



Rising Star Daycare and OSC

Parent Handbook



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INTRODUCTION TO PROGRAM

The management and staff would like to warmly welcome you to Rising Star Daycare & Out of School Care. Please take a moment to read through this policy and procedure manual, as we believe it offers significant benefits to both parents and childcare providers. Rising Star Daycare & OSC is committed to strict adherence to the Government of Alberta Child Care Licensing Regulations. We highly regard each child as a unique individual with their own needs and opinions. Every child is treated as such, understanding that parents are the primary caregivers and are equally valued and respected. The staff and management of Rising Star Daycare & OSC are dedicated to promoting gender neutrality, multiculturalism, the recognition and respect of all religions, and inclusiveness.

PHILOSOPHY

At Rising Star Daycare & OSC we believe that the first six years of life are the most critical years for our children as they are developing to their full potential. We believe that high quality, developmentally appropriate programs should be available to all children and their families and should be applied to the four components of Early Childhood programs: curriculum, adult-child interactions, relations between the home and program, and developmental evaluation of children. We believe 'learning through play' and a good program will provide opportunities for all levels of development and types of play. Every child is treated with respect and consideration. At Rising Star Daycare & OSC staff listen to children and respond to them in a respectful and appropriate manner. We support children's respectful peer interaction, acknowledge children's expressed feelings, and treat their feelings as valid.



PROGRAM

We believe all children are diverse in their growth and development. With this in mind, the needs of each child is considered during program planning and child/staff interactions. Through a child directed, open ended environment, opportunities are provided for children to engage in experiences in all developmental domains (physical, intellectual, creative, social, and emotional). This, partnered with the purposeful, thought-provoking interactions of staff can lead to a love and confidence of lifelong learning. Our program is based on prepared activities and an environment that will foster children's moral development, self control, awareness of rights and responsibilities.

Physical Development: We provide opportunities to develop fine and gross motor skills through indoor and outdoor play activities. We have a large playground within the daycare property.

Social Development: We provide opportunities for social interaction. The caregivers model and encourage skills of sharing, cooperation, and respect. We encourage children to make friends and develop relationships with others, including adults. We support children in developing their problem solving and conflict resolution skills.

Intellectual Development: Rising Star Daycare & OSC provides learning centers that are interesting and challenging for the children. We provide children specifically designed blocks of various colors, shapes, and sizes. Sand and water equipment and accessories will be provided to teach children about size, color, weight, temperature, measurement etc.

Creative Development: The program offers opportunities for children to creatively express their ideas through play, art, and music activities, which are according to the interest of children. Open ended art materials are available all day.

Emotional Development: The center supports the emotional development of children by encouraging expression of feelings and development of positive relationships with others. Staff show interest in children's activities and pay attention to what they say. There is a routine and clear limit for everything to make them emotionally strong.

STATEMENT OF NON-DISCRIMINATION

Rising Star Daycare & OSC welcomes all families, regardless of race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status, as well as physical, mental, emotional, or learning disability.

****** We do reserve the right to deny registration or terminate care of any child with severe behavioral needs that pose a danger or threat to other children or teachers in the center. ******



REGISTRATION

Prior to the commencement of care, the Child Registration Form must be completed in its entirety, as required by Child Care Licensing Regulations. We are unable to provide care for a child until we have obtained all necessary information, particularly emergency details. During the registration process, the Program Director will conduct a center tour, review all policies and procedures, and address any queries you may have. Both parents and the child will have the opportunity to meet the staff and other children within their respective room. We request a three-phase transition period, during which your child can gradually acclimate to their new environment while you remain on-site. Initially, we recommend a two-hour period, which you may extend with each subsequent phase based on your child's comfort level and adjustment progress.

SUBSIDY

As a licensed childcare provider, we are able to facilitate families requiring childcare subsidy. ****Parents are responsible for all fees until the subsidy has been approved and you have provided us with a final approval notice. Should any fees be paid by subsidy that you have already paid, you will receive a credit the following month.

