

**Parent Handbook**

**#202-4901 46th St  
Red Deer, AB T4N 1N2  
Landline: 403-986-8661  
Text only: 403-506-8633  
director@circlesquarecc.ca**

**Welcome to Circle Square Childcare**

This handbook is here to provide you with all the information on our program, policies, and procedures. Detailed descriptions of our program will allow you to feel at ease enrolling your child(ren) at our program. If you have any questions and concerns about anything in the handbook, please don’t hesitate to talk to the Program Director for clarification.

**Meet the owner!**

** **

Hello! I am so excited that you decided to become apart of our CSCC family.  
My name is Elece Boruck and I am the owner of Circle Square Childcare.   
I graduated in 2005 with my Level 3 from Red Deer College. I decided to enter the field right away and was hired to work in a daycare right off my final practicums. I eventually wanted to get more education, so I went to Grant MacEwan and took 2 of the 4 years of my Bachlors of Education. I decided that wasn’t the right path for me, so I took my EA instead and graduated in 2010. I have worked at most of the centres in and around Red Deer in some capacity before I started my own family in 2017. Once I had my daughter, I opened a day home and worked that while building my dream daycare centre. And here we are with this amazing centre!  
In my downtime, when you don’t see me in the office you can find me with my beautiful family. I have a daughter, Charlotte and an amazing husband, Tyler, who is also the co-owner with me. You may see him time to time in uniform around the centre. Don’t be alarmed, he is a paramedic and sometimes comes to the centre with the ambulance!  
I love to see each and every family and child each day as you are passing by my door at work and saying “Hi” and getting hugs. Some of your children have also figured out that I have a “secret door” that has some “specials” in it when they come and visit me!  
I really hope you enjoy your time here with us at CSCC no matter how long or short it may be!

**Our Philosophy**

We at Circle Square Childcare Inc. view all our children to be Mighty Learners. We believe that each child has the right to foster and grow their own learning. Each child learns at their own pace, and in their own time.

Our Educators take on the role of co-learners with our children, in that we all learn together.

Our teachings are based on child led learning. We base our curriculum on Flight- Alberta's Early Learning and Care Framework Curriculum.

We will create an open and bright learning experience for all children, no matter race, religion, gender, or family dynamic.

We strive to make sure each child meets the requirements for their age, and are ready for school when the time comes.

We strive to make sure that all the children have their needs met in every area; social, physical, intellectual, cognitively, and emotionally.

**Hours of Operation**

6:00 am to 7:00 pm, Monday to Friday

Official holidays and statutory holidays will be observed. If the holiday falls on the weekend, we will be closed the following Monday.

**The daycare will also be closed for one week at Christmas to be determined each year in November.**

Alberta Holidays and Daycare Closures are as follows:

New Year’s Day (January) Heritage Day (August)  
Family Day (February) Labour Day (September)  
Good Friday (April) Truth and Reconciliation Day (September)   
Easter Monday (April) Thanksgiving Day (October)  
Victoria Day (May) Remembrance Day (November)   
Canada Day (July) Christmas Day (December)   
 Boxing Day (December)

**Arrival and departures**

Parents are asked to drop their children off before 11:00am.   
Meals and nap routines are starting and coming in can disrupt the children that need that rest. **If you need to drop your children off after 11:00am, please make sure to call the main office and let the staff know.**

If you are going to be absent or late and have not called the office you may be turned away as we do send staff home if they are not needed. **Refunds are not given if you are turned away due to missing drop off times.**

If you are dropping off and the children are outside in the yard or on a walk, it is your responsibility to make sure that your child is dressed appropriately for the activity (that might include getting them into snow gear, or putting on sunscreen and a hat).

If your child is going to be absent from the program for any reason, we do ask that you either email or call the main office to let us know. We do our best to call in the mornings to make sure that you are coming or not, but life and daycare can get pretty busy, so we do ask that you are calling us to let us know.

**Parent Parking**

Parent parking is in the 3 designated parking spaces at the back of the building. We share a parking lot with Service Canada and with surrounding businesses. We ask that parents ONLY park in these designated spaces (bight green signs with logo on them) when dropping off or picking up their children. The lot is monitored and parents that continue to violate this policy can get a ticket or have their vehicle towed at their expense. We have had lots of complaints from other businesses about the parking. We do ask that if you come at peak times (7:45am - 8:30am or 3:30pm - 4:30pm) that you take into consideration some extra time on your behalf to make sure that you are not blocking a paid space for a staff at their job which then makes them late for work. Leave extra time for yourself to wait for a stall to open up, or use the street parking.

