



# Family Handbook

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## **Welcome / Philosophy**

Welcome to Future Stars Daycare!

I look forward to developing a caring and professional relationship with you and your family and build an association that will become a long and mutually beneficial experience. We intend to constantly review and change our programs where necessary in order to exceed expectations wherever possible.

This handbook has been created so that there are no misunderstandings, so that everyone is aware of the requirements of Future Stars Daycare 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 our staff members any questions that you may have.

Future Stars daycare is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, socially, and spiritually at their own developmental level. We protect our children from all forms of physical punishment, physical and verbal abuse, and emotional deprivation. We respect all families no matter their age, gender, ethnic origin, religion, impairment, status, sex, or social economic background. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. To embrace our differences through multicultural activities that explore our heritage, and to teach others.

We use both Play Based learning and Emergent Curriculum, Our programs include a variety of structured and spontaneous activities, allowing our staff opportunities to be responsive to the interests of each child as an individual, and to facilitate each child's exploration of the world in a warm, friendly, and safe environment. Children are encouraged to express their preferences and make choices, fostering the development of independence.

We are also committed to supporting families by maintaining open communication and encourage parental involvement in our programming and your child's individual needs.

We create environments that support early learning and exploration. We follow the Early Learning and Child Care Act and Regulation.

Warm regards and respectfully yours,  
Future Stars Daycare Team

### **General Information**

Future Stars Daycare is located at 616 2<sup>nd</sup> Street West. Cochrane.

For information regarding registration of your child in our Centre, wait listing, or other inquiries, please contact the Centre's Director, by phone 403-981-0123 or by email at [fsdccochrane@yahoo.ca](mailto:fsdccochrane@yahoo.ca).

### **Hours of Operation**

Regular hours of operation of the Care Centre are from 6:30am to 6:00pm, Monday to Friday.

The Care Centre operates year-round, with the exception of statutory holidays as established by the centre. The Care Centre will be CLOSED on the following holidays:

New Years' Day

Labor Day

Family Day

Thanksgiving

Good Friday

Remembrance Day

Easter Monday

**Christmas Eve hours: 7:00 Am -3:00 Pm**

Victoria Day

Christmas Day

Canada Day

Boxing Day

Heritage Day

**We will be closed December 25- January 1; Reminders will be sent out via Email and Brightwheel regarding all closure dates.**

### **Environmental Policy**

At Future Stars we believe in teaching the children about the Natural world and using the materials in it. We believe in recycling our milk, water, and juice containers. The money goes back into our program to purchase art and monthly fun supplies. We use recycled materials, boxes and papers in our creative centres and incorporate the use of natural materials in our everyday play. We grow our own fruit and vegetables which we then use in our daily meals at the center.

## **Meeting Children's Developmental Needs**

In our Program we will strive to find a healthy balance between emergent, play-based learning activities and adult-lead experiences based on the interests of the children. We will strive to meet the developmental needs of every child in our care through the following ways:

### **Social**

Stimulating the social development of children means helping children to develop their ability to trust others and to have meaningful interactions with others (peers, parents, siblings, family, care givers). As such, we will strive to meet the needs of children in their social development in the following ways:

- Allowing children to experience 'safe' conflicts so they have opportunities to gain experience how to resolve them peacefully
- Supporting children as they learn to share space, toys, and materials with other children, while showing and experiencing respect.
- Aiding children in their development of empathy as they learn to cooperate, share, wait for their turn, and make compromises.
- Noticing, acknowledging, praising, and encouraging positive behavior in social interactions

### **Physical**

We will strive, at all times, to provide for children's physical needs such that each child is offered regular opportunities for growth and development, enhancing the health of their physical body in a safe and developmentally appropriate, stimulating environment. For example, staff will provide opportunities for physical development in the following ways:

- Providing delicious and nutritious meals and snacks for children at regular mealtimes, according to the Canada Food Guide to Healthy Eating, approved/recommended by a nutritionist
- Provide a comfortable, quiet, darkened napping environment where children feel safe and secure
- provide shelter from the sun and weather, warmth, and cooling
- Ensure children are properly clothed at all times for indoor and outdoor play, with proper foot protection
- Provide opportunities for fresh air, daily (weather permitting, minimum 1 hour)
- To provide regular opportunities for physical activity either indoors or outdoors.
- Aid children in developing an awareness of their bodies in space, how their bodies move, and the effects of their movements on the environment, both through structured, group activities, and independent play
- Provide adequate space for gross motor activity, both indoors and outdoors
- Aid children in the development of gross motor skills, such as through climbing, lifting, pushing, crawling, walking, running, jumping, catching.

- Aid children in the development of fine motor skills such as manual dexterity, hand-eye coordination, and speaking clearly, through the use of games, activities, and crafts that involve skills such as coloring, holding a fork, grasping, buttoning, cutting, weaving, painting, color matching, lacing, zipping, sorting.
- We use the APPLE model (Active Play and Physical Literacy Everyday) to explore and learn.

### **Intellectual/Mental**

Intellectual or Mental development, especially for young children, is about play and exploration. Creating an intellectually stimulating environment will not only prepare young children for schooling but will also help with social and emotional development. The following are ways that we will strive to provide for each child's intellectual development:

- Through play and exploration children learn about sensory, textures, block play, puzzles, games with rules, activities that explore thinking and cognitive.
- Children learn language through books, songs, games and using serve and return.
- We learn about the world around us through exploration of places in nature by going on field trips and walks, by exploring in our backyard, by providing natural items to be explored within the daycare.
- Children learn about their heritage through their parents, and as educators we can provide photos, food exploration, and exploring their cultural heritage with the help of their families.
- We help to build self-esteem and problem solving by allowing the child to have choices, and to ask questions rather than solving the problem.
- Children learn to share and help by doing developmentally appropriate tasks such as: cleaning their dishes after meals, helping with room cleanup, helping to get dressed, taking turns with peers, observing adults take turns and helping others.
- We foster relationships between adults and children by being on the floor with children, allowing children the choice to play with the adults and getting to know them. We use quiet tones of voices and gentles facial expressions. By playing with the children, we will foster a bond with the children.
- To help children self-regulate when having a hard time we offer soft music, favorite songs, squishy boxes, personal chew toys, quiet rooms, small group activities, breathing exercises.

### **Emotional**

Emotional development is much more than simply dealing with 'feelings;' a child must first feel safe and secure in their environment and in their relationships with adults in their lives. We acknowledge that staff members will become a source of stability, familiarity, and security in each child's life in our care. The following are ways that we will strive to provide for each child's emotional development:

- Protect children and keep them safe and healthy, contributing towards meeting a need for security.
- Develop strong, positive, secure relationships with children, in part by assigning a 'lead' staff member to each defined group of children to maintain consistency and trust.