For more information on subsidy and eligibility requirements please use the following contact information:

Online: <https://www.alberta.ca/child-care-subsidy.aspx>

By Phone: General Inquiries: 1-866-644-5135

PAYMENT

Childcare fees are paid directly to our center on the 1st of the month. A \$50.00 penalty will be charged if payments are later than the 5th of the month. NSF cheques will be charged a \$35.00 penalty. Payments can be made by either Cheque, cash, or e-transfer to paiwal77@yahoo.ca

LATE FEES

Late fees are charged for care any time outside of operating hours. This charge is \$2.00 per minute for every minute your child is still at the center after closing hours. This is paid directly to the staff at the time of pick up. This charge is to discourage late pick up times and to compensate the staff for having to remain at the center instead of being home with their family. Failure to pay overtime invoices can result in termination of care. No childcare receipt is



given for overtime charges.

We may waive your late fee, depending on the circumstances and if you have called us in advance. You may sometimes pre-arrange for a late pick-up by calling us or talking to us at least 24 hrs. in advance and a charge will be added to your fees. We are not always able to agree to a late pick-up.

As per Alberta Human Services, we are mandated to call the after-hours emergency line for Child Care Services, should a child be left at the center, unexplained, until 7:00 pm.

OPERATING HOURS

Our childcare center operates from Monday to Friday, 6:30 am to 6:00 pm. Our 6:00 close time is firm. Parents of children who remain after 6:00 will be required to pay a late fee.

STATUTORY HOLIDAYS

Our childcare center is closed for all Federal and Provincial Holidays. If a holiday falls on the weekend, we will be closed the next working day. A list of scheduled holiday dates will be given to you at the beginning of each year.

The following is a list of days that are closures:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Day
 - **** On Christmas Eve we close early at 3pm and remain closed till New Years*** Please make alternative arrangements if you do not have those days off.
- Boxing Day
- National Day for Truth and Reconciliation



ARRIVALS AND DEPARTURES

Parents must accompany their children inside the center each time you arrive and sign your child in. Coats and outerwear are to be hung by the child or their parents. We ask that parents be consistent in their child's drop-off time in order to give them routine. You may stay for a while or leave right away, but we ask parents or guardians that the goodbye be a positive one and if your child seems upset, reassure them that you will be back to pick them up. Upon departure, parents must sign their child out at the time the child is leaving. Please ensure you make personal contact with a staff member prior to your departure.

ABSENCES

Please advise us first thing in the morning if your child will not be attending due to illness or for some other reason. If your child will be away for any other reason, please advise us as soon as you know.

If you are going to arrive later than 9:00 am, please take a moment to call and let us know. We follow a consistent routine, and it can be disruptive for children if it is not adhered to. In case of a spontaneous off-site activity, we can arrange things differently if we know in advance that your child will be late. **Children may not arrive at the center during nap time.**

RELEASE OF YOUR CHILD

Should you require someone other than yourself to pick up your child, be certain to let us know. We may not release your child if the person is not listed on the child profile sheet you completed upon registration. Written consent must include the full name of the person you wish us to release the child to. The first time anyone other than you comes to pick up your child photo ID will be required for us to verify identification.

ATTENDANCE RECORDS

On a daily basis you will be required to sign an attendance sheet showing the exact days and hours your child has been in care. Please get in the habit of signing daily. This is a licensing policy to ensure safety and supervision as well as a record for subsidy to keep track of hours. Note: subsidy requires 100 hours per month or otherwise stated on your approval notice.



SUPPLIES

Parents are responsible for supplying diapers, wipes and creams for their child if needed. There are two options in which the parents can choose to maintain these supplies.

Option 1: Diaper bag

Parents are free to bring a diaper bag each day for their child. This bag will come in the morning and go home at the end of each day. Please make sure there is a minimum of 6 diapers, a pack of wipes and any creams your child requires.

Option 2: Storage

Instead of bringing a daily diaper bag, parents are welcome to bring any supplies for us to store. Parents then can replenish the supplies as needed. We will inform you when we are running low and expect a refill within 2 days of being informed. If a parent is continually late in refilling supplies they will automatically be switched to Option 1: bringing a diaper bag daily.