**Late Pick up policy**

If your child is not picked up by closing time; the parents account will be charged an additional $75 for every 15 mins that they are past the closing time. Time is always rounded up, so even if you are 3 minutes past closing, you will still be charged. Our staff work hard for us, so we really want to make sure that they are leaving on time.

In the case of an emergency, such as a road closure, or bad impassable roads, or a family emergency, please call us and let us know. We will try and work with you in these events to make sure it is noted on your file as to why the late pick up, and you will not be charged.

**Fees**

The following is our rates. Please note that these are subject to change, and written notice will be given when doing so.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ages | Full time 4-5 days/week 100+ hours/month | Part time 2-3 days/week 50-99 hours/month | Drop in | Parent portion |
| Babies 0-12 months | $1720.74 | $1118.48 | $55 | $326.25 F/T $230.00 PT |
| Older Babies 12-18 months) | $1666.68 | $1083.34 | $55 | $326.25 F/T $230.00 PT |
| Toddlers (19 months – 3 years) | $1459.62 | $948.75 | $55 | $326.25 F/T $230.00 PT |
| Pre-K (3 years to 4 years) | $1432.59 | $931.18 | $55 | $326.25 F/T $230.00 PT |
| Kinders (4 years to not attending kindergarten) | $1405.56 | $913.61 | $55 | $326.25 F/T $230.00 PT |
| Kinders (children requiring care during school hours) | $1405.56 | $913.61 | $55 | $326.25 F/T $230.00 PT |

**A one time non-refundable $100.00 registration fee per family will be required at time of registration. Fees are due on the 1st of every month and are subject to a $100 late payment fee after the 5th business day of the month.  
Families that use 0-49 hours/month do not qualify for the affordability grant and are subject to pay the full part time fee**

**Classroom ages and groups**

We have 6 different classrooms that are geared towards different age groups. Classrooms are as follows:

Little Ducklings:0-12 months of age Cozy Koalas: 12 months – 18 months of age

Happy Hippos: 19 months – 3 years of age Laughing Llamas: 19 months – 3 years of age

Leaping Lizards: 3 years – 4.5 years of age Peppy Penguins: 4.5 years – entry into grade 1

Children will get moved automatically when they bump into the next age group depending on availability in the next class level.

**Children ratios**

Each class has a maximum number of children that are allowed based on Alberta guidelines. If you have any questions or concerns with the number of children or staff in a room, please talk with the Program Director. Ratios are as follow

|  |  |  |
| --- | --- | --- |
| Age of children | Staff to Child ratio | Maximum number of children in a group |
| 0-12 months | 1:3 | 6 |
| 12-19 months | 1:4 | 8 |
| 19 months to 3 years | 1:6 | 12 |
| 3-5 years | 1:8 | 16 |
| 5 years and older | 1:10 | 20 |

**Daily schedule**

6:00am – 11:00am Drop off

5:30am – 8:30am Free play and socialization

8:30am – 9:00am Circles, bathrooming, hand washing

9:00am – 10:00am Free snack

10:00am – 12:00pm Outside play, walks, group activities, exploration

11:30am – 1:30pm Bathrooming, hand washing, LUNCH

11:30am – 2:30pm Quiet time, naps, Outside play for older non-napping children

2:30pm – 3:00pm Wake up, free play

3:00pm – 4:00pm Free snack

3:30pm – 5:00pm Crafts, free exploration, outside play

5:00pm – 6:00pm Group activities, clean up

6:00pm – 6:30pm \*\*Late free snack\*\*, quiet activities

6:30pm – 7:00pm Quiet play

5:00pm – 7:00pm Pick up

Our schedule is a guideline, and nothing other than snacks and meals are set in stone. Children need the ability to come and go as they please. If our Educators find that children are not interested in a specific activity, they can choose to change their schedule up.

**\*\*Please note that late snack is to be provided by the parent if they are needing care past 6:00pm\*\***

**Our Educators**

Our Educators are some of the best out there. We pride ourselves on having quality, well trained Educators. Each Educator must have a criminal record check with vulnerable sector. Every Educator is also trained in first aid and childcare safety. Our cooks will have valid food safe certificates. We welcome student volunteers that are working on their nursing or ELCC certificates or diplomas. Each volunteer will also be subject to the same documentation as any Educator in our program.

We provide ongoing training for our Educators throughout the year to keep up and current with changing standards within the industry.

We employ the following staff:

Program Director, Assistant Director, Room Educator, Enhanced Ratio Staff, Relief Staff, & Cook.

**What you should bring to daycare**

Items that you bring must be clearly labeled with your child’s first and last name (some names are common and it might be hard to determine which coat from Costco goes to which Riley). Personal sippy cups, bottles, and water bottles are washed daily at the center at the end of the day, and nap time items (sheets and blankets) are washed once a week.

