



# Laugh'N'Learn Langdon Ltd.

*Before and After School, Preschool Program*

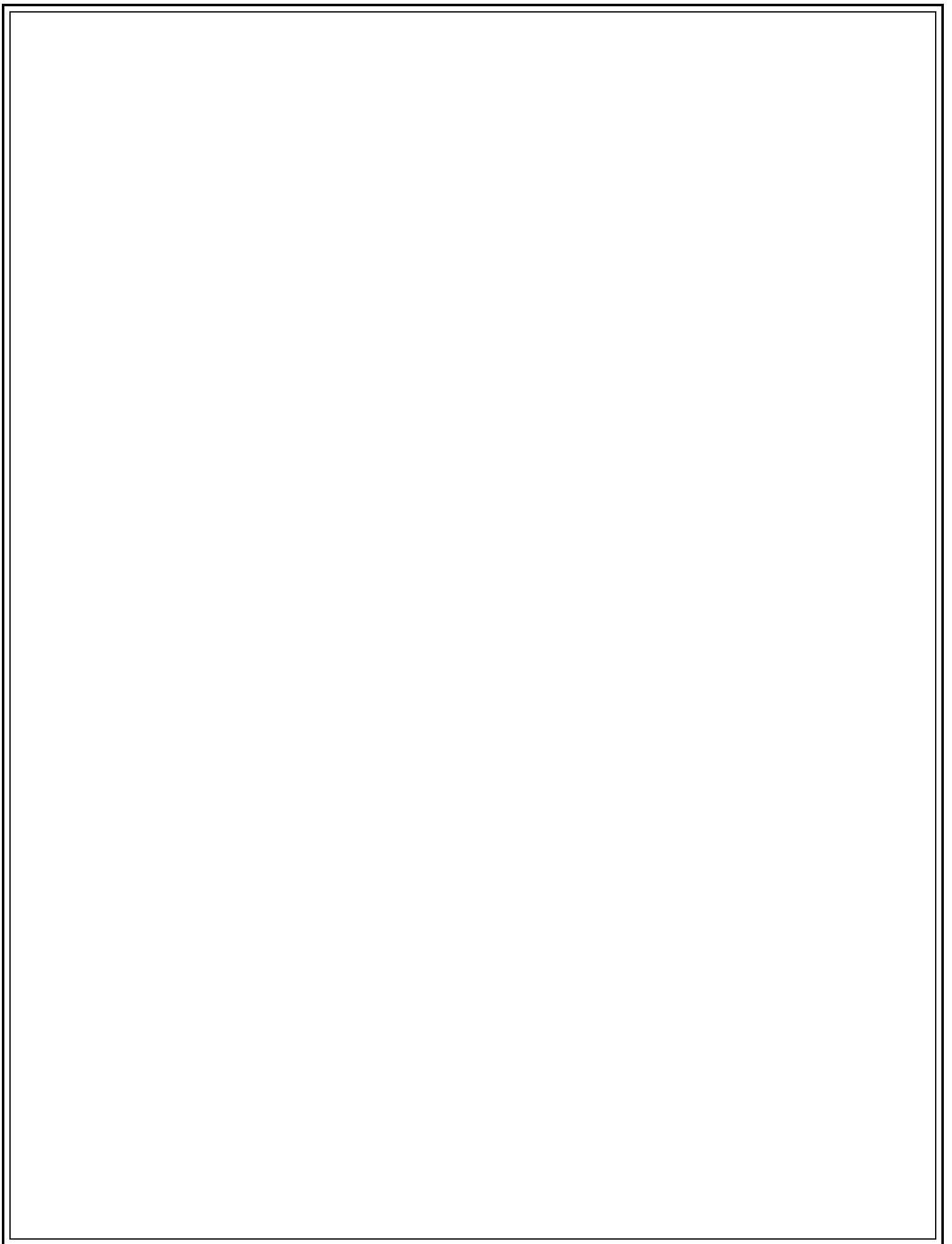
344 Center Street, Langdon, AB T0J 1X1

403.901.7888



## Parent Handbook

Revised May 2021



---

## *Table of Contents*

---

Welcome to Laugh 'N' Learn	1	Toys and Candy	19
Philosophy	1	Off Site Activities	19-20
Statement of Inclusion	2	Technology	20
Goals	2	Open Door Policy	21
Registration	3	Respect Policy	21
Program Hours	3	Communication	22
Emergency Phone Numbers	3	Community Engagement	22
Fees	4-5	Complaint Policy	23
Late Payments	5	Grievance Procedure	23
The Program	5-6	Smoking	23
Child Involvement	6	Covid19 Enhancement Package	25-28
Parental Involvement	6	Acknowledgement	29
Child's First Day	7		
Arrival and Departure	7		
School Pick Ups	8		
Late Pick Ups	8		
Parent Routine	9		
Staff	9		
Children's Rights	10		
Child Guidance	10-11		
Supervision	11-12		
Illness	13-14		
Medication	14		
Accident/Incident/Serious Illness	14-15		
Incident Reporting	15		
Emergency Procedures	16		
Children's Records	16		
Information Updates	17		
Confidentiality	17		
FOIP	18		
Withdrawal of care	18		
Snack	18		
Off Site Activities	19		
Rest	19		
Clothing	19		

---

## ***Welcome to Laugh'N'Learn***

---

Welcome to Laugh 'N' Learn Before and After School or Preschool Program. Our first priority is to partner with families in caring for their children, and to offer a safe environment with high quality care. Our focus is guiding children's development individually while igniting their potential in all aspects of learning and growth.

We believe that a secure, nurturing atmosphere promotes well-being and respectful relationships, and creates the perfect environment for **HAVING SOME FUN!**

---

## ***Laugh'N'Learn Philosophy***

---

We believe children are individuals with unique talents, capabilities and aspirations. These qualities need to be nurtured in order for children to flourish in their development. Children have a natural sense of curiosity and we hope to facilitate this by providing a stimulating, healthy and caring environment.

We recognize that children experience life at their own level and their own pace. We support this by celebrating each child for their individuality and challenging their interests, talents, and abilities. Each child's personality will be recognized and respected. We feel that when children are valued they will be confident to develop and reach their own potential. At Laugh'N'Learn we strive to find the right balance of child led, and teacher directed activities. Children will always have choices, be encouraged to face new experiences, and to know that it is not the success or the failure that is important, but all the growth that takes place.

Our beliefs lie in Relationships, Physical Literacy, STEM/STEAM Learning, a sense of Community, and most importantly, **FAMILY!** You will see all of this in our daily activities and programming. Your values as a family are important to us too, we honor diversity and therefore we thrive on your input and feedback!

---

## ***Laugh'N'Learn Statement of Inclusion***

---

It is the right of every young child and their family, regardless of exceptionality and ability/culture and heritage/beliefs and values/vulnerabilities, to participate in a broad range of activities and contexts in our program and in our community. We hope in doing so, that every child and their family will develop a sense of belonging and membership, positive social relationships and friendships, as well as development and learning to reach their full potential. Our policy for providing inclusion is to ensure every child has access, can participate, and will be supported.

\*\*Adopted from the National Association of Education of Young Children, Definition of Early Childhood Inclusion

---

## ***Laugh'N'Learn Goals***

---

### **For the Child:**

- To provide an environment that encourages and motivates the individual child socially, physically, intellectually, creatively, and emotionally.
- To foster a sense of self-worth in each child,
- To recognize the importance of the individuality of each child, their strengths, and weaknesses and to plan accordingly
- To treat each child with respect and understanding,
- To promote physical literacy
- To promote a sense of community and citizenship
- To give the child optimum opportunity and support to discover, experiment, and explore their own interests and curiosities.

### **For the Caregiver**

- To provide resources and guidance to parents and caregivers that support the healthy development of their children,
- To mobilize community resources for parents as needed. To develop relationships and partner with parents in the care of their children,

### **For the Centre:**

- To provide a working environment that supports and promotes team-work and open communication with peers,
- To provide resources and materials needed to facilitate a quality child care program,
- To encourage personal growth and accountability amongst the staff.

---

## ***Program Registration***

---

Registration to the program requires the proper paperwork and information to be submitted to the program either in person or online. Part of our registration includes a meet and greet where the child is provided the opportunity to meet the staff and children in the program. This time is also used for the program to gain information about parents, families, and child that can be helpful in the care taking of each child.

Once payment is made the space for your child is secure. New registration is required for each new school year in order to maintain updated files. The registration fee is \$40 for the first child, and \$10 for each additional child in the family. Although registration is required, there is no fee for Summer Camps if you are already enrolled in the Before and After School Program.

---

## ***Hours of the Program***

---

The Before and After School Program is open from 6:00 a.m. to 8:30am and 2:30pm to 6:00p.m., Monday through Thursday and 6am to 6pm on Fridays. The center will be closed for all statutory holidays.

The Kindergarten Enhancement Program is open during BAS hours(listed above) as well as 10:30am to 2:30pm on the required days according to Elementary School Programs in the community.

The Preschool Program is open Monday, Wednesday, and Friday 8:45am to11:15am. The preschool is closed on the school's professional development days, and school holidays. Please note this is subject to change to accommodate the BAS Program Hours.

---

## ***Emergency Phone Numbers***

---

Emergency numbers are located/posted at the entrance of the Facility to be accessible from the exterior of the building as well as on both the Parent Board and Staff Board of the program.

---

## ***Fees***

---

Fees are due on the 1st of each month and can be paid by cheque, e transfer, or cash. Cheques should be made payable to Laugh 'N' Learn Langdon. If your child is absent from the center due to illness, vacation or appointments, your fees do not change.

Parents on the Provincial Subsidy Program need a minimum of 100 hours per month to obtain maximum subsidy. Any child falling short of 100 hours will be subsidized at a lower rate and the parent will be asked to pay the difference.

The daycare must receive subsidy payment within two months or the family becomes responsible for the difference immediately. Please maintain contact with the director of the center during your subsidy application or renewal process.

### Before and After School Care:

Full Time Care 5 days per week	\$500.00 per month Includes PD days
Mornings Only 6am to 8:30am	\$350.00 per month \$25 PD day
Afternoons Only 2:30pm to 6:00pm	\$350.00 per month \$25 PD day
Part Time Care	Mixed mornings/afternoons up to 11 days/month \$350.00 per month \$25 PD days
Drop In	\$10.00 per hour
Kindergarten Enhancement	\$750.00 per month Includes PD days
All extended holidays such as Christmas/Spring Break	\$25/day

### Preschool:

3 Days per week	\$180.00 per month
2 Days per week	\$120.00 per month

Summer Camp:

Full Time	\$800.00 per month
Per Week	\$240.00 per week
Per Day	\$50.00 per day

Please note that Full Time Registration will take priority and the Part Time Options are dependent upon available space.

---

***Late Payment Policy***

---

Payment is expected on the 1<sup>st</sup> of each month. Care is suspended if a payment is not received on or before the 5<sup>th</sup> of the month. Payments that are 4 weeks or more behind are considered to be in arrears and the family will receive written notice. Families that continue in arrears after attempts have been made to develop a payment schedule or who are not complying with the agreed payment schedule, will be contacted by a collection agency, and registration will be terminated.

The charge for an NSF cheque is \$45.00.

---

***The Program***

---

The daily schedule includes time for active and quiet play, indoor and outdoor play (intense physical play), group and individual play. We have created a quiet space for children to work on homework and academics, however there is not a required amount of time to be spent in this area. Parents are welcome to request that children are reminded and encouraged to complete homework while at the program and our staff will do their very best to accommodate this. Our staff spend a significant amount of time on creating daily activities that provide appropriate stimulation and challenge for each child, according to their interests and their specific needs. Our children participate in a monthly group meeting where they take the reins in planning activities and adding them to the calendar. The children are always provided choices but are highly encouraged to participate in group activities, however, they are not forced.