CHANGE OF CLOTHING

Parents are responsible for maintaining a spare set of clothing in their child's cubbies. Babies grow fast, please check frequently to make sure the spare set of clothing matches your child's current size. Also please ensure that these clothes are seasonally appropriate. No child wants to wear heavy clothes in the middle of summer. All parents are required to provide weather appropriate clothing such as hats in summer and hats, mitts during the winter months.

CHILD DISCIPLINE

Believing that children exhibit negative behavior when they feel detached, bored, or when their needs are not met, we strive to establish positive relationships with children and ensure a wide variety of developmentally appropriate, stimulating, open-ended experiences are offered. When appropriate, children are engaged in the development of rules and consequences. In the event of inappropriate behavior, children are reminded of the reasons their conduct is unacceptable and the resulting consequences. If the behavior persists, a logical consequence is implemented.

When a conflict arises between two children, they are taught the appropriate steps for conflict resolution. Our staff provides active supervision to ensure the safety of the children and to ensure that all resolution outcomes lead to children feeling good about themselves and being better equipped to navigate conflicts.



Discipline Policy for Infants and Younger Toddlers

By understanding the child development stages of children, we know that infants and toddlers can be quite self-centered. Because of this, duplicates of favorite toys and materials are stocked with the hopes of minimizing conflicts between children. When conflicts do occur, children are redirected when appropriate. Children are spoken to about the other child's feelings, and are given choices for alternate actions/behaviors. For negative or improper behavior, logical consequences are imposed after one or a couple of warnings. All child disciplinary action taken is reasonable in the circumstances.

We will not, with respect to a child in the program, inflict or cause any form of physical punishment, verbal or physical degradation, or emotional deprivation. We will not deny or threaten to deny any basic necessity, or use/permit the use of any form of physical restraint, confinement, or isolation. These methods of discipline are not allowed.

NAP/QUIET TIME

Not every child in care requires a nap. For those that do nap, cots will be supplied, and each child must bring in their own blanket to be kept at the center and washed weekly. For older children that do not require naps they will still be provided with cots/mats during this time. They will be encouraged to rest their bodies for 30 minutes. To assist older children in winding down, they may read books or play with quiet activities on their beds. After rest time, these children will be offered a variety of quiet activities or may participate in outdoor play.

OUTDOOR PLAY

We try to go outdoors to play twice a day if weather permits. **Make sure your child is dressed appropriately for the weather. We prefer not to keep the entire group indoors solely due to one child not having boots or a jacket. We have minimal extra clothes for your child. We may not always have a supply of hats or mitts.**

WINTER:

- You may choose to leave an extra pair of snow pants, boots, a hat, and mitts at the center in the winter.

SUMMER:

- Please leave labeled sunscreen and mosquito spray at our center for your child if you wish for these to be used in the summer. We will apply them as needed. We will not apply these to your child unless you have provided them.

NOTE: If your child is too ill to play outside, they are too ill to be at the center.



OFF-SITE ACTIVITY

On occasion, children will be taken off site. These are pre-planned excursions as an extension of the weekly program plan or simply for the fun of it. A written parental consent to the child's participation in the activity must be attained. The same consent form also includes the destination, times of departure, arrival, mode of transportation, supervision arrangements, and a rain-out plan with respect to the activity. Field trips may be communicated to parents via monthly newsletter, a posting on the parent board or playroom door, personally by staff, via email or himama. In most cases, all methods of communication will be utilized. Staff members will be required to ensure all parents are aware of off-site activities and that written permission has been obtained. Parents are always invited to join their child for field trips. Our emergency backpack containing children's portable emergency records, a list of emergency phone numbers, first aid kit, children's attendance and all other items required for the different age groups (diapers, books, etc.) accompanies staff to all outside activities.

A blanket permission is also required for children to partake in neighborhood outings such as walks and community playgrounds.