Each child will have a designated cubby or hook to place their belongings on.

Please provide…

* 2 full changes of clothing including undergarments (to stay at the center)
* Inside shoes that are comfortable and fit well (to stay at the center)
* Outside shoes or boots (to go home daily in)
* A sleeve of diapers/pull ups, wipes and rash cream if needed (to stay at the center)
* A nap time blanket (to stay at the center)
* Hats, sunscreen and bug spray in the summer months (to stay at the center)
* Jacket, snow pants, toque, mitts and neck warmer (please no scarves as they provide a chocking hazard) (these can go home daily, but it’s recommended to have a set to stay at the center)
* Rain pants or some type of muddy buddy and rain boots (these can go home daily, but it’s recommended to have a set to stay at the center)
* Any type of food that may be needed in case of dietary restrictions (such as formula, rice cereals, lactose free items, etc.)

We do go outside daily rain or shine (unless it’s a downpour or unsafe such as too hot or cold) so having the proper clothing is essential. If a child doesn’t have the necessary items to play, parents will be called and asked to bring the items that are needed in a timely manner.

**Communication with families**

Families are encouraged to have open and honest conversations with the Educators in their child’s classroom to find out how their child’s day went.

Parents will be sent out a daily report by end of day to see the specifics of what went on during the day.

Check the main wall and classroom boards for updated information (such as field trip forms, incident or accident forms and receipts)

Families are encouraged to email the Program Director if there is something pressing, they need to speak about and set up a meeting if needed. We have an open-door policy any time that you need to talk.

**Parent Involvement**

Parents are fundamental in the growing of our program and your children. We pride ourselves on having open communication with everyone involved in your children’s lives. We have open-door policies, meaning that we are here for you all the way.

We will have opportunities for you to join in with your children on special occasions. We hope to offer parent helper days, and invite you along on field trips. We also do fundraise throughout the year to help off-set costs on big ticket items. As a not for profit, it is essential that we have your help with these. We encourage you all to participate in these events not only to support the daycare, but to have that connection with your children.

**Child Custody**

Children can and will be released to all parents and/or guardians and anyone on the approved pick up and emergency contact list. If someone other than the parent will be picking up your children, please let the Program Director or room Educator know in advance either verbally at drop off or by email.

If there is a custody order in place, the office must have a copy of it on file. If there is no order in place, we are legally obligated to release to biological parents. We will contact the parent that has custody to inform you that the other parent has picked up.

It is very important that parents have a clear agreement in place and keep the Program Director informed of any and all changes that may occur.

If a parent or guardian has sole custody and we have the proper documentation that supports this, then if a non-custodial parent or guardian tries to pick up, we will ask them for supporting documentation stating that they may pick up. If they do not have this documentation, we will not release the children to them, and contact you and the police to let them know that a non-custodial parent/guardian is trying to pick up a child.

**Release of Children**

Only parents and authorized pick-up guardians will be permitted to pick up children at the center. Parents can give access to as many pick-ups as they like, as long as the office knows ahead of time and we have their information on file for when they pick up. In the beginning anyone that picks up your child will be asked to provide a form of government issued ID to prove who they are in relation to the child. We will then cross reference this with our pick-up list to make sure that they are allowed to do so.

It is your job to let the office know if someone other than yourself is picking up your children. If we do not know ahead of time, and someone other than yourself tries to pick up, we will phone you to let you know. You may then give a verbal consent to allow us to release your child into their custody.

Anyone that is picking-up must be over the age of 18 (unless the parent is under that age) unless they are accompanied by the parent/guardian.

If an Educator suspects that a pick-up is under the influence of drugs and/or alcohol they will be referred to the Program Director or next in charge and they will offer alternative ways home (i.e., Taxi or bus or UBER). If the pick-up refuse not to drive, we will inform the police of a possible impaired driver with a minor involved.

**Confidentiality**

All information that is provided to Circle Square Childcare Inc. is considered confidential and only shared with those that need access to it such as room Educators or licensing officers. All employees and volunteers or students must sign a confidentiality agreement upon hiring and must adhere to these standards in regards to anything read, seen or hear of during daycare hours. Upon children leaving the center we will keep all records for up to 2 years before shredding and discarding them. All information provided to Circle Square Childcare Inc. is kept in a locked office with minimal access.