The daily activities include:

- Gross motor (physical) activities either indoors or outdoors, to exercise large muscles
- Fine motor (physical) activities such as lacing cards, beading, cutting, puzzles or play dough.



- Creative art such as collage, painting, cutting and pasting, chalk & chalk boards, printing, texture rubbing etc.
- Sensory activities such as sand and water play, texture boards, science experiments.
- Daily living skills such as caring for others, hygiene, cooking, self-help skills (dishing up own food), dusting, helping to care for babies, washing hands & face, yard raking. Dramatic play such as housekeeping area, puppets, dress up clothes, dolls, masks.
- Construction & cognitive play, STEM and STEAM activities
- Quiet activities such as books, puzzles, flannel board activities, board games, music
- Language activities such as story tapes, reading books, repetitive songs and rhymes, writing center
- Science and math activities such as sorting and categorizing, counting objects, cause and effect, learning games and exploring the environment.
- Music activities that encourage dancing, exploring instruments and sounds and observing the rhythm and movement of music.

Daily schedules and program planning are located in the entrance on the large white board. Parents are encouraged to review program planning and contribute with adding their child's special interests and needs by writing it on the board, there should always be markers available.

---

### ***Child Involvement Policy***

---

Our program is based on prioritizing the child and family, therefore all of our programming is emergent and dynamic. Our children's involvement is encouraged through monthly meetings where children are asked directly what activities they want to see on our calendar, it is recorded at that meeting and incorporated into the monthly programming and calendar. Our calendar is displayed and available to them, and their families on a daily basis where they are encouraged to add their impromptu ideas and suggestions, to take place on a specific date. Our staff are all trained in house to observe, record, and implement observations and immediate interests to be included in our daily programming process. The child's participation is encouraged in all activities, but not mandatory. Options are always available.

---

### ***Parent Involvement Policy***

---

We believe that parents and staff working together as a team to provide the best experiences for your child's ongoing development is a very valuable aspect of our program. Parents have the opportunity to become involved in a community that their child is a part of on their own merit. The children become proud citizens here and they are always eager to "show off" their family. Parents are always welcome to come and help with a project or introduce a talent they may want to share, or talk about a trip to somewhere unknown by the others. There are a number of ways for you, as parents, to get involved in the program. We will do our best to accommodate your schedule.

---

## ***Your Child's First Day***

---

Each child will have a designated space for their things. Be sure to label your child's belongings with permanent marker. The center cannot prevent loss of items if they are not clearly marked. Separation may be difficult for some children. In order to prepare your child, we recommend you discuss where your child will be going and what you will be doing while they are in care. When you arrive, take a few minutes to help put your child's items away, help change their shoes, look around the room with your child, and greet the teachers and other children who are nearby.

- Establish trust; tell your child that this is a safe place and that the teachers will take care of him/her while you are away.
- Acknowledge feelings; it's typical for children to be upset during the first few days/weeks of attending. Take the time to validate your child's feelings and give them comfort by telling him/her when you will be back (e.g. after nap time).
- Never "sneak out" on your child. By sneaking out you will not establish trust; this will create anxiety and fear in your child, just let them know that you will be back as soon as you can.
- Always feel free to contact the program and check in to see how their day is going.

---

## ***Daily Arrival and Departure***

---

Laugh'N'Learn Before and After School Program takes supervision and safety very seriously. Our staff are taught to be aware of the number of children in the program at all times. It is required to record all children's arrival and departure times. We do this both on our attendance sheet and digitally in our software.

It is imperative that a staff member has acknowledged your child when arriving, before you leave the premise. Mornings can be busy, but it is necessary that the staff are aware another child has entered the program numbers. The program staff will also make themselves available to greet the children and help them find an activity to settle in.

At the end of the day when picking up your child/children please be aware they will be expected to tidy up what they were playing with or using. The staff can anticipate your arrival and have the children do this before you arrive if you are on a regular schedule. If the time varies, it is hard to have the child clean up too early and then have to wait.

Again it is imperative that you are acknowledged by the staff before leaving the program. We realize that everyone is anxious to get home, but we are always keeping track of our numbers in order to ensure their safety.

***\*\*If the person picking up your child from the program is not the usual person, please ensure that we have your written consent for them to do so or the program staff cannot allow the child to leave with them. They can be listed on the child's registration***

*form, or a hand written note, confirmed by a phone call can also work. We will be asking for photo identification if we are not familiar with the person. It is also very helpful to try to let the staff know ahead of time.*

---

## ***School Pick Ups***

---

Children are shown upon start with the program, exactly where the Laugh'N'Learn staff member and children meet immediately after the final school bell. It is imperative that parents communicate with the BAS program regarding any changes in a child's routine pick up from the school yard. Our preferred method would be to speak directly to a staff member, however we do realize that plans change throughout the day, so a phone call would be necessary a minimum of half an hour before the final school bell. If a child does not show up or cannot be found at an arranged pick up time or location, staff will go directly to the school's administration office to have the child called via intercom. Staff are to walk around the entire location to ensure the child is not on location. If staff are still unable to locate the child, they are to call parents immediately to ensure they have not been picked up already or by another guardian. If the parents are unable to be reached or do not have their child in their care, staff are to call the emergency contact listed in the child's profile. If no one is able to be reached, staff are to call proper child care authorities and 911.

---

## ***Late Policy***

---

Late pick-ups are stressful and difficult for children and also for staff, whose personal commitments after work are equally valued. Please be respectful of our center's closing time of 6:00 P.M.

If late pick up does occur, parents will be asked to sign a late Pick-Up Form. Late pickup charges are due immediately and directly to the staff member, unpaid charges will be added to your next month fees. The late fee charge is \$2.00 for the first five minutes, and \$1.00 per minute thereafter.

If late pick-up occurs repeatedly during a month, families will be asked to meet with the director to explore the problem and possible solutions. If late pick-up continues to occur families may be given notice to leave the BAS program as, once again, we need to be respectful of our staff member's time.

Please Note, if you are not at the program by 6:30 P.M., and have not phoned the center to explain your delay, the Social Worker on duty with the Ministry of Children and Family Services will be called.

---

## ***Parent Routines***

---

It is a licensing regulation for children to be signed in for the day upon arrival and signed out upon departure. During practice evacuation drills this information is used to ensure all children have evacuated the building; if your child is not signed in for the day he/she may not be accounted for.

Parents are welcome to observe at any time. Confidentiality is expected.

Check the Parent/Community Resource Centre in the front foyer for updated information.

Check your child's backpack for notes, soiled clothing and artwork each day. Any unclaimed artwork will be disposed of at the end of each week to avoid clutter.

Inform the staff of any changes in your child's routine that may affect his/her needs or behavior including health and any events at home.

If you are not at your usual contact site, inform staff. We must be able to contact you in the event of an emergency.

---

## ***Staff***

---

Our Laugh 'N' Learn staff are trained and qualified as Early Childhood Educators. In addition to this, they maintain First Aid Certificates, as well as attending training conferences and having access to many resources at the program, as well as community resources.

All staff members, substitutes, volunteers, and Early Childhood practicum students who have unsupervised access to children will have a current Criminal Record Check, and Vulnerable Sector Screening within six months and, updated every 3 years in accordance with the Child Care Licensing regulations. Our staff are interviewed, references contacted, given a thorough orientation, and participate in a working interview (two to three hours are spent in the program being observed for child interactions, team compatibility, and over all suitability) before they are officially offered a position at Laugh'N'Learn.

We believe that open, respectful communication and cooperation between the families and the staff is important for the wellbeing of your children. The staff welcomes questions, suggestions, and discussions regarding your child or the center's policies. You are always welcome to arrange a meeting with the owner/directors as well..

---

## ***Children's Rights***

---

It is our belief that children must have a safe, healthy, and comfortable environment. They must not be subjected to corporal or unusual punishment, humiliation, mental abuse or punitive interference connected with the daily functions of being in the program or at home.

Our center is morally and legally bound to report all suspected cases of child abuse and/or disclose violations of these rights to the Ministry for Child and Family Services.

---

## ***Child Guidance Policy***

---

Laugh 'N' Learn Langdon is committed to helping children grow and develop to their fullest potential in a safe, caring and nurturing environment. The health and well-being of each child is the primary focus and child guidance strategies will be tailored to meet individual needs. Parents will be advised via Parent handbook upon registration and it will be discussed at this time to ensure there is complete understanding between the center and the parents. Monthly staff meetings will ensure staff are up to date on all policies and procedures.

- Caregivers will:
  - model appropriate behavior and problem solving techniques
  - guide children in a positive and constructive way
  - try to calm and redirect a child who is having trouble maintaining control
  - provide children with the information and encouragement they need to develop self- control
  - approach the children at their eye level when speaking to them
  - provide time for children to work out problems with their peers verbally before intervening
  - be consistent in their guidance techniques
  - adjust guidance techniques to best suit the age and development of each child within the program
  - individual differences for each child will be considered when determining the level of responsibility a child has for his/her actions
  - use the child guidance techniques most effective for the child and the situation
  - will include a child's level of involvement in problem solving as well as opportunities for growth and development
  - ensure all disciplinary action taken is reasonable for the circumstances
  - keep parents/guardians up-to-date regarding their child's behavior and experiences in the program and how each situation will be handled

- **Caregivers WILL NOT:**
  - **inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation**
  - **deny or threaten to deny any basic necessity**
  - **use or permit the use of any form of physical restraint, confinement or isolation**

Parents/guardians are encouraged to provide verbal or written feedback regarding guidance techniques used at home in order to maintain consistency between Laugh 'N' Learn Langdon and the home environment

Staff members will discuss behavior expectations with children as a group, where developmentally appropriate, when they are first enrolled in Laugh'N'Learn and throughout the child's time in the program. As new situations arise and as opportunities for growth and development occur Children will be reminded of the guidelines. If any issues arise, it may be necessary for a staff member to speak with a child privately and in a respectable manner, reminding them of the program expectations.

The program will communicate with parents if there is a minor behavioral issue, if the behavior becomes consistent, the parent will be called and an appointment will be made to discuss strategies to assist child and parent in the center and at home. This will be documented and maintained in the child's file.

In the event a child is consistently struggling to exhibit appropriate behavior while in the childcare setting, Laugh 'N' Learn staff members will work with the child and his/her parent/guardian in an effort to modify the child's behavior. In the event that a child's behavior is unable to be modified to an acceptable level, further action may be required such as a parent meeting with the child, staff member and director. The Director and family will determine if outside resources will benefit the child and in the event that the child's behavior cannot be corrected the child may be suspended from the child care center.

---

### ***Supervision Policy***

---

Alberta Provincial standards for child care programs require that children are, at all times, under supervision that is effective in ensuring their safety, well-being, and development.

Effective supervision reduces the risk of harm to children by preventing injuries and accidents. It also promotes positive, responsive, and intentional learning environments for children and child care providers. Effective supervision requires staff to be involved and familiar with the children in their care. Staff are held responsible to assess their supervision practices on a regular basis to ensure that they continue to promote safety and meet the needs of the children in the program.

Staff of the Laugh 'N' Learn Program are expected to always be aware of the number of children and behaviors of all children in the program as well as having an awareness of the physical environment both indoors and outdoors by regularly observing, recording, and communicating with each other.