- Be attuned (read, reflect, and respond) emotionally and physically to children's cues and communication attempts, reflect on their meaning, and respond as needed by each child.
- To help a child identify, communicate, and express emotions effectively through picture books and picture cards that show emotions, then give children the words to match these feelings.
- Allow children to express their emotions through words and actions (I'm mad, I'm angry, to yell, stomp their feet) without judgement.
- Be approachable, accessible, and available to children, both emotionally and physically.
- Maintain a pleasant and positive emotional tone throughout the day.
- Respond to children's distress and intense emotional outbursts and other displays of displeasure calmly and in a way that comforts them and helps them regulate themselves physically and emotionally and develop inner controls for behavior.
- Notice, identify, encourage, and show admiration for strengths, interests, and new skills in each child in the group that help children develop positive images of self-worth.
- Appreciate development and differences - help children feel appreciated for their uniqueness.

### **Spiritual**

Our families' cultural backgrounds and practices are an important part in learning about each individual child, and our families.

- We respect each family's beliefs and their child's individual needs.
- We gather information about our families through our Multicultural Form, these forms allow us to gain an understanding and communication with our families to participate in cultural events, music, food, and presentations.
- We visit our local library to enhance our children's knowledge.
- We celebrate birthdays, holidays, and cultural events that are related to our educators and to our families through stories, music, art, and food.

### **INCLUSION POLICY:**

At Future Stars Daycare we believe that every child is unique and exceptional. We understand that children are at their best when engaged through a variety of learning methods, provided with a safe and inclusive environment, and surrounded by a team of educators who are enthusiastic and dedicated to child development. Our focus is on development and enrichment of the whole child which involves meeting the developmental needs of every child socially, intellectually, emotionally, cognitively, spiritually, and physically. Our children learn to respect and appreciate themselves as well as others and the world around them. We have a flexible daily program that responds to the needs and interests of all children. By encouraging children to learn and develop individually, they will gain the confidence of independence, responsibility, and compassion for themselves and towards others. Whatever their abilities, age, gender, ethnic origin, religion, impairment, status, sex, or social economic background all children need to be included in everyday learning situations.



We use the Ages and Stages Developmental tool to help monitor the children's development. We do these every September and March. Parents can have a copy if requested. If we have any concerns, we will set up a meeting with you.

We collaborate with our parents through Brightwheel App, emails, meetings, and daily conversations about their children's individual needs.

We partner with Cochrane Family and Community Support Services and the Speech and Language Center for free yearly evaluations for our preschool children.

We encourage our educators to take online workshops, find documents and attend conferences to help them learn about more about each child's exceptional needs.

We celebrate Birthdays, holidays that have meaning to children and holidays that are a part of our community.

We celebrate Indigenous Peoples Day, Korean Thanksgiving, Family Day, Canada Day, National Anti-Bullying Day, Truth and Reconciliation Day (Orange Shirt Day), Grandparents Day, Mother's Day, Father's Day.

We provide each family with a Multicultural form with our Registration Package. This form helps us to build a community of understanding and activities that we can do to teach our children about the world around them.

We have story books in every classroom with different diverse values and cultural backgrounds.

We ask parents to provide a photo of their family, this helps us to create a family wall in each room.

We bring parents into our program to share their individual culture through stories, songs, art, and food.

## **Code of Ethics:**

Future Stars Daycare's working environment is based on operating principles derived from our beliefs relating to human interaction, development, and leadership. These principles are the cornerstone of the organization. They assist us in developing and maintaining successful relationships with our customers.

### ***Principle #1: Exceptional Service & Quality Improvement***

Exceptional service is uppermost in every decision made and action taken at the centre. We believe that the satisfaction and success of our children will have a direct reflection on our success. To achieve this, we constantly focus on quality improvement.

It is our goal to be recognized by our parents/guardians as an exceptional service provider. To maintain excellence, we continually monitor and objectively evaluate each aspect of our business through factual analysis of information. Our high quality of service distinguishes us from other childcare providers.

### ***Principle #2: Relationships with Others***

We believe we are all equal and therefore, regardless of position, status, or function, we always treat others with dignity, respect, and trust. We are ethical, honest, courteous, open, and friendly in our relationship with others.

***Principle #3: Effective Communication***

We recognize it is important to communicate effectively and therefore work hard at being effective listeners and presenters. We understand that how something is communicated can have a greater impact on others than what is communicated. To ensure mutual understanding we conduct perception checks.

***Principle #4: Support Through a Positive and Safe Climate***

We work in an atmosphere of creative challenge, respecting other's circumstances, and capabilities. We ascribe positive motives for each other's actions and encourage all of our employees to provide exceptional and safe service to the best of their abilities.

Within a safe and supportive environment, we challenge those around us in an honest, sincere, and respectful manner.

We maintain a positive atmosphere for ourselves, fellow employees, and our parents/guardians.

Therefore, our words and actions create and foster a positive climate.

***Principle #5: Motivated Team Members***

Our dedicated, motivated, and hardworking professionals find work self-fulfilling and rewarding.

We strive to learn and develop our knowledge, skills, and abilities.

We approach our work as committed and effective team members, recognizing that we are more effective when sharing positions as leaders and followers with fellow team members.

Our desire is to collaborate with people who are motivated to grow and develop quality services within the Centre.

***Principle #6: Teamwork***

We work together as a team in the best interest of each child's development. Our competition is not within the organization, it is outside organizations.

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***Principle #8: Approach to Learning***

We recognize individuals learn in different ways, rates, and for different reasons. However, they learn more when they are respected, trusted, supported, understood, and feel comfortable in their learning/working environment. It is also recognized that learning is a life-long endeavor.

Information and/or skills learned must be relevant with individuals taking responsibility for their actions.

***Principle #9: Balancing Caring and Results***

We effectively achieve the important balance between caring for our children (customers) and challenging them to grow and develop.

***Principle #10: Customer Needs***

Customer needs are constantly changing; therefore, we conduct ongoing needs assessments in order to deliver our services in a flexible manner. Our customers (children/parents/guardians) recognize us as innovative, responsive, and open in our methods of program design and delivery. We use a questioning and enquiring approach to every aspect of service provision, utilizing innovative technologies and techniques.

***Principle #11: Community Support***

Volunteering time and service to the community is important to us. We participate in a family community event once per year.

***Principle #12: Strategic Alliances***

We work cooperatively and collaboratively with members of other organizations to ensure future success for our customers.

***Principle #13: Long-Term Success***

Our programs, products and services are concentrated and cost effective. We focus on long-term success rather than short-term. Providing exceptional service is important to the Centre's long-term success.

***Principle #14: Competitors***

Recognizing the importance of competitors is instrumental in providing a benchmark for all areas of our services, a referral network, and collaborative partnerships in service delivery.

***Principle #15: Early Childhood Education Family***

We comply with the Early Learning and Child Care Act and Regulation, and Alberta Health Services.

**Program Description**

**12 months to less than 19 months**

The program for these young learners is designed to promote feelings of belonging and loving care, supporting growth and development into healthy children. Our Centre's youngest learners are emerging individuals with unique abilities, desires, and emotions.