**Termination of care**

*Parent withdrawing*

**Parents that wish to withdraw their children must give 30 days written notice on the 1st of the month to the Program Director to terminate care without penalty.**

**If 30 days notice cannot be given parents will be charged the full month worth of fees.**

*Circle Square Childcare Inc. termination*

Circle Square Childcare Inc. reserves the right to terminate care based upon the following circumstances:

-Uncontrolled aggressive child behavior towards other children or staff   
(Challenging behaviors can be difficult, and we will work with the family and child to make sure that all resources are made available to you to help in their needs. We make every effort to make sure that termination is a LAST effort, however, it is our responsibility to make sure that staff and children are kept safe at all times. We will call parents in to have a meeting to offer these supports and help you and your child follow them. If aggressive behavior continues, we do reserve the right to terminate care. In this situation, no refunds are granted).

-Consistent violation of program policies and procedures.

-Failure to make payment to the program for more than 5 business days after fees are due without notifying the Program Director that fees will be late (if in the event that you are unable to make a payment on the 1st, please let the office know when to expect the payment. We can work out a payment schedule with you. If there is no attempt to make arrangements to pay, your care will be suspended or terminated until payment is made).

-Parents that abuse the Educators verbally by swearing, making racist comments, or shaming in any shape or manner will not be tolerated and will be grounds to have the child removed from the program. Remember, you set the example for your child. We will not take this lightly, so please BE KIND.

**Evacuations and safety drills**

Making sure that everyone is properly ready for any type of emergency is imperative. We want to make sure that if an emergency does arise, we are all prepared and know what to do. We plan monthly fire drills. In case of a real emergency, parents will be notified as soon as possible and safe to do so.

**Child discipline**

Circle Square childcare Inc. believes in positive guidance strategies rather than discipline. Our Educators are equipped to handle all types of behaviors from small to large. Our goal is to teach the children how to problem solve their issues in a positive manner. We understand that behaviors do and will happen, we hope to intervene in a way that children will know in the future how to better resolve their outbursts.

Our Educators will work to re-direct, give natural consequences, offer limits and boundary setting and making sure that they model the behavior that they wish to see.

Educators will work with the children and help them to choose how to better their choices by talking to them at their level in a calm manner, and using I messages. With the small children re-direction will be used more until the children can understand the rights from wrongs.  
However, with some children that may be violent or exhibit extreme behaviours we have the 3-strike rule. If a child is violent to staff or children or destructive to themselves or property staff will call the parents and have them sent home for the day. This is to keep children, staff, and property safe. If a parent cannot come and pick up, then you will be responsible for finding an alternate pick up that can come within the hour to come and grab your child.   
If the child(ren) continue to have aggression, violent behaviour, or outbursts (fowl language, or harm to self or others, ect) termination may be an option for the centre to keep the classrooms a staff place for all. Please note that with termination, it is a last resort, and we do work with families to make sure that care continues with the best interest with all.

**Child records**

A copy of your child’s information will be kept on site, and emergency information will be kept in off-site binders for when staff go to play grounds or on walks. The information includes but is not limited to the following

* Child’s name, date of birth, home address and a complete registration form
* Parent’s name, address, and phone numbers (cell, work)
* Emergency contact names, addresses, and phone numbers (must be local or within an acceptable time frame if we need them to come and pick up)
* Medication forms signed and dated if needed
* Health care records or information that pertain to care at the daycare
* Signed parent forms
* Photography and video consent forms
* Copy of custody order if applicable

**Illness at daycare**

If your children are sick or have been it is your duty to let room Educators or the Program Director know. If there is medication to be administered, parents must sign it in and out each day.

Parents will be responsible for keeping their children home if they display any of the following symptoms:

* Fever over 101F or 38C
* Throwing up or diarrhea (not including side effects of diapering) (2-3 times in an hour)
* Persistent cough (more than 2-3 times in an hour)
* Pink eye or any eye discharge
* Rashes or skin conditions that are undiagnosed such as blisters or pocks
* Lethargy or irritability that prevents the child from participating in daily activities
* Any infectious disease

We try our best to work with families and sick children, however if children are sick, they really need to be home to get well as per AHS guidelines.

If a child becomes sick at our program, parents will be contacted and expected to pick up their child within 2 hours of the initial phone call. If parents cannot be reached, we will contact the emergency contacts listed to arrange pick up.

Children will need to be symptom free for a minimum of 24 hours before returning to care, or have a doctors note stating that they are allowed to be in care. An illness form will be signed by parents and staff stating the return date.

**Communicable illnesses**

If your child comes down with a communicable illness they are required to stay home until 24-hour symptom free and come with a doctor not saying that they are no longer contagious and are able to return to daycare. If you do have any question, you can contact health link at 811.

When a child should be excluded from a child care program?