As a team it is our goal to accomplish the best supervision possible through assigned responsibilities such as but not limited to the following:

- Conduct regular safety checks daily, weekly, or monthly as prescribed, of the premises and equipment in order to remove hazards
- Positioning equipment and arranging the environment so you can effectively see the children's play, rest and toilet areas, and who is coming into and leaving the building
- Familiarizing themselves with the provided information regarding each child's arrival and departure routine and the recording of each
- Knowing and keeping the location of emergency medications, first aid kits and emergency contact numbers organized and easily accessible
- Recognizing any changes

Effective Supervision means that staff are observing children's play and behavior by:

- Directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups.
- Observing play and anticipating what may happen next to assist children and intervene in the event of potential danger
- Listen closely to the children, even those who are not in the caregiver's direct line of sight (such as those in outdoor play spaces or areas where children rest.)
- Position yourself to allow for the supervision of the entire group of children (make sure you can see everyone)
- Monitor children's health to identify early signs of fever, illness or unusual behavior.
- Watch and participate in children's play to ensure that children are playing in a safe manner.

Staff are expected to avoid carrying out activities that may draw their attention away from active supervision while in ratio. This would include activities such as administrative tasks, cleaning, texting, reading or using the phone unnecessarily.

---

## ***Illness Policy***

---

Whenever a child is absent due to illness or injury, please inform the program immediately so we are not expecting them, and so prevention precautions can be taken if necessary for the other children and staff in the program. Privacy will be maintained whenever possible.

Children in attendance are expected to participate in all aspects of the program. If this is not possible due to illness, the child should remain at home. While we are sensitive to the stress a child's illness may cause a family, we are unable to accommodate ill children at the program due to licensing requirements.

**A child cannot attend the program** if he/she is exhibiting any of the following signs or symptoms;

- fever of 100 degrees (38.8 C)
- consecutive bouts of diarrhea
- undiagnosed rash
- untreated infestation (i.e. scabies, head lice, etc.)
- conjunctivitis (pink eye)
- been prescribed any kind of medication in the last 24 hours
- any communicable disease

We require a doctor's note when a child returns to the program after having a contagious disease. If in doubt, please contact the program manager/staff to determine whether or not your child requires a note after an illness.

**When a child becomes ill while attending the program**, a staff member will consider appropriate actions to be taken by:

- Visual assessment of physical appearance
- Taking the child's temperature with laser contactless thermometer
- Observation for changes in the child's behavior etc.

If there is a real concern of illness/health risk, a parent/guardian will be notified and required to arrange for immediate pick up for their child in order to prevent the spread of the illness to other children and staff members. If a parent/guardian/emergency contact (in that order), cannot be reached, Child's Services will then be consulted for further guidance.

Until the ailing child is released into parent/guardian care, they will be separated from the main play area and relocated to a quiet resting space. A staff member will be appointed and made responsible for the child's comfort and safety.

Program staff are required to document and file the information accordingly in the child's file. The report will include: Name of child, symptoms and observations, name of first staff that



attended, time parent was contacted, the staff member that contacted the parent, and the time the child was removed from the program.

The child may return only when symptoms have been absent for 24 hours or they are no longer contagious. Communication with staff may be necessary regarding specific requirements for certain conditions.

**In the case of head lice** or the presence of nits, the parent will be called to pick-up the child. Children may return to the program only after he or she has been treated with a lice-formula shampoo and is completely nit free. Staff will check the child's head before re-admitting the child to the program. In case of any discrepancy, public health will be consulted and an "all clear" may be required from a health nurse. All bedding, clothing, stuffed animals, etc. should be washed in hot water and dried in a hot dryer or sealed in plastic for 72 hours. Car seats can be disinfected or sealed in plastic. For more information regarding treatment of lice, please speak to our staff.

---

### ***Medication Policy***

---

The center will allow provisions of medication to a child ONLY if written consent from the child's parent has been obtained on the proper form, which includes all pertinent information required by the Alberta Child Care Licensing Board.

Medications must be provided in their original container and must be given directly to a staff member on arrival. Prescription medications must be in the name of the child, the medication is to be administered only in the manner prescribed on the label directions.

Medication of any kind will be stored under Lock and Key in the refrigerator or in the cupboard. Emergency medication such as epi-pens and inhalers will be made inaccessible to the group of children but accessible to staff and the individual child in the event of an emergency. Due to regulation changes made by Health Canada, the program will no longer administer non-prescription cough & cold remedies. In addition, staff will not administer any medications that are meant to reduce or suppress symptoms that would otherwise require a child to be absent from the program (i.e. fever medication).

---

### ***Accident/Incident/Serious Illness Policy***

---

Laugh 'N' Learn will have a first aid kit containing supplies as recommended by Calgary Health Services, on the premises at all times.

First aid supplies shall be stored together in one container, and an alternate kit shall be available for all off-site activities. When transporting children to and from school all staff shall have a complete first aid kit.

In the case of an accident, incident, or serious illness, the staff shall notify the parent or

guardian of the child by phone IMMEDIATELY and will ensure that the child receives medical assistance by using First Aid/CPR until emergency crews or parent arrives – depending on the accident/illness.

Accidents, incidents and serious illness are documented on an accident/incident/illness report form.

Documents of an accident/incident/serious illness include details of any corrective action taken by the staff.

Documents of an accident/incident/illness must include a place for a parent signature.

Parents are provided with a copy of an accident/incident/serious illness report. All reports will be filed at the childcare center for annual review.

Laugh 'N' Learn will notify the Regional Licensing Staff to advise them of any critical incidents, injuries or serious illnesses.

Laugh 'N' Learn will file each individual child's report by date to ensure the safety of each child by analyzing the information to identify any trends.

---

### ***Incident Reporting***

---

In regards to reporting a serious illness, injury or incident that may affect the child/children's safety, Laugh 'N' Learn will contact the Regional Child Care Office as well as the proper Emergency authorities(911) immediately if, but not limited to:

- An unexpected absence of a child from the program
- The omission of a crime by a child of an offence under an Act of Canada or Alberta
- A child removed from the program from a non-custodial parent or guardian
- Emergency evacuation or unexpected program closure
- Intruder on the premises
- Illness or injury that requires the program to request emergency Health Care and/or requires the child to remain in the hospital overnight
- Error in administration of medication by program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first Aid
- Child left on the premises after closing hours
- Allegation of physical, sexual, emotional abuse or neglect – by program member, volunteer or other.
- Death of a child

Laugh 'N' Learn would use the prescribed Accident/Incident form in such cases.

---

## ***Emergency Procedures***

---

Staff will ensure the children evacuate the building in the event of an emergency by taking the children to the nearest exit, taking along with them the portable emergency information and backpack. All Laugh'N'Learn program groups will meet at the muster point near the Bottle Depot and further action will be decided from there regarding next steps. If necessary parents will be called to pick up their children as quickly as possible, or if it is a minor incident we may be able to return to the facility after being advised by the local emergency services.

Diagrams for evacuation are posted at each exit and drills will be practiced on a monthly basis to ensure the children are comfortable and aware of what they need to do in the event of an emergency.

---

## ***Children's Records***

---

For program purposes ONLY, each child will have a paper file containing all of their information necessary for licensing on site. These files are kept in our storage cages, which are kept locked at all times unless we are in the building. Laugh'N'Learn also uses software called TimeSavr to maintain records necessary for licensing. We have researched and are confident that this software maintains a high standard of digital privacy in accordance with all laws and FOIP

Children's records will include:

- All information collected from parents at the time of registration
- Forms and documents/signatures used and collected during enrolment in the program
- Hours a child spends in care, arrival and departure times
- A collection of some of the children's work and activities

The children's records are available to the respective child's parents for inspection at any reasonable time.

The children's records, especially contact information of parents and emergency contacts, will be checked and confirmed by the program staff every 6 months. **IT IS THE RESPONSIBILITY OF THE PARENT/GUARDIAN TO NOTIFY THE PROGRAM AS SOON AS POSSIBLE REGARDING ANY CHANGES TO CONTACT INFORMATION AND ADDRESSES.**

Portable Emergency information for each child is kept in a backpack on site that is required to be taken and available to staff whenever the children are taken off the program premises, including the parks and during transport to and from the respective schools in Langdon.

---

## ***Information Updates***

---

- It is very important and the parents' responsibility to inform the center of any information updates. This includes change of address, workplace, phone numbers, immunizations...etc. It is a licensing requirement that all files are kept current.
- Parents will be required to update information twice yearly, at the beginning of the school year with registration, and again in Jan/Feb(no fee for mid-year update)
- If information updates are not supplied as requested by the Executive Director, Laugh 'N' Learn has the right to deny care until all information is provided.

---

## ***Confidentiality Policy***

---

The Laugh 'N' Learn program is very sensitive to the fact that information concerning you, your child, and your family is private and personal. Trust and confidentiality are essential to building trusting relationships. We are committed to maintaining your privacy and protecting your personal information. The center will not disclose information except as required by law or when there is a threat to the health and safety of the individuals and families we serve. Due to the sensitive nature of information that you will know or learn as a parent of young children that attend our center, it is imperative that you keep sensitive information confidential. Any information about children in the center or their families must be shared on a "Need to Know" basis only. Thus, be very sensitive about discussing children's developmental needs and family information in public places such as lounge or hallway. This does not exclude off premise discussions and/or conversations. Follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy. Also strive to be supportive of center efforts by avoiding negative or malicious discussions about other parents, children or staff, if there is a concern please bring it to the director immediately so appropriate action can be taken in a professional manor. Together we can achieve great child care experience and education for our parents and children. Stay positive and focus on the needs of the children.

Confidentiality. During your term with the center and thereon after, you agree to not defame or disclose any information regarding the center or the children/families attending/attended. If you choose to neglect the confidentiality agreement, legal action can and will be taken against you.

**This policy should be taken extremely seriously; there will be no tolerance in regards to gossip of children of the center, parents of the center or staff of the center. Failure to comply with this policy could result in legal action taken against you as this is F.O.I.P. The terms of F.O.I.P will be defined again below to avoid confusion.**

---

## ***Freedom of Information and Privacy Act (FOIP)***

---

All information collected, stored and/or disseminated by Laugh "N" Learn Before and After School Program and Preschool Program is subject to the above Act commonly referred to as FOIP.

When collecting and storing information relating to individuals, the FOIP act and its application must be considered. The maintenance of personal data banks and the use and dissemination of the information contained therefor is strictly controlled under this legislation.

Laugh "N" Learn may also be the recipient of a FOIP request from an individual, organization, or entity that requires the release of specific and/or general information relating to the request. It is prudent to discuss any request for information using FOIP with the Program Director/Supervisor, unless the information requested is already in the public domain.

---

## ***Withdrawal of Care***

---

We require one month written notice when you are planning to withdraw your child from our program. There is no reduction in fees due to early withdrawal and you will have 30 days to pay any outstanding balances to avoid collections.

---

## ***Snacks and Lunches***

---

The children are expected to bring their own snacks and lunch. We also request that each child have a water bottle that can be left at the program as we like to encourage the children to drink water throughout the day. These bottles will be cleaned and sanitized daily.

On occasion program planning may include the preparation of food. We will be following safe and sanitary food handling practices at all times.

We must be informed of any allergies that a child has. These will be posted according to our licensing board.

Please inform staff of any changes, or events regarding meals and nutrition that may assist caring for your child.

---

## ***Rest Time***

---

The children are not expected to rest but have the means to have quiet time if requested by either parent or child. We accommodate that child by offering a private space and comfort if wanted (blanket, pillow etc.)