Our program is designed to meet the individual needs of each child and provides developmentally appropriate educational experiences. We provide a creative and stimulating program which encourages visual, language, hearing, social, gross motor, and small motor experiences to enhance learning through these youngest learner's natural curiosities.

Our highly qualified and professional staff will guide and encourage your child in every stage of development. Open and thorough communication between staff and every family is very important to providing quality care and early learning experiences.

### **19 months to less than 3 years**

Rooms for children in this age group are designed to provide stimulating experiences for the children where they can learn through their own inquisitiveness. The emphasis during these years is on building self-confidence and fostering the natural curiosity that toddlers possess.

Throughout the day, children will enjoy a variety of readily available play materials, as well as creative centers where children can explore painting, coloring, building with blocks, and play with toys in an imaginative way.

Our staff will offer the care, warmth, and patience so essential to this young age, and as a result, children will feel secure in our care. Deep respect for each child ensures that your toddler will truly develop a long-lasting love for learning.

### **3 years to 5 years old**

Our program for children in this age group has been designed to prepare children in all areas of their development, and supports and encourages the development of independence, responsibility, and confidence - all of which are essential for a child's future success in kindergarten and school. Our program focuses on the needs and interests of the children, allowing free choice is important for this age group.

Our room arrangement for children in this age group creates the optimum learning environment to allow children easy access to educational toys, materials, and books, enabling them to initiate and expand their activities. Each classroom is organized with areas for block play, manipulative toys, art creativity, dramatic play, reading, and larger spaces for group activities.

### **Meals and Snacks**

We will be providing healthy meals, that are made on site and follow the seasons and have been developed in accordance with Canada's Food Guide, Alberta Health Services Nutrition guide; **Our Centre is Nut free and we ask parents to refrain from sending any Almond milk or snacks with Nuts or Peanut Butter in them.**

Parents of children requiring breast milk or formula will be responsible for providing these items and must ensure that each container is clearly labeled with the infant's name and that you are providing enough for each day. It is our policy that children are not allowed to have a bottle in his/her mouth while sleeping.

If your child has an allergy to milk, we will provide Oat or Soy milk, if you would like to provide your own milk, please bring it in the original carton labeled with your child's name.

If parents would like to send treats for the room to celebrate a special occasion like a birthday, please talk with the Director.

All children will be required to wash their hands before and after eating. Children are required to sit at the table at all times during a meal to avoid choking or other food-related accidents. We try to model and encourage good table manners. Depending on the age group, we encourage our children to clear their own dishes and place them on the tray.

We promote children drinking water throughout the day to avoid dehydration. We ask that parents provide an appropriate water bottle, such as a metal or plastic sports bottle, which will be stored in a place accessible to the child at any time. We sanitize our water bottles each night in the dishwasher. **Please do not bring disposable plastic bottles**, as they are not meant for repeated use or frequent washing, as advised by the Canadian Bottled Water Association. Children are asked to sit when drinking water to avoid choking or other accidents.

### **Clothing, Diapers and Toys**

Please ensure an extra set of clothing is available for your child each day. Creative experiences, outdoor play, mealtimes, or unexpected events can all result in the need for a change of clothing. Dirty or soiled clothing will be bagged and placed in your child's cubby to be taken home and laundered.

Extra clothing should include a shirt, pants, underwear, and socks. It is strongly suggested that parents of toddlers and children who are being potty trained provide two or more extra sets of clothing as accidents tend to happen more frequently for those age groups.

For outside play, please provide a sweater, splash pants, snow pants, mittens, hat, or other clothing as weather dictates. If in doubt, provide it all and we will dress your child accordingly. Please remember to label all your child's belongings!

To help keep the Centre clean and dry, each child should have a pair of indoor and outdoor footwear. Indoor shoes are left at the Centre, and children will use their outdoor shoes for outdoor activities. For outside play, shoes, rain boots, or winter boots are recommended. For safety reasons, we encourage parents to provide their children with running shoes or boots for outdoor play.

There is a space in each room for your child's diapers, wipes, and creams. If your child is low on diapers, wipes, or creams a note will be sent home on the Brightwheel app indicating it is time to stock up.

You are welcome to bring labelled books and stuffed toys to the centre to help with transitions.

### **Toilet Training**

When you feel your child is ready for toilet training, please come and discuss it with the Director first. We require that our children show certain development skills to be ready. Can your child pull up and down their own pants? Can they feel when they have to Pee? Can they say I have to Pee? Are they able to wait 45 minutes between movements? Children may train at home but might struggle to use the bathroom at daycare. (It's all very strange and different to children)

### **Strategies at Daycare:**

While in the toddler room children will be introduced to the toilets when their diapers are continually dry; some children may express interest to sit on the toilet between the ages of 2-3 (this may not mean that they are ready to make the change to pullups yet), we will let you know that we have seen an interest in your child's development to use the toilet, and will continue to listen to your child.

Once we have established that your child is ready, we will gladly follow through and positively encourage your child to use the bathroom while in our care.

It is not a requirement in our preschool room to be toilet trained.

We all understand that children develop differently.

As your child progresses and you feel they are ready to go from a pull up to underwear please remember that children need to be continually dry for at least 2 weeks, (both at home and daycare) before making the change to underwear. Please provide at least four changes of clothing to help them feel encouraged during this wonderful transition in their young lives. During toilet training, the child needs to be dressed in “user friendly” clothing as much as possible. Try to avoid really tight clothing, pants with snaps & zippers, and overalls as often as you can. Clothing with too many buttons or snaps, or layers makes it harder for your child to successfully get to the bathroom in time.

### **Child Guidance Policy:**

The following Child Guidance Policy will be discussed with staff members prior to their hire, communicated to parents in our family handbook. Where developmentally appropriate, children will be made aware of relevant elements of this policy through verbal communication and through proper modeling of positive behavior.

Creating a positive bond with our children will help them to be successful in creating a healthy and positive self-esteem, creating an environment which supports each child to strengthen their ability to becoming caring, have respectful relationships with others and to help children learn self-regulation and achieve self-control.

We will use the following strategies with our children.

#### **Ages 12-18 months:**

**Step 1: Use a calm tone and make positive statements while keeping the child safe.**

**Step 2: Follow the children’s verbal, and nonverbal cues. What are they trying to tell you, what do you see?**

**Step 3: Keep your expectations reasonable, our children are striving for independence and do not have the verbal needs to express themselves.**

**Step 4: Use simple words and signs to help them express their needs.**

**Step 5: Offer 2 choices during activities, or if they are having a conflict with another child.**

#### **Ages 19 months to 36 months:**

**Step 1: What do you see?**

**Step 2: Ask the child how they are feeling? Calm down the children before proceeding.**

**Give them words to say if they don’t know. Start with the child who is hurt.**

**Step 3: Use redirection, distraction, and active listening when toddlers are saying NO to a friend or are being verbal (crying, yelling).**

**Step 4: Use simple words to help them: Can I be next?**

**Step 5: Be close by to see if they need help.**

### Ages 3-6 years old:

**Step 1: Describe the scene to yourself (what do you see happening)**

**Step 2: Calm down whomever needs calming. (You can't help them until everyone is calm)**

**Step 3: Ask each child to describe what happened. Let each child have their own turn.**

**Step 4: Repeat back to the children what they just told you. (This shows the children that you were listening to them) Ask them if you heard correctly.**

**Step 5: Solve the problem with the children----Not for them.**

**Ask each child how you can help them to fix the situation.**

**Step 6: Ask the child who hurt the other child how they can make the other child feel better.  
(You are not forcing the child to say Sorry)**

**Step 7: Follow up with this child, have a Guidance Talk.**

### **Guidance Talk:**

**Thank the child for helping you to solve the problem, ask if they can come up with a solution for the next time, they get angry, to help guide them.**

Educators at Future Stars Daycare will never inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation. We will never deny or threaten to deny any necessity or use or permit the use of any form of physical restraint confinement or isolation.