Parents should be informed to seek alternate child care or keep their child at home if the child is not well enough to participate in the regular activities of the program, the illness requires greater care from the child care staff than can be provided without compromising the care of the other children in the program, or their child has received one or more of the following diagnoses from a physician or other health professional:

* **Chickenpox** (the child can be permitted to return to the program when he or she feels well enough to participate in all activities, regardless of the state of the rash and as long as the child returns to the same group they were with one to two days before the onset of the rash)
* **Diarrhea or loose stool** (the child should be excluded for 24 hours until symptoms are resolved or assessed by a physician)
* **Hepatitis A** (the child should be excluded until 14 days after onset of illness or seven days after onset of jaundice);
* **Impetigo** (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
* **Wheezing/Persistent Coughing**; (the child should be excluded until assessed by a physician or the symptoms are resolved);
* **Measles** (the child should be excluded until four days after the appearance of a rash);
* **Mouth sores with drooling** (the child should be excluded until a physician has determined that the symptoms are non-infectious);
* **Mumps** (the child should be excluded until nine days after onset of parotid gland swelling);
* **Pertussis, or “Whooping Cough”** (the child should be excluded until five days after antibiotic treatment has been completed, until three weeks after onset of symptoms, or until the coughing has stopped);
* **Purulent conjunctivitis, or “Red/Pink Eye”** (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
* **Rash, with fever or behavioural change** (the child should be excluded until a physician has determined that the symptoms are non-infectious);
* **Rubella** (the child should be excluded until at least four days after onset of the rash, or up to five to seven days at the option of local health authority);
* **Scabies, Head Lice, or other** Infestation (the child should be excluded until appropriate treatment has been completed);
* **Strep throat or other Streptococcal Infection** (the child should be excluded until 24 hours after appropriate antibiotic treatment and cessation of the fever);
* **Symptoms of Possible Severe Illness**, such as lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing (the child should be excluded until assessed by a physician or the symptoms are resolved);
* **Temperature**, with a fever of 38.0 degrees C or higher;
* **Tuberculosis** (the child should be excluded until a physician has approved his or her return);
* **Vomiting** – with two or more episodes of vomiting in the last 24 hours.

**Medication**

When a child needs to have medicine on site to be administered, please make sure that the medicine is not left in a child’s bag or cubby. Medication must be given to the room Educator or Program Director. Our staff are not allowed to administer medication that is expired, another person’s medication (even if it’s two children with the same medication, it must be labelled with each child’s name by the prescribing doctor), or more than the prescribed dose (if it says 5ml, we have to administer 5ml no more or less).  
Medication must be in the original container (please do not bring in a syringe with medication in it) with the child’s name, prescribed dose, time to be administered, name of the medication and the doctors name or pharmacy name and number.  
Parent’s must sign in and out the medication for staff to be able to give the mediation. If you forget to sign it in, staff will be UNABLE to administer that dose. We will call you and let you know that the medication was not signed in, and you can come to the center and either sign or administer the dose.

**Off site activities**

During the year, children will be taken on walks, picnics, park trips, or other field trips throughout the town. We will notify all parents of upcoming activities, if your drop off time is after the start of the trip, you will need to drop your child off on location.

A signed parental field trip form will need to be signed each time there is an off-site activity (minus walks and parks, that will be a generic form to be signed upon registration and will stay on file and follow the child).

If your child’s behavior on the field trip put themselves or others safety at risk parents will be called to come and pick up their child. Consequences may be that children are suspended from care, or are unable to attend further field trips. Educators will document any and all behaviors that occur prior to pick up.

Emergency portable files will be taken with staff to make sure that in the event of an emergency, they will be able to get a hold of who they need to.

In case of a medical emergency, Educators will take the following actions:

* call 9-1-1- (if needed) or administer proper first aid
* call the parents to notify them of situation and ask for the course of action they prefer (such as a pick up or ambulance being called)
* call the main office to let them know what is happening

**Practicum students and volunteers**

At our center, we support Educators obtaining higher education. We also support those that are working towards that goal. We will occasionally have students with us to help complete their educational studies. Practicum students and volunteers must still follow all of our policies and procedures, and must obtain the same documentation that all paid staff have. Practicum students will not be used in ratio or left alone with children (unless they have obtained a working practicum) and will follow the instructions of the room Educations and Program Director.

As part of their education, some students may need to use video or written documentation of the children in their care. They will sit with some parents and discuss if you would like to be apart of this process or not. You can give or remit permission at any time you feel necessary.

If you have any question or concerns about anything that you have read in this book, please talk to the Program Director to clarify anything.

Thank you for choosing Circle Square Childcare Inc. and….

**WELCOME TO THE CSCC FAMILY!!!Updated February 2025**