---

## ***Clothing***

---

The children need serviceable clothing at all times. In the winter please provide warm coats, easy to put on boots, hats, mitts and rain suits. **We require shoes or slippers with rubber soles for indoor shoes, which will remain at the facility.**

In the summer please provide sunscreen (SPF 30 or greater) for your child's protection from the sun. Also shoes for outside play (No Sandals). During the summer, families may also be asked to provide a swimsuit and towel for use at the program.

A complete extra change of clothing should also be supplied from home. If it should happen that your child uses clothing from the center, please wash and return them as soon as possible as our supply of clothing is very limited.

Please label all your child's clothing.

---

## ***Toys and Candy***

---

Play equipment and toys are all provided at the center. Bringing toys from home is discouraged as they often get lost, broken, or cause difficulties around sharing. We ask that gum and candy NOT be brought to the center. There are often special days included in the programming where everyone will have the opportunity to bring special items to share.

---

## ***Off Site Activities***

---

Parents will be notified with as much notice as possible of any field trips or off site activities. We will have the parent complete the Transport/Field trip form giving permission for their child to attend. On this form will be the date of the field trip, arrival and departure times, name of the child, where the off-site activity will be and how to reach us while we are there, distance needing to be travelled, if, and what form of transportation (walking/Bus) that will be utilized, the staff attending and number of children, a list of what the child will need while on the field trip, and finally a parent or guardian signature.

There will be extra staff utilized for off-site activities as well as parent volunteers to ensure we are in ratio and proper supervision is in place at all times.

Portable emergency records will be taken to any off site activity as well as a First Aid Kit. Children and staff are to have a group meeting at the location to be given instructions in the case of an emergency. These instructions will be given by the staff at the off-site facility attended, or by staff of Laugh 'N' Learn.

The program cell phone will be available carried by the supervisor, or owner/director(s). There may be a small cost for each child depending on the cost of the overall trip (admissions, transportation, food, etc.)

---

### ***Technology Policy***

---

Technology is a very large part of our society and we do incorporate it here at Laugh'N'Learn. In our homework station there are 2 internet connected computers for the children to make use of for homework. We limit the use of handheld gaming devices while attending the program, and we like to stay in touch with parents if there is a request for using cell phones and tablets while in our care.

Personal gaming devices are only allowed to be brought to the center on Friday's (called DS Day) and PD Days.

- During longer breaks (i.e. winter break, spring/ Easter break & summer break) the only days personal gaming devices can be brought is Friday's.
- Portable music devices are always welcome and can be shared with the group as a whole if a staff member says it is ok; otherwise we ask that the children use earbuds/earphones if the lyrics or content is inappropriate then we will ask for the device to be put away.
- Cell phones may be kept in your child's bag, and if for any reason they need to contact a parent we will use Staff Cell phone. Texting is not allowed as it cannot be properly monitored for content.
- We endeavor to have a movie day once each month at Laugh 'N' Learn, they will be rated G or PG and if there is any doubt regarding content, parents will be consulted.

---

## ***Open Door Policy***

---

Parents of enrolled children are always welcome at Laugh "N" Learn Program to visit and observe, or to stay and play, unless restricted by a court order. If there is a court order restricting anyone, a copy of the order needs to be submitted to the center and kept in the child's file at all times. While your child is enrolled in the center please feel free to stop by anytime. For safety's sake, parents of previously enrolled children, grandparents of enrolled children, and all other visitors are asked to call ahead. Parents are welcome to visit the program at any time of day and are encouraged to join in any activity, field trips, and/or attend special events.

---

## ***Respect Policy***

---

Each year in September the children will have an opportunity to define what respect is and how they like to show respect. At this time we show the children the program's idea of what respect is and that it is an expectation for all of our children.

We ask the children to respect each other in the group by being polite and well mannered.

We ask the children to respect the teachers by speaking to them nicely and listening to what they are saying.

We ask the teachers to respect each child by listening and showing genuine care to each of their situations.

We ask the children to show respect to the program by cleaning up after themselves and treating our toys and equipment gently and with the intended use (but not limiting creativity)

We ask the teachers to respect each and every family and their beliefs and values by getting to know their differences and cultures

We have a RESPECT display created by children of the program and the educators too. This display is available to all to add their ideas to, and for the program to use as a reminder of our expectations and best practices for everyone involved.



---

## ***Communication Policy***

---

### **Program to Family Communication**

At Laugh'N'Learn Langdon we operate with an "Open Door" policy in general, this is very much applicable to the communication we encourage with families and children. Parents, Grandparents, and even friends (with proof and confirmation from parents) are welcomed at our program. It is an expectation of our staff to maintain open lines of communication with families at all times.

- Phone numbers and email addresses of Owners/Directors are provided at the time of registration
- Parent bulletin board available full of information for our families
- Daily verbal communication takes place during arrival and departure of our children, between educators and parents/families
- Monthly newsletter distributed each month regarding the program and what is happening
- Monthly calendar available at entrance for any form of communication, suggestions, requests etc.

### **Educator to Child Communication**

Our educators are all certified by the Alberta Gov't with a minimum of a Childcare Development Assistant. Our expectation is that any and all communication between our educators and our children is developmentally appropriate, respectful, and honest. Confidentiality is very important during any communication.

---

## ***Community Engagement***

---

We will bring the community into the program. Example: Guest speakers from the community can provide new information and experiences to students and link the program to the world outside. We will also take the children out into the community. Field trips to our local businesses; bakery, grocery store, fire department, car wash and farms will be arranged according to the children's' interests. We can partner with the Parent Link Centre to bring in resources for children and parents. Our goal is to help the children learn the benefits and advantages of being a participating citizen within their community as a program, the community they live in, and any larger community they are a part of.

---

## ***Complaint Policy***

---

LAUGH'N'LEARN believes that all parents/guardians are entitled to expect courteous, prompt, and careful attention to their needs and wishes. Therefore, it is the primary responsibility of LAUGH 'N' LEARN to give serious and prompt attention to any raised concerns about the childcare they are receiving. All complaints and raised concerns will be dealt with in a professional and confidential manner.

We anticipate that some concerns/issues may be resolved quickly by an informal approach to the appropriate childcare staff member. If this does not achieve the desired outcome or the parent/guardian believes the concern is of a more serious nature and would not be resolved in this manner, the parent/guardian is advised to speak with the acting Director or one of the owner/operators.

---

## ***Grievance Procedure***

---

We hope that you will have an enjoyable association with us throughout your tenure. Nevertheless, we know that everyone, from time to time, will experience the frustrations and growing pains that accompany any relationship. There may be times when you feel you are not being given the attention or feedback you deserve or, occasions may arise when you feel your workload is too heavy or is not balanced enough. Whatever the concern, we encourage you to speak with us to get the matter resolved as quickly as possible. Most problems can be resolved simply and fairly, or avoided entirely, if we learn of them promptly. If you want a prompt resolution to your problem, please discuss it when it happens. Feel free to speak with your Program Supervisor/Director or the Assistant Director.

---

## ***Smoking***

---

There is NO smoking of any substance permitted on the premises of the program. Staff and parents must be off site to smoke. No staff member shall smoke at any time or place where child care is being provided.

---

---

*We are*

*very happy and excited that you have chosen Laugh'N'Learn Langdon for your child. We are a small operation and it allows us to be flexible and make accommodations for our families and children. The staff and owners of the program are fully dedicated to providing a quality and caring program in this community. It is truly our pleasure to have your children in the program, so Thank You!!*

*Again, WELCOME to our Laugh'N'Learn family ☺*

# **Laugh'N'Learn**

## **Covid19 Policy Enhancement Package**

### **June 2020**

Upon reopening of our childcare program following the Corona Virus Pandemic we will have implemented several new policies and procedures, as required by the new public health regulations, as well as our licensing board, and Alberta Public Health and Safety. We would like to assure everyone that our staff are committed to following all of the new policies and procedures as we all very much desire to help in the process of keeping the Laugh'N'Learn children and families happy and healthy. Please bear with us as the following policies are subject to change as information regarding this virus is gathered.

Our plan for relaunch is to follow ALL of the guidelines laid out for all childcare programs as well as the general public. These guidelines, as well as much more information will be readily available and displayed in the entryway of the program. We will begin our process by communicating all of the changes we are making to our families. We hope you will share this information with your children in hopes of preparing them for something new. Next, as the children arrive back to the program we will be going over all of the changes we must make, in detail, with the children as a group. We will have posters and information on the walls to help aid and remind the children of our new procedures. It may be a big transition but we will eventually get there together!

All of these new policies will be in place until we are otherwise notified by Public Health, or they may be permanent, only time will tell☺

If you have any questions or concerns regarding our 'new normal' please feel free to discuss it with the staff, Sue, or Kathleen. Our contact information is available at the program.

# Laugh'N'Learn

## Covid19 Policy Enhancement Package

### June 2020

---

#### *Arrival and Departure Policy*

---

Due to the lack of need at this time, we will be **opening the program at 7am** instead of the usual 6am. Please feel free to discuss this with the staff and when the need arises once again we will consider starting at the earlier hour.

Laugh 'N' Learn has developed procedures for drop off and pick that support physical distancing and allow for minimum bodies in our entrance way.

- Each family should have a designated parent or guardian for pick up and drop off.
- We will allow one family in at a time to drop off or pick up, all other parents must wait outside the doors until they are asked to come in.
- Staff will have each family complete a daily health sheet
- Staff members will have the parent and child use the hand sanitizer station upon arrival or dismissal.
- Staff member will sign child in or out
- Staff members will check children's temperature upon arrival.

**Staff members, parents, guardians, and children will not be permitted to enter the program if they are sick, even if symptoms resemble a mild cold. Symptoms to look for include, fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache and general feeling of not well. While we sympathize with those who may have allergies or asthma, we have been advised by our licensing board to recommend a Covid19 test (results are coming back fairly quick), and the child/family will be welcomed with a negative test result.**

# Laugh'N'Learn

## Covid19 Policy Enhancement Package

### June 2020

---

#### *Hand Hygiene and Respiratory Etiquette Policy*

---

**Hand Washing** with plain hand soap and warm water to remove all visible soil as well as microbes. We will follow Alberta Health Services Recommendations for handwashing procedures and monitor the children closely.

**Hand Sanitizers** supervised use of all alcohol-based hand sanitizers containing at least 60%, as recommended by Alberta Health Services. If hands are visibly soiled, alcohol based hand sanitizers may not be effective at eliminating respiratory viruses.

**Children/Teachers in the child care setting must clean their hands:**

- Before leaving home and arrival at the program
- After using the toilet
- After breaks and sporting activities
- Before food preparation
- Before eating any food, including snacks
- After contact with saliva or nasal secretions
- Before using shared material such as art and craft supplies
- Before leaving the program and arriving home.

**Respiratory Etiquette** includes covering the mouth and nose during coughing or sneezing with the tissue or a flexed elbow and disposing of used tissues in a plastic lined waste container, followed by hand hygiene.

There will be a hand sanitizer station stationed in our hallway to the program. The staff will be responsible for monitoring the hand washing, sanitizing, and refilling of supplies as necessary. Laugh'N'Learn will ensure we have sufficient supplies and no-touch, plastic-lined waste receptacles to support respiratory etiquette.

Masks will be worn by any staff member that is moving between groups within the program. This will not be necessary until the second phase of our relaunch as we will only have one group under the maximum size that is allowed.

# Laugh'N'Learn

## Covid19 Policy Enhancement Package

### June 2020

---

#### *Cleaning and Disinfecting Policy*

---

Frequent cleaning and disinfecting of objects and high touched areas such as door handles, toys, table tops, and push buttons will take place to help spread the transmissions of viruses. We will be using the recommended cleaners and sanitizing solution to do so.