## **Administration**

### **Application**

Application of your child in our program requires the completion of an application form. Completing an application form does not necessarily guarantee your child a spot in the Care Centre but will allow your family to be placed on the wait list until a spot becomes available.

### **Wait Lists**

In the event that all spaces are full, a wait list will be maintained by the Centre administration. Parents on the wait list will be contacted when a space opens up in the age group they require. Open spaces will be held for 48 hours before being offered to the next family.

Registration priority is given as follows:

- Children waiting to be placed in an older classroom
- Children moving to Full Time programs from Part Time programs
- Siblings of registered children
- Members of the public

## Registration

Upon acceptance of the offer of space available for your child, you will be required to fill all Registration forms in you received during your tour. Along with payment of a non-negotiable, non-refundable registration fee of \$100.00 per child/ \$150.00 per family.

## Orientation

We encourage your family to visit our Centre prior to his/her first day. This provides an opportunity for you and your child to participate together and feel more comfortable with the surroundings; staff and will help familiarize your child with his/her classmates. You may also ask our staff any questions you may have. This visit will help to ensure that your child's first day goes as smooth as possible.

## Children's Records

We update the children's Registration forms every year.

## Fee Schedule

### Full Time Care

12 months to less than 19 months	\$326.25
19 months to less than 3 years	\$326.25
3-5 years old	\$ 326.25

### Part Time Care

Our part time care consists of a 2 day program. Please remember that the days you pick must be the same each week. We are not able to accommodate a rotating schedule in our Part Time program.

Program	Drop In	2 Day Program
12 months to less than 19 months	\$100 per day	\$230.00
19 months to less than 3 years	\$100per day	\$230.00
3-5 years old	\$100 per day	\$230.00

The fee for care will remain the same each month regardless of the number of working days, public holidays, or family holidays. The centre normally closes for all National and Provincial holidays. Exact dates will be posted in the Centre, in monthly newsletters, and on the Future Stars Daycare website at [www.futurestarsdc.ca](http://www.futurestarsdc.ca)

## Payment Policy



All monthly fees will be paid by automatic withdrawal (Brightwheel). A late fee of \$50.00 will be charged if fees are not paid within 3 days. Each family upon registering will need to create an account in the Brightwheel App. Unpaid fees are subject to immediate suspension or termination of care unless reasonable arrangements are made and accepted by Future Stars Daycare.

Fees are based on booked days, not attendance, and parents are responsible for fees whether, or not, a child attends. Therefore, there is no exception from fees for absence due to illness, vacation or for any other reason. No credits can be given for days missed.

It is the responsibility of the parent to change their banking information on their Brightwheel Account.

**A fee of \$45 will be added for non-sufficient funds or failure to update banking information.**

### **Withdrawal Procedure**

Families are required to provide at least one month's written notice when they wish to withdraw their child from the Care Centre. More notice is preferable. An email or written letter is to be given to the Director.

Giving proper notice is crucial as most families on the waitlist have their children placed in care at other locations and are required to provide one month's notice at their current facility. Less than 30 days' notice will result in an additional month of fee payments.

### **Termination of Service**

Future Stars Daycare can terminate services to a family under the following circumstances:

- Fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon.
- The Centre is unable to resolve a problem with a family.
- If a family member behaves in a disrespectful manner, harasses, threatens, or commits a violent or unlawful act toward a staff member, child or other family involved in a program.
- If, in the assessment of the day care staff, a child is unable to manage safely in a group of children within the given adult-to-child ratio. In this case, termination of services will be a measure of last resort.
- If a child has been hitting staff or other children over a period of time. (documentation will be provided in the Brightwheel app in incidents)  
(At the discretion of the Director and Owner).

### **Changes to Personal Information**

It is very important that the Care Centre has the most up-to-date contact information, including telephone numbers, address, and people authorized to pick up your children. Please inform staff of any changes to your personal information and if you update your Brightwheel Account information Please send an email to the Director, as the Brightwheel app does not notify us if you make changes.

## **Privacy Statement**

Future Stars Daycare is committed to protecting your privacy and the confidentiality of your family's personal information. We adhere to these policies and the provisions of the Alberta Personal Information Protection Act. We collect personal information in order to provide your child with childcare services. Personal information is any information that identifies an individual. Our commitment to privacy means that we will not collect, use, or disclose you or our children's personal information for any purpose other than those identified to you, subject to exceptions permitted by law.

We take our responsibility to respect and protect your personal information seriously. If you have any questions about our privacy policy or practices, or if you would like to review your personal information, please contact our Child Care Supervisor.

## **Arrival and Departure Policy**

### **Arrival**

The center opens at 6:30 a.m. each morning. We encourage children to arrive by 9:30 a.m. so they may fully participate in the morning activities. Parents must always accompany their children in and out of their classroom.

Upon your child's arrival and departure, please be sure a staff member in your child's classroom is aware that you are present and are either dropping off or taking your child home.

Staff members will sign your children in and out on the Brightwheel App.

Before a child will be released to any person, the Centre must have records that the individual is authorized to pick up a child. In some cases, the release password will be required.

Regular routines for pick up and drop off help reassure children. When you arrive, we suggest the following routine:

- Help your children with his or her belongings.
- Help your child wash his or her hands when you arrive at the Centre to help prevent spread of infection and diseases.
- Take your child to join his or her group and notify staff that your child is present.
- Make sure you inform your child that you will be departing; attempts to slip away unseen will increase your child's level of anxiety on subsequent occasions!
- Assure your child that you will return.

### **Pick up**

Parents / guardians are asked to ensure all children are picked up by 6:00 pm. Please call the Centre if you are not able to pick your child up in time and ensure appropriate emergency contacts are up to date, so another person is authorized to pick up your child if you are not able to.

### **Late fees**

Children must be picked up no later than 6 p.m. by the Centre's clock. A late fee of \$1 per minute must be paid to the closing staff upon arrival. Frequent late pick-ups could result in the termination of your child's spot. Considerations will be made about traffic or poor weather conditions, although late fees will still apply.

