators will thoroughly wash hands with warm water and soap before and after eating, food preparation and food handling; before giving medication; after diapering and toileting; after coughing or sneezing, wiping noses, before & after sensory play (sand, water, play dough, etc.); or whenever hands are soiled. Educator must wash hands after coming back from their breaks. There is a hand sanitizer available for Educators to use. Hand sanitizer does not replace hand washing. Paper towels are to be discarded after each use.

### **Arrival & Departure**

A parent or guardian is required to accompany the child into the Centre and remain with the child until an Educator has received him/her. Parents/guardians are required to sign the child into and out of the Centre on Kinderlime (or, manually with the Educator).

The Centre is not responsible for the welfare of a child who enters the Centre unaccompanied. Parents or another authorized adult, must come into the Centre to receive the child, and sign the child out. If the individual is unknown to the Educator, he/she must present Picture I.D. Without proper notification and/or I.D. the Centre will not release the child.

In the case of a custody situation where an individual is not legally allowed access to the child/children, a copy of the restraining order must be on file. The Association will not be liable for violation of this policy.

NOTE: Children arrive and depart accompanied by an authorized adult - ideally aged 18 years and older. If the child is younger, then 18 years then written consent from the Parents needs to be given to the daycare beforehand.

Educators MUST be informed when a child is being dropped off or picked up.



### **Late Pick-up**

The Centre closes at 5:30 pm. It is the responsibility of the parents to pick up their child(ren) on time. Allowances will be made for emergencies. Transportation to and from the program is the responsibility of each parent. The parent(s) will notify the Educators if they are going to be late. If a child is picked up after 5:30 p.m. that parent will be issued a written warning. If there is a secondary late pick up within the quarter, then an additional written warning will be issued. If a child is picked up late 3 times within any given quarter, childcare will be terminated, effective immediately.

(Fiscal quarters: April 1 – June 30, July 1 – September 30, October 1 – December 31, January 1 – March 30)

### **Releasing a Child**

A child will be released only to the parent or legal guardian unless otherwise indicated on the registration form.

- The Educator must be notified in writing of any alternate arrangements.
- A Driver's License is required if that person is not known to the daycare staff.
- Children will not be released to anyone under the age of 16 unless written consent is given by the Parent beforehand.
- In Case of custody disputes, each parent will be granted access to the child, except when a copy of a court order indicating limited access is in the child's file. Such information will be included in the child's emergency record. It is the responsibility of the parents to produce a copy of the court order.

### **Drop off and Pick Up**

Children are to be dropped off before 9:30am each morning. If your child is dropped off late due to an activity or appointment, you must contact the daycare no later than 7:00am on the day of the activity or appointment. Children dropped off after 9:30am without notice will not receive care for that day and will not be reimbursed for days missed.

After 9:30am the front doors are locked until 3pm. If you need to get in during that time you will have to send a text or call the cell number 780-618-5982 to be let in.

We ask that Parents try not to pick up children between 12:30pm -3:00pm due to the Infants and Toddlers sleeping. If you are in a non-napping room and you have to pick up your child, then we ask you to please be quiet opening the coded door and the playground doors.

### **Infants & Toddlers**

Parents are required to provide diapers and wipes for their child. If the child's supply of diapers is depleted, a note will be sent home.

The Centre recognized that Infants and Toddlers have individual sleeping patterns. The program will aim to accommodate this pattern while transitioning the child into the routine of the program.

Nap time is from 12:30 pm – 3:00 pm. If the babies need to go down earlier, then times are adjusted. Children are not to be picked up during this time. The program provides a rest mat. Parents are asked to bring crib sheets, blankets and any comfort toys to be left at the daycare.

### **Diapering and Toileting**

The diapering of infants and the toileting of toddlers involves close adult-child contact. Educators are responsible for changing diapers and assisting with toileting. As this an opportunity for one-on-one time with the child, the Educators will involve the child by explaining what is being done and encouraging the child to interact and help as much as possible.

Educators will follow health recommendations for diapering and toileting:

- Follow hand washing procedures posted in the washrooms.
- Encourage independence for dressing and toileting.
- Provide support and assistance to the child to encourage new skills.
- Encourage the development of healthy personal habits by ensuring that children wash their hands after using the bathroom.
- Educators will sanitize the changing station after each use.

Educators will work with the family to decide when a child is physically and emotionally ready to start to learn to use the toilet.

- The Educators will be patient, supportive and understanding during this learning process.
- The Educators will be respectful of the child's needs.

### **Technology**

From time-to-time children may get to watch a movie at the Centre. If a movie is shown, a movie permission slip will be provided to parents to sign so that they are aware that this event will take place.