Completion of a daily checklist for cleaning and disinfecting of toys, equipment, and high touch surfaces, requiring the initials of the staff member who completed the task, will be utilized for record keeping of these practices.

Recommended by the Alberta Health Services Department, Laugh " N' Learn will use Chlorine: Unscented household bleach-sodium hypochlorite ( 5.25%) at 200ppm in a spray form for surfaces, dipped for toys, both to be air dried.

---

#### *Food and Container Sharing Policy*

---

Laugh 'N' Learn will enforce a "No Food Sharing" policy in our program to reduce potential exposures to allergens. The practice of not sharing food will support the efforts of reducing virus transmission between children. Children will also not be sharing utensils, dishes, and or water bottles/ drink containers, these will be provided by families included with child's lunch/snacks on a daily basis.

\*\*Please also note that all programming that includes food will be discontinued until it is once again deemed safe to do so.

## **Acknowledgement**

After you read, acknowledge and understand our Policies and Procedures in our Parent Handbook, Please return this page to Laugh 'N' Learn management.

By signing this document you are acknowledging all Policies and Procedures for Laugh 'N' Learn Childcare Center and agree to follow them.

If at any time you have questions or concerns, please contact us for assistance, we are happy to help you and your family in any way we can.

\_\_\_\_\_

Parent/Guardian Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Program Supervisor/Director

\_\_\_\_\_

Date





**PLEASE RETURN THIS PAGE TO LAUGH 'N' LEARN  
ADMINISTRATION STAFF FOR YOUR FILE**



## **Friendly Note To**

## **PARENTS**

**Thank you for choosing Laugh 'N' Learn as your  
childcare provider.**

**We strive to teach and learn with your children, we  
look forward to providing you and your children  
with an amazing experience with our staff at our  
center.**

**If at any time you have questions or concerns,  
please don't hesitate to ask.**

**We are here to support the children in our center  
and their families.**



## OUR PHILOSOPHY

WE BELIEVE IN THE CARE AND NURTURING OF THE WHOLE CHILD. CHILDREN LEARN THROUGH PLAY, SO WE AS A TEAM SUPPORT LEARNING DOMAINS OF DEVELOPMENT USING OUR PROGRAM ON THE PHYSICAL, NUTRITIONAL, INTELLECTUAL, AND SOCIAL DEVELOPMENT NEEDS USING THE CHILDREN'S VOICE AND OUR ONGOING EDUCATION IN OUR FACILITY AND RESOURCES IN THE SURROUNDING COMMUNITIES.

WE BELIEVE CHILDREN ARE INDIVIDUALS WITH UNIQUE TALENTS, CAPABILITIES AND ASPIRATIONS. THESE QUALITIES NEED TO BE NURTURED IN ORDER FOR CHILDREN TO THRIVE IN THEIR DEVELOPMENT. CHILDREN HAVE A NATURAL SENSE OF CURIOSITY AND WE HOPE TO FACILITATE THIS BY PROVIDING A STIMULATING, HEALTHY AND ENRICHING ENVIRONMENT.

WE RECOGNIZE THAT CHILDREN EXPERIENCE LIFE AT THEIR OWN LEVEL. WE SUPPORT THIS BY ACCEPTING EACH CHILD FOR THEIR UNIQUENESS AND CHALLENGING THEIR OWN INTERESTS, TALENTS AND ABILITIES. EACH CHILD'S INDIVIDUALITY WILL BE RECOGNIZED AND RESPECTED. WE FEEL THAT WHEN CHILDREN ARE VALUED, THEY WILL BE CONFIDENT TO DEVELOP THEIR OWN POTENTIAL. CHILDREN WILL BE ENCOURAGED TO FACE NEW EXPERIENCES AND TO KNOW THAT IT IS NOT THE SUCCESS OR THE FAILURE THAT IS IMPORTANT, BUT THE GROWING THAT OCCURS.

## Table Of Contents

Welcome to Laugh 'N' Learn	3	Clothing	18
Statement of Philosophy	3	Toys and Candy	19
Laugh 'N' Learn Goals	3	Children's Rights	19
Child Guidance Policy(rev. Feb22 2020)	4-5	Staff	19

Off-Site Activities	5	Info Updates	19
Accident/Incident Policy	6	Your child's First Day	19-20
Incident Reporting	6	Parent Routines	20
Health Care	6	Technology	20
Heath	6-7	Child Involvement Policy (rev. Feb 22 2020)	21
Health Risk	7	Parent Involvement	21
Supervision Care for Sick Children	8	Complaint Policy	21
Administering Medication	8	Open Door Policy	21
Smoking	8	Community Engagement	21
Nutrition	8	Confidentiality Policy	21-22
Children's Records	9	FOIP Act	24
Administrative Records	9	Acknowledgement	24
Manner of Feeding	9		
Children's Records & Administration	9		
Emergency Procedures	10		
Supervision Policies/Procedures Form	10-11		
Emergency Numbers	11		
Hours of the Center	11		
Staff Job Descriptions	11-14		
Volunteers	14		
Personnel	14		
Child care Qualifications	14		
First Aid/CPR	15		
Confidentiality	15		
Supervision and Evaluation of Staff	15-16		
Grievance Procedure	16		
Fees	16		
Withdrawal of care	16		
Arriving and Departure	17		
Release of Child	17		
Late Policy	17		
Snacks and Lunches	17		
Rest Time	17		
The Program	18		

### **Welcome to Laugh 'N' Learn**

Welcome to Laugh 'N' Learn. Our focus is helping children develop his/hers personality. Mind and body to his/hers full potential, as well as providing quality care and a safe environment.

Your child will gain an understanding of the world around them. Your child will strengthen their social skills and learn to cooperate with other children.

Knowledge and curiosity are developed through language stimulation, art and music activities, and by the way of challenging simple problems. Creative and constructive activities are provided in both free and guided play.

Our goal is to partnership with families in caring for their children. We believe that a secure, nurturing environment promotes well-being and respectful relationships, and we encourage interaction between children and adults, and between children of different ages.

### **Statement of Philosophy**

The Laugh 'N' Learn Philosophy We believe in the care and nurturing of the WHOLE child. Children learn through play, so we as a team support learning domains of development basing our program on the physical, nutritional, intellectual, and social development needs using the children's voices and our ongoing education in our facility and resources in the surrounding communities.

### **Laugh 'N' Learn Goals**

For the Child:

- To provide an environment that encourages and motivates on all levels: cognitive, social, emotional, and physical, and spiritual development,
- To provide a nurturing environment for children,
- To foster a sense of self-worth in each child,
- To recognize the importance of the individuality of each child,
- To treat each child with respect and understanding,
- To provide optimum nutrition for every child,
- To give the child optimum opportunity to experiment, explore and discover for himself / herself as much as possible in the environment,

For the Parent / Caregiver:

- To provide resources and guidance to parents and caregivers that support the healthy development of their children,
- To mobilize community resources for parents as needed. To develop relationships and partner with parents in the care of their children,

For the Centre:

- To provide a working environment that supports and promotes team-work and open communication with peers,
- To provide resources and materials needed to facilitate a quality child care program,
- Encourages personal spiritual growth and accountability among staff.

### **Child Guidance Policy**

Laugh 'N' Learn Langdon is committed to helping children grow and develop to their fullest potential in a safe, caring and nurturing environment. The health and well-being of each child is the primary focus and child guidance strategies will be tailored to meet individual needs. Parents will be advised via Parent handbook upon registration and it will be discussed upon registration to ensure there is complete understanding between the center and the parents. Monthly meetings will ensure staff are up to date on all policies and procedures.

- Caregivers will:
  - model appropriate behavior and problem solving techniques
  - guide children in a positive and constructive way
  - try to calm and redirect a child who is having trouble maintaining control
  - provide children with the information and encouragement they need to develop self- control
  - approach the children at their eye level when speaking to them
  - provide time for children to work out problems with their peers verbally before intervening
  - be consistent in their guidance techniques
  - adjust guidance techniques to best suit the age and development of each child within the program

- individual differences for each child will be considered when determining the level of responsibility a child has for his/her actions
- the child guidance techniques most effective for the child and the situation
- will include a child's level of involvement in problem solving as well as opportunities for growth and development
- ensure all disciplinary action taken is reasonable for the circumstances
- keep parents/guardians up-to-date regarding their child's behavior and experiences in the program and how each situation will be handled.

- **Caregivers WILL NOT:**

- **inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation**
- **deny or threaten to deny any basic necessity**
- **use or permit the use of confinement or isolation of any form of physical restraint, confinement or isolation**

Parents/guardians are encouraged to provide verbal or written feedback regarding guidance techniques used at home in order to maintain consistency between Laugh 'N' Learn Langdon and the home environment

Staff members will discuss behavior expectations with children, where developmentally appropriate, when they are first enrolled in Laugh 'N' Learn and throughout the child's time in the program as new situations arise and as opportunities for growth and development occur.

In the event a child is struggling to exhibit appropriate behavior while in the childcare setting, Laugh 'N' Learn staff members will work with the child and his/her parent/guardian in an effort to modify the child's behavior. In the event that a child's behavior is unable to be modified to an acceptable level, further action may be required; a parent meeting with child, staff member and director. The Director and family will determine if outside resources will benefit the child and in the event that the child's behavior cannot be corrected the child may be suspended from the child care center.

The program will notify parents by if there is a minor behavioral issue, if the behavior becomes consistent, the parent will be called and an appointment will be made to discuss strategies to assist child and parent in the center and at home. This will be documented and maintained in the child's file.

Staff will discuss privately, with the child that is exhibiting behavior issues in, staff will be developmentally appropriate for the age of the child when speaking (eye level, soft voice while assisting the child to problem solve appropriately)

#### **Off-Site Activities**

#### **Accident/Incident Policy**

Laugh 'N' Learn will have a first aid kit containing supplies as recommended by Calgary Health Services, on the

premises at all times.

First aid supplies shall be stored together in one container, and an alternate kit shall be made for all off-site activities. Transporting children to and from school all vehicles shall have a complete first aid kit.

In the case of an accident or serious illness, the staff shall notify the parent or guardian of the child by phone immediately and staff will ensure that the child receives medical assistance by using First Aid/CPR until emergency crews or parent arrives – depending on the accident/illness.

Accidents, incidents and serious illness are documented on an accident/incident/illness report form.

Documents of an accident/incident/illness include details of any corrective action taken by the staff.

Documents of an accident/incident/illness include a place for the parents to sign.

Parents are provided with a copy of an accident/incident/illness report. Any Accident/Illness report will be filed at the childcare center for annual review

Laugh 'N' Learn will notify the Regional Licensing Staff to advise them of any critical incidents, injuries or serious illnesses.

Laugh 'N' Learn will file each individual child's report and file it by date to ensure the safety of each child by analyzing the information to identify any trends.

Laugh 'N' Learn will file each individual child's report and file it by date to ensure the safety of each child by analyzing the information to identify any trends.

### **Incident Reporting**

In regards to reporting a serious illness, injury or any other incidents that may or affect the other children's safety, Laugh 'N' Learn would contact Regional Child Care Office as well as the proper Emergency authorities(911) immediately if, but not limited to:

- Death of a child
- Allegation of physical, sexual, emotional abuse or neglect – by program member, volunteer or other.
- An unexpected absence of a child from the program
- The omission of a crime by a child of an offence under an Act of Canada or Alberta
- A child removed from the program from a non-custodial parent or guardian
- Emergency evacuation or unexpected program closure
- Intruder on the premises
- Illness or injury that requires the program to request emergency Health Care and/or requires the child to remain in the hospital overnight
- Error in administration of medication by program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first Aid
- Child left on the premises after closing hours

Laugh 'N' Learn would use the prescribed Accident/Incident form in such case.