Parents / guardians will be called if a child has not been picked up within 5 minutes of the Centre's closing. If parents/guardians cannot be reached, emergency contacts will be called to help locate parents.

Emergency contacts can pick up a child if parents / guardians cannot be reached (See Release to Authorized Persons below). If parents/guardians and emergency contacts are not able to be reached after 30 minutes to 1 hour of the Centre's closing, staff are required to call Family and Children's Services and notify the Director immediately.

### **Separation**

Separation can be stressful for parents as well as children. We are here to help in this sometimes difficult, but very common, developmental process. Sometimes children are upset during their first few weeks, and don't express anxiety until two to three weeks later when they feel comfortable enough to do so.

Staff at Future Stars Daycare are sympathetic to feelings of anxiety over separation and will be available to help make this new situation manageable for you and your child. A joint effort by parents and staff should promote smooth adjustment. The way you feel about your child attending the Care Centre for the first time significantly affects your child's adjustment. The following suggestions may help:

- Think and speak positively to your child about beginning care, as your feelings will affect how your child adjusts to the separation.
- Make sure you inform your child that you will be departing; attempts to slip away unseen will increase your child's level of anxiety on subsequent occasions.
- Assure your child that you will return.

### **Release to Authorized Persons**

Authorized people are individuals that the parent has listed on the enrollment form. Please inform the Centre of any changes. Please provide an Emergency Code Word, this is an extra layer of safety for your child.

No child is to be released to any person other than parents/guardians without parental consent. Parents are required to notify the Centre by phone, email or the Brightwheel App if a child is to be released to someone other than the parents. Including those on your Pick-up list.

Staff are to make a record of any verbal permission (in person or by phone) to pick up and to share this information with other staff members if siblings are involved.

A person who has been given authorization by the parent, verbally or in writing, but is unknown to a staff member is required to present identification and give the Emergency Code Word before the child will be released.

If a parent fails to notify staff that someone else will be picking up their child, staff must contact parents, receive verbal consent, and make a record. (This includes authorized pick-up family members)

Emergency contacts will only be called to pick up a child if parents cannot be reached.

## **Health, Safety and Emergency Policies**

### **Potential Health Risk Policy**

Please advise the Centre prior to 8:00 am if a child will not be attending due to illness. A child who is ill (e.g., fever, infection, diarrhea, communicable disease, or any other type of illness that may be passed on to others, with the exception of the common cold) must be kept at home to protect the well-being of other children, families, and Centre staff.

The key to preventing the spread of contagious illnesses is early detection, and communication between parents and staff is crucial for the well-being of the children. Parents are urged to report any symptoms or concerns to staff upon arrival, and staff will monitor children closely for signs of the conditions listed above. Staff will also maintain effective communication with each other, reporting concerns to any and all staff working directly with a particular child under observation.

The Program Supervisor will be notified immediately when a child becomes too ill to participate in the program, the child will first be moved to the Director's office and kept under observation by the Director. The child will be encouraged to lay or sit on a personally assigned cot and every effort will be made to ensure the child is as comfortable as possible until a parent or emergency contact arrives to pick up the child.

Parents will be notified immediately by phone and arrangements must be made to pick up the child from the Centre as soon as reasonably possible. If the parents cannot be reached after a period of 20 minutes or are unable to pick the child up in a reasonable amount of time, those listed as emergency contacts will be called to pick up the child. Staff will continue to try to contact the child's parents (or emergency contacts) until someone is reached.

Parents/guardians will be strongly encouraged to keep ill children at home to prevent the spread of illness at the Centre. Children will not be allowed to return to the Centre until they have been symptom free for at least 24 hours. (this will depend on the illness) For example, if your child has no symptoms on Tuesday morning, they may return to the centre on Thursday morning. A note from a doctor may be required. Please note that for Pink Eye we require 48 hours from the time you have administered the first drops.

Signs or symptoms of illness exhibited by a child as defined by the Early Learning and Child Care Act include:

1. Vomiting, having a fever (a temperature greater than 38 degrees Celsius), diarrhea, or a new unexplained rash or cough
2. Requiring greater attention than can be provided without compromising the care of other children in the program
3. Having or displaying any other illness or symptoms the staff member knows or believes may indicate that a child poses a health risk to persons on the program premises.

**Specifically, a child may be considered too ill for care and parents should be advised to keep their child at home or to seek alternate care arrangements for the following conditions:**

- A common cold with listlessness, runny nose and eyes, fever, coughing and sore throat. Once the child's temperature, well-being, and energy have returned to normal, the child may no longer be contagious and may be able to return to the childcare facility even though coughing and runny nose may persist. If the symptoms (runny nose and eyes, coughing) are caused by a known allergy (e.g., hay fever, asthma) the child is not contagious and does not have to be excluded.
- Lethargy, uncontrolled coughing, earache, irritability, persistent crying, difficult breathing, wheezing, confusion (should see a physician)

- Irritable, continuous cry, or requires more attention than a caregiver can provide without affecting the health and safety of the other children in the day care
- fever of 38 C or higher
- Severe coughing, with obvious discomfort
- Infected skin or eyes, or an undiagnosed rash
- Unexplained or undiagnosed pain
- Yellowish skin or eyes
- Vomiting
- Diarrhea
- Sore throat with fever and swollen glands
- Body rash with fever
- red eyes (thick mucus or pus draining from eye)
- Headache or stiff neck (should see a physician)
- Severely itchy body or scalp
- **Known or suspected contagious illness, e.g.,**
  - **Norovirus: exclusions 48 hours after symptoms have disappeared.**
  - **Rotavirus: exclusions 48 hours after symptoms have disappeared.**
  - **Strep Throat/Scarlet Fever: Exclusion: 24 hours after antibiotic treatment has been started.**
  - **Whooping Cough: Exclusion: When 5 days of the antibiotics are complete. Or 3 weeks if no antibiotics were taken.**
  - **Croup: Exclusion: 3 days, cough and symptoms may last up to 14 days.**

**Please do not send your child to the centre with Tylenol or other OTC medications to mask fever or other symptoms of illness.** If you feel the need to medicate your child, this is a good indicator that your child needs to stay home. Illness is easily spread among young children, so our policies are in place to protect your child as well as other children in the centre.

Families will be notified of any confirmed cases of a communicable disease through a health notice posted in the Brightwheel App, advising parents of specific symptoms and measures to be taken if symptoms are present. Parents will be directed in-person to this notice upon picking up or dropping off of each child.

### **Hand Foot Mouth Policy:**

Hand Foot Mouth: Children are Contagious 3 to 6 days before they experience symptoms. Once symptoms begin, they are quarantined at home for 72 hours to watch for the rash and spots. If there are no more symptoms than children can return. We will do daily spot checks as the potential is still there for the spots to appear. They are very tiny and come at any time. Once the spot(s) are noticed we will ask you to pick up, please keep observing the spots for 72 hours, if there are more spots or they start to blister please stay home. Once they blister, they need to be healed over and crusty before the child can return which could potentially be up to 10 days. If you are going to seek medical advice you need to wait for the initial 72 hours to pass, and once the spots appear.