SUPERVISION

All staff members are required to always supervise the children actively and directly in their care. This involves:

- a. Maintaining an accurate record of all present children.
- b. Conducting regular headcounts and completing roll calls at specified intervals.
- c. Remaining within close proximity of the children, positioning themselves in a way that ensures a clear view of the entire group, and avoiding having their backs turned to the children.
- d. Closely monitoring and guiding children during activities that may involve some level of risk, such as playing near water, doorways, or during transitional periods when larger groups of children may gather.
- e. Participating in and observing play, anticipating what may happen next with the children in order to intervene in the event of potential danger.
- f. Listening closely to children, even those not in direct line of sight (such as those in outdoor play spaces or areas where children nap).
- g. Monitoring children's health to identify early signs of fever, illness, or unusual behavior.
- h. Conducting regular safety checks of the program premises and equipment to remove hazards.
- i. Positioning equipment and arranging the environment to allow direct supervision of children's play, rest, and toilet areas.
- j. Knowing which individuals are authorized to pick-up a child from the program in place of a parent.
- k. Noticing when children arrive and leave the program, ensuring that both arrival and departure times are accurately recorded.



- l. Remembering where emergency medications, first aid kits, and emergency contact numbers are kept.
- m. While staff engagement in children's play is encouraged, outdoor supervision requires heightened vigilance and adherence to the outdoor supervision map provided. The outdoor play area is securely enclosed with a chain link fence and is situated adjacent to the daycare/out-of-school care building.
- n. Additionally, staff should follow the guidelines outlined in the transportation policy for situations where a child is not present during pickup from school. The steps are as follows:
 1. Contact the center to inquire about any messages left by the parent regarding the child's whereabouts.
 2. If no message is present, check with the school office to confirm the child's attendance for the day.
 3. If the child was present, contact the parent.
 4. If the parent cannot be reached, proceed to contact the emergency contact.
 5. If the child's location remains unknown, contact the local community police station to report a missing child.

ACCIDENT OR ILLNESS

In case of an accident or serious illness involving a child, staff will:

- Assess the situation and remove any immediate danger.
- Assess the child and provide health care in the form of first aid if required.
- Notify the daycare director.
- Parents will be contacted immediately by phone and informed of the accident or illness. If parents cannot be reached, then the emergency contacts will be phoned. If neither party can be reached, and if the child is not in need of immediate medical attention, they will be kept as far away as practicable from the other children. Also, during this time, the child will be directly supervised by a staff member or program director.
- If the child needs medical attention beyond minor first aid, an ambulance will be called. The Program Director or a staff member will accompany the child in the ambulance, should the parents or emergency contact not reach the center in time. Parents will be responsible for the cost of ambulance fees.
- An accident report will be completed and signed by the staff who witnessed the occurrence. This will be presented to the parents for their signature. The Program Director will also sign the form and provide a copy to the parents if one is requested.
- In a situation where the child requires medical assistance, the Child Care Licensing Office will be notified immediately, and a critical incident report will be submitted within 2 days.

The center tracks and analyzes all accidents on a form, reviewing it regularly to identify trends or issues.



CRITICAL INCIDENTS

Rising Star Daycare & OSC is dedicated to upholding the highest safety standards to ensure the well-being of both children and program staff. While unforeseen circumstances can arise, it is essential that any incidents as outlined below, which transpire while a child is under program care, or any other incidents that could significantly impact a child's health or safety during their attendance, be promptly reported by the license holder. Such reports are to be submitted to Child Care Licensing.

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

All critical incidents will be reported immediately to the Child Care Licensing Officer. If after hours, staff will report to the Child Abuse Help line 1-800-638-0715. The program will submit an incident report within two days using the prescribed form to the regional Child Care Licensing Officer.



POTENTIAL HEALTH RISK

A child exhibiting signs or symptoms of an illness may include:

- Vomiting, having a fever, diarrhea or new or unexplained rash or cough.
- Requiring greater care and attention than can be provided without compromising the care of the other children in the program.
- Having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to people on the program premises.

To assess a child's well being, staff will take the child's temperature using an ear/head digital thermometer. If the temperature is 38 degrees or higher, the child has a fever. Should we require further information or assistance, **ALBERTA HEALTH SERVICES** will be contacted. If a child is found to have an illness the following steps will be taken:

- The child is to be kept as comfortable as possible, as far away from the other children as practicable, with direct supervision from a primary staff member or the Program Director.
- Parents will be contacted for immediate pick up of their child.
- The child may return to the Centre 24 hours after he/she has been free of symptoms, unless the parent has obtained a physician's note stating otherwise.
- Program Director or a staff member record and document children who are ill which includes documenting the name of the child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of the staff member who contacted the parent, time the child was removed from the program, and the date the child returned to the program.
- If the parent fails to arrange for immediate removal of a child who is ill, the child's emergency contact will be called. If no one is available to pick up the child, the Centre may access emergency medical service by calling an ambulance, depending on the severity. Parents or the emergency contact will be informed of this decision by phone prior to taking action. All expenses incurred will be the responsibility of the parent.