### **Health Care**

The center will allow provisions of health care to a child ONLY if written consent of the child's parent has been obtained and signed.

### **Health**

Whenever a child is absent due to illness or injury, please inform the daycare center immediately as to the reason. If your child has a communicable disease staff and families can then take precautions.

Children attending daycare are expected to participate in all aspects of the program. If this is not possible due to illness, the child should be at home. While we are sensitive to the stress illness may cause families; we are not licensed to care for children who are ill, or require separate supervision.

If a child is running a temperature (i.e. 100f or higher), exhibits symptoms of a communicable disease (i.e. vomiting/open sores) or has diarrhea, the parent or emergency contact person(s) will be called to immediately pick-up the child from daycare. The child may return only when symptoms have been absent for 24 hours or they are no longer contagious. Talk to staff regarding specific requirements for certain conditions.

In the case of head lice or the presence of nits, the parent will be called to pick-up the child. Children may return to the Day Care only after he or she has been treated with a lice-formula shampoo and is completely nit free. Staff will check the child's head before re-admitting the child to the program. All bedding, clothing, stuffed animals, etc. should be washed in hot water and dried in a hot dryer or sealed in plastic for 72 hours. Car seats can be disinfected or sealed in plastic. For more information regarding treatment of lice, please speak to our staff.

### Health Risk

Staff would assess the child by:

- Visual assessment
- take the child's temperature with underarm thermometer or ear thermometer
- staff would watch for changes in the child's behavior Etc.

Staff will document all assessments made, if there is a concern for illness/health risk, to prevent the spread of illness to other children and staff members, we are unable to accommodate ill children at the childcare centre. If staff has reason to believe a child is ill while at the childcare centre (or is brought to the centre exhibiting signs of illness), their parent/guardian will be notified by phone and required to arrange for immediate pick up and alternate care arrangements for their child.

Care for a child who becomes ill while at the centre will be separated from the main play area and relocated to a quiet resting space. The child will remain there until pick up arrangements have been made, this child will be away from all other children. A staff member will stay with that child to ensure child is safe until the child has been released into parent/guardian care. Policies and procedures for Health Risk in our center will be located in the parent handbook that parents receive upon registration.

- A child cannot attend the centre if he/she has;
- . he/she has a fever of 100 degrees (38.8 C)
- . he/she has consecutive bouts of diarrhea
- . he/she has skin infections, undiagnosed rash, or signs of any contagious
- Disease
- . he/she has any form of untreated infestation (i.e. scabies, head lice, etc.)
- . conjunctivitis (pink eye)
- . been prescribed any kind of medication in the last 24 hours
- . any communicable disease

We require a doctor's note when a child returns to the centre after having a contagious disease. If in doubt, please contact the childcare centre to determine whether or not your child requires a note after an illness.

If a parent/guardian/emergency contact, could not be reached, the child's services will then be notified for further guidance.



Laugh 'N' Learn will keep records of each individual incident and file it accordingly by each child's individual file. The report will include: Illness, name of child, name of first staff that attended, time parent was contacted, the staff member that contacted the parent, and the time the child was removed from the program.

### **Supervision Care for Sick Children**

Laugh 'N' Learn will Care for a child who becomes ill while at the centre will be separated from the main play area and relocated to a quiet resting space. The child will remain there until pick up arrangements have been made, this child will be away from all other children. Primary staff member will stay with that child to ensure child is safe until the child has been released into parent/guardian care.

### **Administering Medication**

A medical authorization form must be fully completed (This includes full name of medication as it appears on the container, dosage and frequency, and the start and end dates for administering), medication be administered according to labeled directions and signed by the parent or legal guardian for staff to administer any medication or creams. Medication of any kind will be stored under Lock and Key in the refrigerator or in the cupboard. Emergency medication will be made inaccessible to children but accessible to staff in the event of an emergency. Due to regulation changes made by Health Canada, the daycare will no longer administer non-prescription cough & cold remedies. In addition, staff will not administer any medications that are meant to reduce or suppress symptoms that would otherwise require a child to be absent from daycare (i.e. fever medication).

Medications must be provided in their original container and must be given directly to a staff member on arrival. Prescription medications must be in the name of the child the medication is to be administered to

### **Smoking**

There is no smoking permitted on the premises of the centre. Staff and parents must be off site to smoke. No staff member shall smoke at any time or place where child care is being provided.

### **Nutrition**

Lunches and snacks will be provided by the parents, if children do not have snacks, Laugh 'N' Learn will provide snacks to the children.

### **Preschool**

Preschool Children are only in care for 2.5 hours per class. Parents are responsible for snacks before and after preschool as well as lunch. Snacks are provided by the center if the child is hungry.

### **Children's Records**

Children's records will include:

- Name, address and telephone number(s) of the person who can be contacted in case of an emergency
- To administer medication, written consent of the parent and the name of medication, the time of administration, the amount administered and the initials of the person who administered the medication.
- Any concern regarding health care will require written consent

### **Administrative Records**

Center administrative records for Primary staff and Program Supervisor will include daily attendance, including arrival and departure times, hours the child spent in care. All records will be filed in and kept at the center. All staff will sign in and sign out the hours spent providing childcare, the Executive Director/Director will ensure the times are correct each day and filed in the program supervisor's office.

All staff administration records will be kept on-site, including program supervisor first Aid/CPR certification and for primary staff and other staff if obtained or required, Primary staff and Program Supervisor child care certification, completed criminal record checks required Including vulnerable sector search Required (updated completed every 3 years) and certification for any workshops attended.

Child administration records will include daily attendance of each child and will include arrival and departure times.

### **Manner Of Feeding**

Children will be asked to remain seated while eating and drinking.. Positive guidance techniques will be utilized to ensure the children are safe during meal times.

Child size chairs and tables are utilized for optimal feeding environments so children can remain seated while eating and drinking.

### **Children's records & Administration**

All information/administration records (portable & Centre Information) are to be complete and kept up to date at all times. Parents will receive notifications through the centre newsletters as well as email reminders. The information/portable records will include the following:

- Child's name, date of birth, Childs address,
- Parent's name, home address, home phone number, work number, cell number,
- Emergency contact name, emergency contact number,
- Medical conditions/Allergies, immunization status.
- The contact information for Emergency services and poison control

Information records will be kept under lock and key in the office filing cabinet.

Portable information records will be kept at the exit in separate folders, one for each room.

### **Emergency Procedures**

Staff will ensure the children evacuate the centre in the event of an emergency by taking the children to the nearest exit to their room and meet at the muster point (The Bottle depot). The diagrams are posted at each exit and drills will be practiced on a monthly basis to ensure the children are comfortable and aware of what they need to do in the event of an emergency.

### **Supervision Policy and Practices -Children**

Our Supervision Policy and Practices will be part of our Staff and Parent Handbooks and will be discussed during the staff orientation process. Provincial standards for child care programs require that children are, at all times, under supervision that is effective in ensuring their safety, well-being, and development.

Effective supervision reduces the risk of harm to children by preventing injuries and accidents. It also promotes positive, responsive, and intentional learning environments for children and child care providers. Effective supervision requires staff to be involved and familiar with the children in their care. Furthermore, staff should assess their supervision practices on a regular basis to ensure that they continue to promote safety and meet the needs of the children in the program. Therefore, Staff at Laugh 'N' Learn Childcare center should always be aware of the physical environment of the childcare program both indoors and outdoors by continuously regular observing and recording and discussing with staff, ongoing communication with staff will be done regularly. Staff will count the children when they are standing at the door waiting to go outside, staff will count once they are outside, staff will count while they are lined up to go in, and count them again once they are in doors. Staff will continuously count children throughout the day to ensure that they are in ratio at all times.

This is accomplished by:

- Conduct regular safety checks of the program premises and equipment to remove Hazards
- Positioning equipment and arranging the environment so you can effectively supervise the children's play, rest and toilet areas.
- Know which individuals are authorized to pick-up a child from the program in place of a parent, even with parents calling in requesting another individual pick up their child – Photo Identification is required to release a child to an unknown individual.
- Notice when children arrive a leave the program ensuring that both arrival and departure times are accurately recorded
- Remember where emergency medications, first aid kits and emergency contact numbers are kept.
- Monitor children at all times.
- Ensuring that all the children are accounted for, practicing frequent head counts especially during transitions, when arriving or leaving the program premises or entering and leaving a vehicle.
- 

Effective Supervision means that staff are observing children's play and behavior by:

- Directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups.
- Observing play and anticipating what may happen next to assist children and intervene in the event of potential danger
- Listen closely to the children, even those who are not in the caregivers direct line of sight (such as those in outdoor play spaces or areas where children nap.)
- Position yourself to allow for the supervision of the entire group of children (make sure you can see everyone)
- Monitor children's health to identify early signs of fever, illness or unusual behavior.
- Watch and participate in children's play to ensure that children are playing in a safe manner.
- 

Effective supervision is more than watching children. Staff need to use techniques that promote effective supervision practices (as mentioned above) and creating a safe and caring environment. Staff are expected to avoid carrying out activities that may draw their attention away from active supervision. This would include activities such as administrative tasks, cleaning, texting, reading or using the phone.

If a child fails to show at an arranged pick up time or location, staff will speak to the school's administration office to have a child called via intercom, staff are to walk around the entire location to ensure child is not on location. If staff are unable to locate the child staff are to call parents immediately to ensure they have not been picked up by the parent or any other guardian, if the parents are unable to be reached or do not have their child in their care staff are to call the emergency contact, if no one is able to be reached staff are to call 911 and proper child care authorities.

### **Emergency Numbers**

Emergency numbers are located/posted at the entrance and staff board of the childcare center.

### **Hours of the Centre**

The day care center is open from 6:00 a.m to 8:30am and 2:30pm. to 6:00p.m., Monday through Thursday and 6am to 6pm on Fridays.. The center will be closed for all statutory holidays.

### **Job Descriptions**

#### **Program Director/Supervisor:**

##### ***Qualifications:***

The person selected for this position must be a certified child development supervisor or withhold an exemption request that has been completed and approved to obtain their level 3. They should be experienced and knowledgeable in the field of early childhood education. The person in this position would be expected to conduct him or herself in a professional manner. They must be a sensitive and mature individual who is able to relate well to both children and adults. This person must have the ability to provide leadership and stability to the program continuity.

##### ***Responsibilities:***

May include, but will not be limited to the following:

- Is responsible to ensure the licensing standards and best practices in childcare, as laid out by Alberta Children's services are implemented,
- Supervises all aspects of the program including daily schedules, implementation of curriculum, delegations of jobs to staff,
- Evaluates staff members,
- Facilitates a close, cooperative relationship between the parents and the staff by being available to answer questions on the phone or in person during class time, and taking phone messages for the teachers,
- Handles registration and collection of all money and provides class lists, name tags, & Orientation Packages,
- Establishes and maintains all student records and reports and file,
- Responds to Social Services requests for information and observation,
- Keeps an adequate supply of all required forms on file,
- Orders or purchases supplies,
- Participates in and helps organize special events such as Orientation, Christmas Program, Mother's Day Teas, Graduation etc
- Facilitates fundraisers,
- Advertising/Brochures/Applications & Parent Handbook
- Accounting, Collect Timesheets, Budgets,
- Schedules and plans all staff meetings,
- Consults with teacher regarding any perceived special needs children and takes necessary steps,
- Prepares yearly calendar and parent newsletters.
- Works with teachers to develop personal growth plans,
- Encourages staff development by providing opportunities for continuing growth on the job,
- Attends appropriate professional development opportunities,
- Enrollment of children, interviewing parents of prospective students,
- Give tours of facility to prospective parents and families.