### **Pink Eye Policy**

If your child is displaying pink, itchy, gooey eyes you will be asked to pick up your child immediately. If your child has been diagnosed with Bacterial Pink Eye 48 hours are required before returning to the centre with medication. If your child has been diagnosed with Viral Pink Eye then the eyes need to be clear before returning 7-10 days. Please see your family doctor for a formal diagnosis. Pink Eye is highly contagious; your child may require a doctor's note before returning to the daycare center.

## **Health Care Policy**

In the case of an accident or serious illness involving a child, we will ensure that the child's parent is notified, and the child receives medical attention if necessary.

All accidents and illnesses will be reported to the Program Supervisor on duty.

For minor medical accidents (i.e., scrapes, cuts, and bumps), staff will provide the appropriate first aid and send a Brightwheel message to parents explaining what has happened. If the child has had a serious accident, we will provide the appropriate first aid and send a message on Brightwheel. We will also have filled in a accident report. Parents will be required to read and sign the accident report form and will be provided a copy of the signed form (if they would like one). The parent will be called if staff feel the injury requires non-emergency medical attention or if the child needs to be picked up.

If a child requires immediate medical attention due to injury or illness, the staff will call 911 and the child will be transported to the hospital accompanied by a staff member. In such instances the parent will be responsible for the cost of the ambulance. Staff will call parents after 911 has been called. If a parent cannot be reached, staff will begin to contact the emergency contacts for that child. Any incident or accident of significance will be recorded by the staff member in charge, brought to the attention of the Director, and then discussed with parent when the child is picked up/met at the hospital.

## **Outbreaks**

If we are having an outbreak of illnesses (2 children with the same severe illness ex. Flu) is considered an outbreak. We are required to contact Alberta Health Services. They require any child or Adult to be symptom free 48 hours prior to coming back to the daycare centre. Depending on the severity of the outbreak we may require 72 hours symptom free before returning. We will keep everyone informed on Brightwheel.

## **Administration of Medicine Policy**

Should a child under our care require the administration of any medication, staff at Future Stars Daycare will administer medication to a child only when all of the following criteria are met:

- Written consent from the child's parent has been obtained
- The medication is in the original labeled container
- The medication is administered according to the labeled directions

We will not administer medications that have the instructions to give "as needed" without a doctor's specific written instruction for a specific time to give the medication. Please note that we may call the pharmacy on the prescription to get clarification about the medication should we have any questions.

Any time medication is administered to a child the following information will be recorded:

- The name of the medication

- The time of administration
- The amount administered.
- The initials of the person who administered the medication.

All medication at the Centre will be stored in a locked container that is inaccessible to children. All medication that may be needed in an emergency, such as an EpiPen or asthma medication, will be stored in a location that is inaccessible to children, but immediately available to staff (Emergency back packs, Each child's medicine will be in a Ziplock bag with the emergency medical form).

Future Stars Daycare does not administer over-the-counter medications such as acetaminophen, ibuprofen, or cough and cold medications without a doctor's note. These medications are used to reduce fevers and pain. They may mask serious symptoms of illness, which makes it difficult to monitor the health of your child and protect others from communicable illness.

Teething remedies such as gels, pills, and other medications will not be administered as these remedies are subject to overuse and require the caregiver to make a diagnosis of the child's symptoms. We will administer Herbal medication, it will be kept in the cupboard and documented in the Brightwheel app when given. (A medication form will need to be filled in before a child can receive this).

### **Allergies**

Please let us know in your registration package if your child has allergies to food or environmental.

### **Severe Life Threatening Allergies or Health Conditions**

All children with severe life threatening allergies or a health condition have an Emergency Medication and Action Plan Photo on the wall of their classroom. This allows all staff to know what to look for in case of an emergency.

When filling in Emergency Medication forms, please remember to write the same as the directions on the Doctors instructions for the medication. Changing the amount or time the medication is to be given will result in the centre having a violation with Licensing.

### **Smoking/Vaping Policy**

No person shall smoke or vape on the program premises, and no educator shall smoke/vape at any time or place where childcare is being provided.

### **Emergency Evacuation Policy**

The Centre is maintained as a safe place for children. We encourage safe play both indoors and out, and we will instruct children in the proper safety techniques for using specific equipment, while on walks in the community, or while on an outing that requires bus transportation. Through modeling and routine, we will establish safety rules that allow children to function with minimal risk of injury to themselves or others. Children will be aware of any safety or emergency procedures that will allow them to remain unharmed in an emergency situation. Staff will follow all rules, procedures, and guidelines to ensure the safety of the children in their care.

Complete emergency evacuation procedure instructions are located near each exit. Staff members take the Brightwheel iPad for the group, (If no Wi-Fi is available, we will use our personal cell phones to send a message on the Brightwheel App) as well as the emergency backpack with contact names and numbers and other emergency supplies. They proceed to the nearest exit with the children in their care.



Attendance is taken to make sure everyone has made it out safely. The director will check the building before leaving and locking it up. If the group is not able to return to the centre, they will travel to the nearby evacuation location and parents will be called to pick up their children.

The above steps are used in the event of a fire in the centre. The only exception is that the children and staff return to the Centre after attendance has been taken. We practice unannounced fire drills once a month. Fire drill procedures are also posted in all rooms.

### **Fire Emergency Evacuation Policy**

Parents in the event that a major fire is headed towards the daycare we have inquired with the city for a safe zone that could accommodate the centre. In the event that an incident does happen where we are forced to evacuate the daycare centre, we will send out a Brightwheel Message Immediately and upon arrival at our destination we will call you for immediate pick up.

### **Equipment Safety Policy**

Toys and equipment are inspected frequently for safety and age-appropriateness. All appliances used in the Centre meet safety requirements and are in good repair. The Centre uses only non-toxic arts and craft supplies. If parents notice that a specific piece of equipment is in disrepair or has become a safety hazard, please let staff know immediately. Caregivers will also inspect equipment and grounds for safety hazards at any visited play parks or recreation areas before allowing children to use them.

### **Off-Site Activities Policy and Field Trip Policy**

During every outing, each room will carry an Emergency Backpack that includes the following items: portable record of emergency information that includes up-to-date personal information, medical, and emergency contacts for each child in attendance, a first aid kit, any emergency medication, a cell phone. We will also bring our water bottles with us (depending on the length of the trip). Preschool children and 2.5 year olds will use the walking rope and teachers will be at the front, middle and back of the rope. Our younger toddlers will use the wagons along with our Infants. We may ask to borrow baby body carriers for our infants, or strollers for our toddlers. We do head counts before we leave the centre, on our walk, when we reach our destination, on our way back and once we arrive at the centre.

#### ***Off-site Activity:***

Consent for walks within the neighborhood, and to nearby public playgrounds and green spaces will be given (or denied), in writing, upon registration.

If we are going on a field trip outside of the Cochrane area, or if it is not in our normal programming, we will provide a Field Trip form to be signed.