### **Cell Phone**

There will be no use of personal cell phones in rooms. No personal cell phone will be used to communicate with parents with exceptions for off-site activities.

### **Social Media**

Employees are prohibited from using social media during working hours and may only do so during their approved breaks or unless otherwise authorized by the Director. When using social media (whether during approved breaks or outside of work), employees and association members must conduct themselves in accordance with the following rules and expectations:

- Be aware that others will associate you with your employer when you identify yourself as such.
- Do not post or share comments about the Board, co-worker, child, parent, or the Director that could be perceived as offensive, harassing, threatening, retaliatory, or discriminatory.
- Do not post or share sensitive, private, or confidential information.

- Do not express opinions which purport to be the opinion of the daycare. Any personal blogs should contain a disclaimer that the views expressed on it are personal views of the author only.
- Do not post or share comments representing your own views about the daycare.
- Do not upload photographs to any personal social networking sites of yourself or any other employee taken in a work situation.
- Ensure that you are always complying with all the policies and procedures of the daycare.
- Always respect others. Do not use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in our workplace.
- If you accidentally put the daycare's reputation at risk, or if you fall prey to an online attack, inform the Director immediately.

### **Daily Cleaning Schedule**

The Program has a mandated cleaning schedule that must be followed daily. Children may help with cleaning as part of programming. Cleaning schedules are posted in each room and need to be checked off routinely.

### **Washer and Dryer**

A washing machine and dryer are available for use by all Educators for business use. A washing schedule is posted on the washing machine.

### **End of Day Routine**

Each room has an Educator designated as an "opener" and a "closer" but there may be situations where an Educator is unavailable. If required:

- Infant 1 will go to Infant 2
- Toddler 1 will go to Toddler 2
- Threes, fours go to ¾ split.
- OSC 1 and OSC 3 will go to OSC 2

\* Educators cannot leave at the end of their shift without confirming ratios or relief. The Educator is required to stay late, the time will be recorded on the timesheet appropriately and the Director must be notified the following morning.

### **Moving Children to the Next Room**

As children naturally progress, they will be expected to transition to the next room. Every attempt will be made to notify parents two weeks before the process begins. The transition will be as stress-free as possible by gradually introducing the child into their new room. Educators strive to make the move fun & exciting.

### **Purchase of Toys, Equipment and Supplies**

Each room keeps a running list of supplies that they will need and request supplies from the Director. The Director approves any purchases within budget, anything over budget will be presented to the Board for approval. All material, supplies, toys and equipment bought or used in the childcare rooms will need to be approved by the Director.

### **Children's Personal Belongings**

In napping rooms, Parents are asked to bring in crib sheets, blankets and any comfort toys for nap time, to be left at the daycare during the week.

Each child is required to have a complete change of clothes, marked with the child's name, left at the Centre while in attendance. It is essential that the child wear comfortable footwear such as slippers or runners indoors. All shoes worn inside and outside must have a strap, so the shoe is attached to the child's foot.

Children are not to bring toys to the Centre, except on special designated days.

The child must be fully and properly clothed for the time of year upon arrival at the Centre. Children will play outside when the weather permits. Our program has messy sensory and creative play. Children are expected to have at least one change of clothes.

### **Liability**

Sugar Plum Tree Daycare provides a safe and secure facility for the children. However, the Centre shall not be liable for any loss of or damage to clothing or other effects of children, nor for any accident, injury, sickness or disease that may occur to any child while in the care of the Centre.

### **Relationships**

Positive relationships are an important part of the quality of the Program. Interactions among staff, children, families, and the community are vital to the positive development.

### **Fees**

Fees are subject to change upon the request and approval of the PRCCA Board of Directors. Parents will be given 30 days written notice of all rate changes. Parents will be sent a monthly invoice mid-month for the upcoming month's fees with any relevant reduction such as subsidy or credits.

**Fees are due on the last banking day of the month for the upcoming month.**

**(Ex: September fees are due by the last banking day of August).**

**If fees are not paid within 3 business days, it will result in a suspension of care.**

**If fees are not paid within 5 business days, care will be terminated, immediately.**

As unforeseeable circumstances do occur, payment contracts may be written and approved by the board.

Should any of the accounts fall into arrears for more than **30 days**, the bookkeeper shall immediately inform the Director of the amount of the arrears and any relevant account information. The Director shall take immediate steps to verbally demand payment from the debtor(s). There will be an opportunity for the debtor to make a payment arrangement with the Director. Should any account be in arrears for more than 90 days, and after the Director and Board of Directors have made their demands for payment will result in the amounts being forwarded to a collection agency.

**Drop-in care** may be available to families pending availability at a rate of \$65/day when arrangements are made with the Director.