**Administration Assistant:**

***Qualifications:***

The person in this position will partner with and assist the program Director/Supervisor in the daily running of the Childcare Centre. They should be experienced and knowledgeable in the field of early childhood education. The person in this position would be expected to conduct him or herself in a professional manner. They must be a sensitive and mature individual who is able to relate well to both children and adults. This person must have the ability to provide leadership and stability to the program continuity.

***Responsibilities:***

May include, but will not be limited to the following:

- Provides assistance to Program Director/Supervisor
- Handles registration and collection of all money and provides class lists, name tags, & Orientation Packages,
- Reception duties – answer phones, take messages etc.
- Establishes and maintains all student records and reports and files,
- Works with Program Directors to arrange field trips, including permission clips, money collection & bus transportation,
- All document preparation as required,
- Gives tours to actual and prospective parents,
- Responds to Social Services requests for information and observation,
- Keeps an adequate supply of all required forms on file,
- Orders or purchases supplies,
- Participates in and helps organize special events such as Orientation, Christmas Program, Mother's Day Teas, Graduation etc
- Assists the Program Director/Supervisor to facilitate fundraisers,
- Advertising/Brochures/Applications & Parent Handbook
- Assist with accounting, Collect Timesheets, Budgets,

**Child Development Supervisor (Level III):**

***Qualifications:***

The person selected for this position must be professionally prepared as a teacher of young children, especially in the field of early childhood education or development, and must have certification as a child development supervisor or child development worker. As well as a valid childcare first aid certificate must be provided. This person must be a sensitive and mature individual who is able to relate well to both children and adults. The person selected for this position will be responsible for the general supervision and management of a class of 10-15 children.

***Responsibilities:***

May include, but will not be limited to the following:

- Demonstrate a high degree of professional competence in planning, supervising and implementing the program for the class in accordance with the policies and philosophy of the day care,
- Maintain a professional regard for the importance and dignity of their work as evidenced by their conduct, attitude and appearance,
- Gearing the program to the needs of individual children with concerns for their interests, needs, abilities, handicaps, special talents and individual style and pace of learning,
- Considering individual children in relationship to their culture and socioeconomic background,
- Develop and enhance positive interpersonal relationships with students,
- Develop and enhance positive and effective communication with students, parents, and colleagues,

- Helping children to become aware of their roles as integral members of a group,
- Being responsible for the ordered arrangement, appearance, and learning environment of the classroom,
- Assuming an equal share of the joint housekeeping responsibilities of the staff,
- Attending all staff meetings,
- Participating in recommended training programs, conferences, courses and other aspects of professional growth,
- Must maintain a valid "Child Care First Aid" certificate,
- Maintain accurate student attendance records, information and portable emergency records

### **Child Development Assistant (Level II)**

#### ***Qualifications:***

The person selected for this position should have certification as either a child development worker or child development assistant. A valid childcare first aid certificate is a must. This person must have a warm and friendly personality, be sensitive to the needs and feelings of others, be able to relate well to children, and be willing to fulfill responsibilities in line with the daycare program philosophy. The person selected for this position will be responsible for assisting a classroom teacher in the general supervision and management of a class of 10-15 children between the ages of 5 years to 12 years of age

#### ***Responsibilities:***

May include, but will not be limited to the following:

- Assisting in planning and implementing the daily program under the direction of the Program Director/Supervisor,
- Assisting in planning and preparing the learning environment, setting up interest centers, and preparing needed materials and supplies,
- Takes responsibility for the group for short periods of time, as required,
- Helping with the general housekeeping tasks,
- Assisting the Director/Supervisor in any other appropriate ways,
- Maintains a professional attitude at all times,
- Treating all children with dignity and respect.

### **Volunteers**

Potential Volunteers shall be required to participate in a scheduled interview conducted by the Program Director/Supervisor using a consistent list of questions. Potential Volunteers must provide a Criminal Record Check including a vulnerable sector search, dated not earlier than 6 months prior to the date of commencement with the program and every 3 years after that date.

Volunteers, Parents and Work Experience Candidates:

The person selected for this position will be responsible for assisting the professional staff in general supervision and management of a class of 10-15 children ages 5years to12 years of age.

#### ***Qualifications:***

The person selected for this position must complete a background/Security check and meet one of the following criteria before starting:

- Be a student in child development, childcare, psychology of related field at a local educational facility,

- Be a parent or grandparent of a student enrolled in the program,

***Responsibilities:***

- May include, but will not be limited to the following:
- Assisting as needed under the direction of the professional staff,
- Maintaining professional attitudes at the Center at all times,
- Allowing professional staff to deal with problem situations,
- Supporting the philosophy of the Center,
- Treating all children with dignity and respect,
- If volunteering a skill or talent, presenting a written plan to the Program Director upon approval, implementing that plan.

**Personnel**

The Laugh 'N' Learn Childcare Centre will employ both permanent full-time, permanent part-time, and casual employees. All staff will be hired with respect to the provincial guidelines as minimum standards for staff with our objective being to maintain optimum quality in staff qualifications and training.

**Child Care Centre Qualifications:**

All Child Care Centre staff must meet at least the minimum standards for staff qualifications set out by the Alberta Children's Services. Staff without formal education in Child Care Centre must complete level one orientation course within six months start of their employment. Staff is required to complete all necessary forms and submit transcripts to the provincial staff qualifications board for review in order to receive their Alberta Qualifications.

**First Aid Qualifications:**

All full-time and part time staff must complete an approved First Aid course and Infant/ child CPR course within six months of employment and must maintain valid certificates throughout employment with the Centre.

**Confidentiality**

Freedom of Information and Privacy Act (FOIPP):

All information collected, stored and/or disseminated by Laugh 'N' Learn Childcare Centre is subject to the above Act commonly referred to as FOIPP.

When collecting and storing information relating to individuals, the FOIPP act and its application must be considered. The maintenance of personal data banks and the use and dissemination of the information contained therein is strictly controlled under this legislation.

Laugh 'N' Learn may also be the recipient of a FOIP request from an individual, organization, or entity that requires the release of specific and/or general information relating to the request. It is prudent to discuss any request for information using FOIPP with the Program Director/Supervisor, unless the information requested is already in the public domain.

Remember that any forms produced to collect information from the public must have a disclaimer stating why and for what purpose the information is being collected and how it will be used. Appropriate disclaimers may be obtained from the Program Director/Supervisor.

## Supervision and Evaluation- Staff

### Probation:

The probationary period for all new employees is 6 months, the Director will do a staff evaluations at this time or sooner, depending on employees performance. The outcome of the evaluation could result in the employee being confirmed in the position based on prevailing agreements, the probationary period being extended, or the employee being relieved of the position.

### Performance Reviews / Evaluation Procedure:

#### Staff Evaluations and Reviews

Performance reviews will take place annually. The evaluation procedure is one that involves self-reflection and support as you will be encouraged to, using your job description and Employee Self- Evaluation document rate your own performance.

These documents once completed will be returned to the Program Director for review. The Program Director will then meet with you individually for a Job review interview. At that time the Program Director will work with you to identify the areas for development, provide feedback and assist in setting Professional Development goals thereafter, the completed performance review is filed in the individual's personnel files.

#### Program Evaluation

At Laugh 'N' Learn Childcare Centre we always strive to improve and grow. We welcome feedback, comments and suggestions from our staff and families. We seek evaluation in the following ways:

- Annual mandatory Parent Evaluations
- A suggestion box available in the foyer
- Open door policy that encourages parents to speak freely with staff and program director.
- Staff are encouraged during staff meetings and throughout the day to communicate any needs or concerns they may have regarding co-workers, center, and the environment to the program director.

Once a survey, evaluations or feedback has been received it will be read and summarized by strengths and areas to improve on. Any areas needing improvement will be input to the Program Evaluation Feedback Results: Goals and Strategies Form. Goals and strategies will be created for the items based on priority for completion of task. Goals will be reviewed by the program. Positive comments will be noted on a Program Evaluation Results: Summary of Positive Feedback Form. Both forms will be posted for parents and staff to see.

## Grievance Procedure:

We hope that you will have an enjoyable association with us throughout your tenure. Nevertheless, we know that everyone, from time to time, will experience the frustrations and growing pains that accompany a successful career. There may be times when you feel you are not being given the attention or feedback you deserve or, occasions may arise when you feel your workload is too heavy or is not balanced enough. Whatever the concern, we encourage you to speak with us to get the matter resolved as quickly as possible. Most problems can be resolved simply and fairly, or avoided entirely, if we learn of them promptly. If you want a prompt resolution to your problem, please discuss it when it happens. Feel free to speak with your Program Supervisor/Director or the Assistant Director.

It is the recommendation of Laugh 'N' Learn Childcare Centre that the employees use the following guidelines to report any grievances specific to their employment and or work environment.

## Fees



Fees are due on the 1st of each month and can be paid by cheque, e transfer, or cash. Cheques should be made payable to Laugh 'N' Learn. The charge for an NSF cheque is \$30.00.

If your child is absent from the center due to illness, vacation or appointments, your fees do not change.

Parents on the Provincial Subsidy Program are allowed a minimum 100 hours per month to obtain maximum subsidy. Any child falling short of 100 hours will be subsidized at a lower rate and the parent will be asked to pay the difference.

The daycare must receive subsidy within two months, or enrolment will be discontinued. Please maintain contact with the director of the center during your subsidy application or renewal process.

Families that continue in arrears after attempts have been made to develop a payment schedule or who are not complying with the agreed payment schedule, will have their child's space suspended or terminated at mid month.

#### **Withdrawal of Care**

We require one month written notice when you are planning to withdraw your child from our program. There is no reduction in fee due to early withdrawal and have 30 days to pay any outstanding balances to avoid collections.

#### **Arriving or Departing from the Day Care Centre**

On arrival and departure, we ask that you use the sign in/out form. This procedure enhances safety, planning and communication. It also supports positive transitions at the beginning and end of the day.

When you arrive in the morning please help your child settle into the program. Before you leave, make sure that a staff member is aware that your child has arrived, and that you have completed the sign in form.

#### **Release of Child**

Please inform staff if you have made arrangements for someone other than yourself to pick up your child. If this person is not on your authorized pickup list, please provide written authorization for this person to pick up your child. Staff will ask for photo identification before releasing your child.

#### **Late Policy**

Late pick-ups are stressful and difficult for children and also for staff, whose personal commitments after work are equally valued. Please be respectful of our center's closing time of 6:00 P.M.

If late pick up does occur, parents will be asked to sign a late Pick-Up Form. Late pickup charges are due upon pick-up, unpaid charges will be added to your next month fees. The late fee charge is \$2.00 for the first five minute, and \$1.00 per minutes thereafter.

If late pick-up occurs repeatedly during a month, families will be asked to meet with the director to explore the problem and possible solutions. If late pick-up continues to occur families may be given notice to leave the daycare center.

Please Note, if you are not at the daycare center by 6:30 P.M., and have not phoned the center to explain your delay, the Social Worker on duty with the Ministry of Children and Family Services will be called.

#### **Snacks and Lunches**

The children are expected to bring their own snacks and lunch. You are welcome to bring a special treat or food so the day care can share in family celebrations such as birthdays and holidays. Please advise the Laugh 'N' Learn staff ahead of time so they can plan appropriately.

Please inform us of any allergies or religious observances. These requests will be posted and requested.

Please inform staff of any changes, or events that may assist caring for your child.

### **Rest Time**

The children are not expected to rest but have the means to have quiet time if requested. If a child is tired, we accommodate that child.