Parents will be notified of upcoming field trips through verbal communications with the staff, monthly newsletters on Brightwheel, a message on Brightwheel the week before and a reminder the day before.

Field Trip forms will include the destination and nature of the activity, the date and schedule for the day, the mode of transportation, any associated costs, and a list of items that should be sent with the child for the day. Parents will sign field trip form within the centre, if a parent does not wish for their child to go then the parent is required to make alternative arrangements. Children will not be permitted to participate in the offsite excursion without written permission from the parent or guardian.



All parents are invited to participate in any field trip the centre is going on. A vulnerable sector check will be required for all volunteers. If you would like to participate, please give a copy to the Director.

Staff will travel on all outings with a list of the children's names in their care. Regular head counts will occur often. Staff will maintain visual contact with all children in their care.

Whenever a group of children is preparing to return to the Centre, Staff will count heads as they gather the children.

If a child is causing a security risk (not holding the rope, running away from the group), parents will be contacted and asked to pick up their child. The child might not be able to go on future field trips if we feel that the safety of other children are at risk.

Staff will inform the Director on Duty that their group is returning and when they have returned and will confirm that everyone has arrived with a head count.

### **Supervision Policy and Practices**

Effective Supervision of children is the most essential element in providing safe care for children of all ages and stages of development and can prevent or reduce the likelihood of accidents and injuries to children. We allow our children to take more responsibility in their choice of activities, including risky play. Children are not always able to recognize potential risks and as such, educators at Future Stars Daycare will always remain active in their supervision of the children. We will maintain awareness of the children's activities, ensuring the safe use of spaces and play equipment. Play time should remain enjoyable for all children and childcare providers who remain active in the supervision will be able to facilitate learning opportunities for the children. At all times, all children in our care will be effectively supervised such that each child's safety, well-being and development are ensured.

### **Playground Policy**

Going outside daily is very important to all the children regardless of Age. At Future Stars Daycare we feel that going outside to play is vital to the child's growth and learning. We believe in risky play, getting muddy and exploring in all types of weather conditions. Go to [www.outsideplay.ca](http://www.outsideplay.ca) for more information.

We require every parent to bring the necessary clothing for the weather. Muddy buddy or rain gear, rain boots in Springtime; Shorts, bathing suits, outdoor sandals or running shoes in the Summer; Heavier jackets, long pants, sweaters outdoor boots or shoes in Autumn; Snow suits, mittens, hats, warm winter boots in Winter.

Sunscreen will be provided by the Center, if you would like to bring your own, please remember no spray sunscreen and no sunscreen with Herbal ingredients due to Severe allergies. A sunscreen form will be signed by all new families. Sunscreen forms will be sent on Brightwheel for new parents or updated if the brand of sunscreen has changed.

### **Our staff will supervise the following areas:**

**Climbers:** being close by when Infants and Toddlers are using the apparatus.

**Water Play Area Outside** When children are using the water areas outside, the staff will be nearby to observe and engage with children. When we have the wading pool out, there will be 1-2 staff inside the pool.

**Green artificial grass areas:** running, water play, tire play, and tree climbing are fun ways to engage with children.

**Tile area:** bike play area; chalk and other play structures.

### **Our Staff:**

Will rotate and move around to avoid chatting and talking with each other.

Are not permitted on any of the climbing structures.

Are to actively participate with the children, to play games, get muddy, explore nature, participate in physical literacy, and teach children new ways to be active by being active with them.

Our outdoor time is decided by the room staff on how long they go outside each day, dependent on the weather and if the children have suitable clothing for the weather. Minimum of 30 minutes.

Our staff take supplies outside on a daily basis to ensure a quality and fun program for every child. These items may include chalk, bubbles, painting, water play, sensory activities, science activities, parachute play, block play, balls, and games.

### **Temperatures:**

Our Infants and Toddlers go outside up to a maximum of 30 degrees and down to a maximum of -15 degrees. We do go outside in all types of weather.

Our preschool children go outside up to a maximum of 30 degrees, and down to -17 degrees. We go outside in all types of weather.

### **Outdoor Education:**

Staff will participate in ongoing Outdoor education workshops.

We will provide updated outdoor education and learning for parents through handouts, memos in our monthly newsletters and updating our policies.

## **Technology and Multimedia Policy**

### **Camera Policy**

Please remember not to share the camera password with others, this is for your viewing enjoyment only.

### **Technology Policy**

This may include the use of computers, videos, music, or taped recordings of their own voices, electronic games, as a means of an activity. All activities, including the use of the computer, will be of

appropriate age and content. All uses of technology will follow the technology permission form on our registration.

The use of video games will be those that promote activity (dance games), be of an educational nature, and be limited in their use. We only allow games that are designed for a younger audience with E for Everyone rating.

### **Video Viewing Policy**

Use of movies or videos will be limited in their use. We will sometimes show short videos less than 10 minutes that enhance programming, such as a YouTube video of a rocket launch during space-themed programming or an example of dancers from another culture or country. Full length movies are limited to once a month or for special occasions. All movies shown will be rated G or an equivalent rating.

### **Web Site and Social Media Policy**

Depending on the changing technology and popularity of such communication, the centre may engage in the use of social media outlets and web sites. Along with the centre web site, social media may be used for communications purposes, advertisement, and community outreach. It is our policy that such use follows our parent permission section in the registration form for photography and is respectful of all laws and ethical guidelines to protect the privacy of the children and families. When using the Brightwheel app please do not share the photos as we ask that you respect the confidentiality of all the children, families, and staff.

### **Child Abuse Policy**

All Future Stars Daycare staff are required by law to report any suspicions of child abuse to the proper authorities.

Section 4(1) of the Child, Youth and Family Enhancement Act states: "ANY PERSON who has reasonable and probable grounds to believe that a child needs intervention shall report the matter to a director under the Child, Youth and Family Enhancement Act or a person who has the director's delegated authority.

The Child, Youth and Family Enhancement Act places the obligation to report child abuse by a parent/guardian or another person with any individual who has reasonable grounds to believe abuse has occurred. This includes caregivers in day care centres. This obligation is not discharged until the individual has reported directly to a caseworker. Caregivers are familiar with the procedures set by the Child and Family Services Authority.

It is the Centre's goal to employ childcare professionals who are committed to the highest standards of ethical behaviour. To ensure the health and safety of children in our care, a zero-tolerance policy is strictly enforced. We consider corporal punishment or physical discipline by the staff to be abused. If a parent has any concerns about the conduct of an employee that could be considered abusive, please contact the Director or Centre owner without hesitation.

### **Unscheduled Closures of the Centre**

It would be on quite a rare occasion when city schools or buses shut down, and as such, we do not anticipate ever having to close due to cold or inclement weather.

If a weather advisory is sent out regarding severe weather, children will remain in the Centre. Future Stars Daycare will follow the weather forecast given on the Environment Canada website, [http://weatheroffice.gc.ca/forecast/canada/index\\_e.html?id=ab](http://weatheroffice.gc.ca/forecast/canada/index_e.html?id=ab).