For part-time contracts, the decision must be made for either a 2-day per week or 3-day per week contract only if there is another child to fill the other half of this full-time spot. Part-time is managed as a 2 day/week contract or 3 day/week contract with prorated fees.

Please note the Out of School Care Program offers a full-time summer program for children 6 to 10 years of age. Should you wish to take advantage of the summer program full time, a fee of \$550/month is required.

If you would like to hold your child's Out **of School Care** space for the summer and/or a month during the summer a fee of \$275/month is required. We ask that a summer contract be made indicating if your child(s) will be attending July &/or August. Summer Contracts need to be submitted by June 20<sup>th</sup>. This monthly fee will guarantee your child's space come September for the Out-School Program

PRCCA Fees For 2024-2025

| Ages          | DC Full Time fee | Operating Cost | Parent Fee |
|---------------|------------------|----------------|------------|
| 12-18months   | \$1,166          | \$ 883         | \$283      |
| 19-35months   | \$1060           | \$709          | \$351      |
| 3-5 years old | \$1007           | \$626          | \$381      |

DC Part Time 3 days

|              |       |          |       |
|--------------|-------|----------|-------|
| 12-18 months | \$701 | \$317.50 | \$383 |
| 19-35months  | \$636 | \$255    | \$381 |
| 3-5 years    | \$605 | \$225    | \$380 |

DC Part time 2 days

|               |       |          |       |
|---------------|-------|----------|-------|
| 12-18 moths   | \$467 | \$317.50 | \$149 |
| 19-35months   | \$424 | \$ 255   | \$169 |
| 3-5 years old | \$403 | \$225    | \$178 |

Preschool Fee

|               |       |      |       |
|---------------|-------|------|-------|
| 3-5 years old | \$200 | \$75 | \$125 |
|---------------|-------|------|-------|

Out of School Care is \$550 a month. The Federal Grant does not cover any of the Out of School fee.

\*Subsidy is based on family income and will vary from family to family; please refer to the chart below for the varying financial groupings and amounts to be further deducted.

| Income        | Percentage of maximum subsidy | Rates for Children |
|---------------|-------------------------------|--------------------|
| \$0-\$119,999 | 100%                          | \$266              |

|                     |     |       |
|---------------------|-----|-------|
| \$120,000-\$124,999 | 95% | \$253 |
| \$125,000-\$129,999 | 90% | \$239 |
| \$130,000-\$134,999 | 85% | \$226 |
| \$135,000-\$139,999 | 80% | \$213 |
| \$140,000-\$144,999 | 75% | \$200 |
| \$145,000-\$149,999 | 70% | \$186 |
| \$150,000-\$154,999 | 65% | \$173 |
| \$155,000-\$159,999 | 60% | \$160 |
| \$160,000-\$164,999 | 55% | \$146 |
| \$165,000-\$169,999 | 50% | \$133 |
| \$170,000-\$174,999 | 45% | \$120 |
| \$175,000-\$179,999 | 40% | \$106 |

**\*Children in daycare must attend 100 hours or more to receive the maximum subsidy rate listed under the family's income bracket.**

Example: A family earning \$75,000/year with one toddler attending Sugar Plum Tree Daycare will be eligible for full subsidy. The cost per spot is \$1,230 per month, the daycare will receive \$510/month in an operating grant and the family would be eligible for \$266/month. The remaining parent portion is \$454/month or approximately \$20.64/day.

### **Child leaving**

The parent is required to give a **minimum 30 days' notice** that their child is leaving the program. If the parent does not give the 30 days' notice, they will be charged the **full amount of fees for the following month.**

### **Intoxication**

Due to the type of environment the program provides, no one is to be intoxicated on premises.

### **Smoking/Vaping**

No person is permitted to smoke on the program premises at any time. No staff member shall smoke or vape at any time or place where childcare is being provided.

### **Parent Complaints**

If there is a complaint that needs to be placed with/about the Program, Policy, Another child, Menu, Hours, Payment, or anything else. The parents can arrange a private meeting with the Director and/or the Board. If it cannot be said at pick-up or drop-off times, feel free to talk to the Director or Educators. You can also email the Board at [prccaboard@gmail.com](mailto:prccaboard@gmail.com). All complaints will be addressed in a timely manner.

### **Parent Appeal**

If our program has decided on a fee payment or change of fees or anything regarding your child that you feel is unfair, there is an opportunity for an appeal to be made by you.

Process:

- Parent is instructed to write a letter documenting the unfairness/pass on the letter to the Director.
- The Director and the Board will discuss the appeal and decide on how to move forward.
- After the decision is made the Director will then have a sit-down meeting and discuss the outcome of the decision and any further steps/actions to take place.