### **The Program**

The daily schedule includes time for active and quiet play, indoor and outdoor play (active play), group and individual play, rest (sleep), toileting, nourishment, and messy play. More specifically staff creates daily activities that provide appropriate stimulation for each child and their specific needs. The daily activities include:

- Gross motor (physical) activities either indoors or outdoors, to exercise large muscles
- Fine motor (physical) activities such as lacing cards, beading, cutting, puzzles or play dough.
- Creative art such as collage, painting, cutting and pasting, chalk & chalk boards, printing, texture rubbing etc.
- Sensory activities such as sand and water play, texture boards, feely boxes.
- Daily living skills such as sorting laundry by color, cooking, self-help skills (dishing up own food), dusting, helping to care for babies, washing hands & face, yard raking. Dramatic play such as housekeeping area, puppets, dress up clothes, dolls, masks.
- Construction & cognitive play such as blocks, Lego, Tinker Toys, Little People (& their houses), small cars & trucks.
- Quiet activities such as books, puzzles, flannel board activities, games, view master, tapes, CD's, story books/tapes and videos.
- Language activities such as story tapes, reading books, repetitive songs and rhymes.
- Science and math activities such as sorting and categorizing, counting objects, cause and effect, learning games and exploring the environment.
- Music activities that encourage dancing, exploring instruments and sounds and observing the rhythm and movement of music.

Daily schedules and program planning are located in each room on the parent information board. Parents are encouraged to review program planning and contribute to their child's interests and needs.

### **Clothing**

The children need serviceable clothing at all times. In the winter please provide warm coats, easy to put on boots, hats, mitts and rain suits. We require shoes or slippers with rubber soles for indoor shoes.

In the summer please provide sunscreen (SPF 30 or greater) for your child's protection from the sun. Also shoes for outside play (No Sandals). During the summer, families may also be asked to provide a swimsuit and towel for use at the daycare.

A complete extra change of clothing should also be supplies from home. If it should happen that your child uses clothing from the center, please wash and return it as soon as possible as the daycare supply of clothes is very limited.

Please label all your child's clothing.

### **Toys and Candy**

Play equipment and toys are all provided at the center. Bringing toys from home is discouraged. They often get lost, broken, or cause difficulties around sharing. We do encourage recycled items or object for our art center such as, shell, leaves, etc. We ask that gum and candy not be brought to the center.

### **Children's Rights**

It is our belief that children must have a safe, healthy, and comfortable environment. They must not be subjected to corporal or unusual punishment, humiliation, mental abuse or punitive interference connected with the daily functions of living at the daycare or at home.

Our center is morally and legally bound to report all suspected cases of child abuse and/or disclose violations of these rights to the Ministry for Child and Family Services.

### **Staff**

Our Laugh 'N' Learn staff are trained and qualified as Early Childhood Educators. In addition to this, they maintain First Aid Certificates, as well as training conferences and community resources.

All staff, substitutes, volunteer, and Early Childhood practicum students have completed a Criminal Record Check in accordance with the Child Care Licensing regulation.

We believe that open, respectful communication and cooperation between the families and the staff is important for the wellbeing of your children. The staff welcomes questions, suggestions, and discussions regarding your child or the center's policies. You are always welcome to arrange a meeting with the Director or Assistant Director.

### **Information Updates**

- It is very important that you inform the center of any information updates. This includes change of address, workplace, phone numbers, immunizations...etc. It is a licensing requirement that all files are kept current.
- Parents are required to update information twice yearly.
- If information updates are not supplied as requested by the Executive Director,

Laugh 'N' Learn has the right to deny care until all information is provided.

### **Your Child's First Day**

Each child has a cubby for their personal belongings. Be sure to mark your child's belongings with permanent marker. The center cannot prevent loss of items if they are not clearly marked. Toys/action figures or other materials that promote violence, swearing or other inappropriate behavior will not be permitted on the premises. Separation may be difficult for some children. In order to prepare your child, we recommend you discuss where your child will be going and what you will be doing while they are in care. When you arrive, take a few minutes to put your child's items in their cubby, look around the room with your child, and greet the teachers and other children who are nearby.

- Establish trust; tell your child that this is a safe place and that the teachers will take care of him/her while you are away.
- Acknowledge feelings; it's typical for children to be upset during the first few days/weeks of attending. Take the time to validate your child's feelings and give them comfort by telling him/her when you will be back (e.g. after nap time).
- Never "sneak out" on your child. By sneaking out you will not establish trust; this will create anxiety and fear in your child.

### **Parent Routines**

- It is a licensing regulation for children to be signed in for the day upon arrival and signed out upon departure. The child attendance book is located at the front door.. During practice evacuation drills the

child attendance book is used to ensure all children have evacuated the building; if your child is not signed in for the day's/he may not be accounted for.

- Review the attached notices on your child's attendance record. Quite often staff and management will leave important notices. Always review your invoice at the beginning of the month.
- Parents are welcome to observe at any time without notice. You may go into your child's classroom. If you enter the classroom, keep in mind that your child may expect to leave with you. If you must return to school or work, you will need to help your child with this transition.
- Check the Parent/Community Resource Centre in the front foyer for updated information.
- Check your child's cubby for notes, soiled clothing and artwork. Artwork will be disposed at the end of each week to avoid clutter.
- Inform the Executive Director, in writing, of any changes in your child's routine that may affect his/her needs or behavior including health and any events at home.
- If you are not at your usual contact site, inform staff. We must be able to contact you in the event of an emergency.

### **Technology Policy (updated April 2017)**

Technology is a very large part of our society and we do incorporate it here at Laugh 'N' Learn; in the form of Handheld Gaming devices. These activities are scheduled for certain days.

Personal gaming devices are only allowed to be brought to the center on Friday's (called DS Day) and PD Days.

- During longer breaks (i.e. winter break, spring/ Easter break & summer break) the only days personal gaming devices can be brought is Friday's.
- Portable music devices are always welcome and can be shared with the group as a whole if a staff member says it is ok; otherwise we ask that the children use earbuds/earphones if the lyrics or content is inappropriate then the device will be asked to put away.
- Cell phones may be kept in your child's bag, and if for any reason they need to contact a parent we will use Staff Cell phone. Texting is not allowed as it cannot be properly monitored for content.
- We endeavor to have a movie day once each month; movies for kinder at Laugh 'N' Learn and will be rated G or PG (depending on content).

### **Child Involvement policy**

Our program is based on prioritizing the child and family, therefore all of our programming is emergent and dynamic. Our children's involvement is encouraged through monthly meetings where children are asked directly what activities they want to see on our calendar, it is recorded at that meeting and incorporated into the monthly programming and calendar. Our calendar is displayed and available to them, and their families on a daily basis where they are encouraged to add their impromptu ideas and suggestions, to take place on a specific date. Our staff are all trained in house to observe, record, and implement observations and immediate interests to be included in our daily programming process.

### **Parental Involvement**

We believe that parents and staff working together as a team to provide the best experiences for your child's ongoing development. There are a number of ways for you, as parents, to get involved in the centre

### **Complaint Policy**

LAUGH'N'LEARN believes that all parents/guardians are entitled to expect courteous, prompt, and careful attention to their needs and wishes. Therefore, it is the primary responsibility of the LAUGH 'N' LEARN to give a serious and prompt attention to any raised concerns about childcare providers. All complaints and raised concerns will be dealt with in a professional and confidential manner.

We anticipate that some concerns/issues may be resolved quickly by an informal approach to the appropriate childcare staff member or directly to the childminder. If this does not achieve the desired outcome or parent/guardian believes the concern is of a more serious nature and would not be resolved in this manner, parent/guardian is advised to follow the steps outlined in filing complaints section of this document.

### **Open Door Policy**

Parents of enrolled children are always welcome at Laugh "N" Learn Program to visit and observe, or to stay and play, unless restricted by a court order. If there is a court order restricting a copy of the order needs to be submitted to the center and kept in the child's file at all times. While your child is enrolled in the center please feel free to stop by anytime. For safety's sake, parents of previously enrolled children, grandparents of enrolled children, and all other visitors are asked to call ahead of time to make an appointment to visit. Parents are welcome to visit the centre at any time of day and are encouraged to join in room activity time, field trips, and/or attend special events.

### **Community Engagement**

We will bring the community into the centre. Example: Guest speakers from the community can provide new information and experiences to students and link the program to the world outside. Field trips to our local businesses; bakery, grocery store, fire department, car wash and farms. We will partner with the Parent Link Centre to bring in resources for children and parents.

### **Confidentiality Policy**

The Laugh 'N' Learn is very sensitive to the fact that information concerning you, your child, and your family is private and personal. Trust and confidentiality are essential to building trusting relationships. We are committed to maintaining your privacy and protecting your personal information. The center will not disclose information except as required by law or when there is a threat to the health and safety of the individuals and families we serve. Due to the sensitive nature of information that you will know or learn as a parent of young children that attend our center, it is imperative that you keep sensitive information confidential. Any information about children in the center or their families must be shared on a "Need to Know" basis only. Thus, be very sensitive about discussing children's developmental needs and family information in public places such as lounge or hallway. This does not exclude off premise discussions and/or conversations. Follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy. Also strive to be supportive of center efforts by avoiding negative or malicious discussions about other parents, children or staff, if there is a concern please bring it to the director immediately so appropriate action can be taken in a professional manor. Together we can achieve great child care experience and education for our parents and children. Stay positive and focus on the needs of the children.

Confidentiality. During your term with the center and thereon after, you agree to not defame or disclose any information regarding the center or the children/families attending/attended. If you choose to neglect the confidentiality agreement, legal action can and will be taken against you.

**This policy should be taken extremely serious; there will be no tolerance in regards to gossip of children of the center, parents of the center or staff of the center. Failure to comply with this policy could result in legal action taken against you as this is F.O.I.P. The terms of F.O.I.P will be defined again below to avoid confusion.**

**Freedom of Information and Privacy Act (FOIP)**

All information collected, stored and/or disseminated by Laugh "N" Learn School Program is subject to the above Act commonly referred to as FOIP.

When collecting and storing information relating to individuals, the FOIP act and its application must be considered. The maintenance of personal data banks and the use and dissemination of the information contained therefor is strictly controlled under this legislation.

Laugh "N" Learn may also be the recipient of a FOIP request from an individual, organization, or entity that requires the release of specific and/or general information relating to the request. It is prudent to discuss any request for information using FOIP with the Program Director/Supervisor, unless the information requested is already in the public domain.

Remember that any forms produced to collect information from the public must have a disclaimer stating why and for what purpose the information is being collected and how it will be used. Appropriate disclaimers may be obtained from the Program Director/Supervisor.

**Acknowledgement**

After you have read, acknowledge and understand our Policies and Procedures in our Parent Handbook, Please return this page to Laugh 'N' Learn management.

By signing this document you are acknowledging all Policies and Procedures for Laugh 'N' Learn Childcare Center and agree to follow them.

If at any time you have questions or concerns, please contact us for assistance, we are happy to help you and your family in any way we can.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Program Supervisor/Director

\_\_\_\_\_  
Date

**PLEASE RETURN THIS PAGE TO LAUGH 'N' LEARN  
ADMINISTRATION STAFF FOR YOUR FILE**

- Conducting regular safety checks daily, weekly, and monthly of the premises and equipment in order to remove hazards
- Positioning equipment and arranging the environment so you can effectively see the children's play, rest and toilet areas.
- Familiarizing themselves with the provided information regarding each child's arrival and departure routine and the recording of each
- Knowing and keeping the location of emergency medications, first aid kits and emergency contact numbers organized and easily accessible
- Recognizing any changes positive or negative