Additionally, if we experience any other circumstance that prohibits us from providing a safe and healthy environment, such as a water main break, loss of electricity, loss of indoor heat, and the like, Future Stars Daycare will close.

Future Stars Daycare has policies and procedures for dealing with emergencies. In the unlikely event that an evacuation is necessary, children will be relocated to an alternative site and parents/guardians will be notified as soon as possible. Evacuation plans are posted in the main entryway of the Centre.

In the unlikely event that management determines the Centre must close during normal hours of operation, parents will be called and required to pick up their children as soon as possible.

Please be aware that if the Centre is closed or should close prior to regular closing hours, there will be no reimbursement or credit of childcare fees.

In case of an emergency, staff and children will at the Mailboxes across the road, unless it is a Fire Emergency in the town, then we will go to the location given to us by the town of Cochrane.

### **Child Involvement Policy**

We at Future Stars Daycare provide opportunities for children to become involved in daycare program planning, recreational activities, special events, community projects. We work with our families in order to compliment the program and share information. We maintain respectful relationships between children, staff, and families, to help support a positive outcome for our children and families.

### **Interactions with Children**

- Educators will ensure that all communication between themselves and the children meets the criteria within the Employee Handbook.
- A list of open-ended positive questions will be put into an ongoing staff resource manual/booklet to facilitate positive ongoing communication between Educators and children.
- Educators recognize and support children in expressing their feelings with each other in respectful ways.
- Educators refrain from using the words Good Girl and Good Boy, but instead use descriptive words to tell of the accomplishments or development milestone the child has reached.
- Educators assist children to develop problem solving and conflict resolution skills, instead of solving problems for them.

## **Open Door Policy**

We have an open-door policy: Parental involvement will be encouraged by:

- Encouraging the parents to enter the centre frequently and freely.
- Ensuring parents are equal to staff in respect to significance of their knowledge and input for their child.
- Ensuring respectful, friendly, and positive low-key interactions between parents and staff
- Promoting supportive and prompt responses by staff to parent's questions or needs for discussion meetings.
- Ensuring all parties perceive the parent – centre relationship as a partnership with two-way communication.
- Providing parents with information regarding the centre through various media: Web Site, Parent Resource Board, Brightwheel, Facebook, Instagram.
- Promoting resources available through the centre and encouraging their use.

## **Communication Policy**

Future Stars Daycare is committed to communicating with families, children and staff, community members in a respectful and professional manner in order to facilitate positive relationships and create optimum childcare experience.

### **Families**

Families of children registered at Future Stars Daycare have the right to be fully informed of their child's experience while involved in a program. Our program has a responsibility to provide families with information about their child's experience and involvement.

### **Written Communication**

- Items of communication that pertain to all families will be made available on a consistent basis, distributed either through email or social media.
- Newsletters/Calendars– are now part of the Brightwheel information.
- Notification of program staffing changes – distributed within one working week of change.
- Menus – will be posted on our web site.
- Parent Handbooks – available on website at [futurestarsdc.ca](http://futurestarsdc.ca) or will be emailed to new families.
- Children's daily reports & incident reports are available on Brightwheel app.
- Children's programming is done with a web or with the interest of the children.
- Brightwheel (all daily communication, calendar, newsletter)

### **Verbal Communication**

- Verbal communication will be used to establish a positive relationship with each family and instill a sense of open communication. Educators will take care to acknowledge families when they arrive and leave the centre and take each opportunity to offer relevant information about their child's day.

## **Parent Participation and Feedback**

- Future Stars Daycare will provide parents with the opportunity to offer their feedback regarding the program in a variety of ways, such as
  - Conversation with Educators
  - Parent Suggestion boxes
  - Parent Emails

Information gleaned from parents to be reviewed at staff meetings and changes to the program may be made accordingly. All comments and suggestions will be considered on an individual basis.

## **Emergency Contact Information**

- An emergency telephone number will be posted on the main entrance to Future Stars Daycare should parents require after hours contact.

## **Sharing Confidential Child Specific Information**

- Information pertaining to individual children will be communicated in a formal and confidential manner. Instances of injury, illness or serious incidents of inappropriate behaviour will be documented in the appropriate Report, which will be reviewed with the parent immediately. A copy of each incident report will be kept in the child's file.

## **Our Community**

At Future Stars Daycare we believe active involvement in the community is a vital and essential part of a successful and healthy operation of daycare for both children and staff.

We seek out local involvement for yoga, music, and movement classes, we visit local pathways and green spaces for the enjoyment of natural elements.

We collaborate with our community with the children's developmental needs and interests. We connect with the SPCA, Food Bank, Fire, Police, and local businesses. We connect with Professional Supports for our Children and our Families.

We connect with our larger Early Childhood Family to seek out Educator's development needs.

We connect our programs and families with our local Family Resource Networks

Being part of the community allows both the children and our educators to feel a sense of belonging and citizenship to their own community.

## **Should You Have Any Concerns**

As a childcare center we are a community of children, parents, and staff all interacting and sharing our lives together. In a community, people work closely together and hopefully interactions are positive,

helpful, kind, and understanding. Yet it is to be expected that from time to time, people will experience conflict, concerns, and difficulties.

When a parent has a concern about an aspect of our childcare program, we will take every step to help resolve the issue as promptly as possible, keeping the safety and well-being of the children and staff a priority.

As it is in everyone's best interest to maintain harmony and goodwill in the Centre, the Centre reserves the right to ask a family to withdraw for the sake of the child(ren), family, and staff. We must at times be able to accept that our Centre is not the right fit for every child and their families.

Parents are encouraged to discuss any questions or concerns about your children's programs or procedures with the Director or Centre staff. If a conflict arises, the goal is to resolve differences and find solutions that everyone can accept. We are committed to providing a caring and supportive environment for our children and families.

## **Resources and References for Parents**

- ❖ Early Learning and Child Care Act and Regulation: [www.alberta.ca](http://www.alberta.ca)
- ❖ Government of Alberta Child and Youth Services Homepage: [www.alberta.ca](http://www.alberta.ca)
- ❖ Canada's Food Guide: [www.canada.ca](http://www.canada.ca)
- ❖ Bully Free Alberta: [www.alberta.ca](http://www.alberta.ca)
- ❖ Family Support for Children with Disabilities (FSCD): [www.alberta.ca](http://www.alberta.ca)
- ❖ Health Office: 1-877-476-4743
- ❖ Calgary and Area Child and Family Services Authority

Address 300 - 1240 Kensington Road NW

Calgary, Alberta T2N 3P7 Phone: 403-297-6100

Toll Free: 1-800-387-5437 (Child Abuse Hotline)

Toll Free: 1-877-644-9992 (Child Disability Resource Link)

Toll Free: 1-888-456-2323 (Bullying Help Line)

Toll Free: 1-800-668-6868 (Kids Help Phone)

Toll Free: 1-866-606-7233 (Family Violence Info Line)