Parents are also informed to seek alternate childcare or to keep their child at home if their child has received one or more of the following diagnoses from a physician or other health professional:

- Chickenpox (the child may return to the program when they feel well enough to fully participate in all activities, irrespective of the state of the rash. Additionally, the child should rejoin the same group they were a part of one to two days prior to the rash's onset.)
- 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 behavioral 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 (if two or more episodes occur)
- Covid-19 (child should be excluded until 5 days after diagnosis or until symptoms have subsided)

SUPERVISED CARE FOR SICK CHILDREN

Should a child become ill while at the program, parents will be contacted by phone to pick up their child immediately. If the parent cannot be reached, the emergency contacts will be phoned. Until one of them arrives, the child will be kept as far away as practicable from the other children. Also, during this time, the child will be directly supervised by a primary staff member or program director.



ADMINISTRATION OF MEDICATION

When children are sick with a non-contagious illness and require medication, Rising Star Daycare & OSC staff will administer the medication only when:

- a. The written consent of the child's parent has been obtained in person.
- b. The medication is in the original labeled container, and
- c. The medication is administered according to the labeled directions.

Parents are to fill out the medication administration form with the following information:

- a. Name of the child
- b. Name of the medication
- c. Dose to be given to the child.
- d. The time to be given at the daycare. In case of an over-the-counter medication, they need to indicate the time that the last dose was administered.
- e. Method of administration for example oral, eye drops, ear drops, ointment...etc.
- f. Start date and end date.

At the time of administration, staff record the following:

- a. The name of the medication.
- b. The time of administration.
- c. The amount administered.
- d. The initials of the person who administered the medication.

The staff who administers the medication must hold a valid first aid certificate.

- Non-prescription medication such as Tylenol may be administered; however, it must be authorized by a parent's signature on the medication chart prior to administration and must be administered according to the label. If a specific time as to when the medication may be administered cannot be provided, please provide the symptoms to watch for telling staff the child requires medication. For example: When the temperature is above 32 degrees Celsius. "As needed" on the medication form will not be permitted.

Medication Storage:

- Medication is stored in a locked container that is inaccessible to children, and
- Emergency medication is stored in a place that is inaccessible to children but readily available to staff.



HEALTH CARE

If required, staff or director will provide health care to a child in the nature of first aid only with written consent.

NUTRITION

At Rising Star Daycare & OSC, we provide a healthy morning and afternoon snack (9:00 am and 3:00 pm) containing 2 food groups from the Canada Food Guide, as well as a healthy lunch, containing 3-4 food groups, also from the Canada Food Guide at 11:30 am. Staff are required to sit with the children, assisting and encouraging them in building independence skills, self-control and providing positive role modeling. We consider this a social time for children and staff to interact with each other in their small groups, making it a positive experience.

MANNER OF FEEDING

- All staff and children are expected to be seated while eating or drinking.
- No beverages are provided to children while napping.
- All foods and bottles are labeled with the child's name.

EMERGENCY PROCEDURE

- Fire drills are to be conducted monthly.
- An evacuation plan and map are posted in each playroom and by each exit door.
- Staff and children are made aware of emergency evacuation procedures through the center policies included in the staff and parent handbooks and by monthly fire drills. Children will be informed of the emergency evacuation procedures where developmentally appropriate.

The following procedures will be followed in case of an emergency:

- **Infant Room:** Staff A will place the 3 youngest infants into the designated evacuation crib, while the other two staff gather up the rest of the infants and all will calmly proceed to the front exit. Staff B will retrieve the emergency basket containing blankets and the emergency backpack containing portable emergency records and first aid kit. Both will be stored by the front exit. Staff C will retrieve children's attendance records, complete a quick sweep of the room, and shut all doors. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff C will conduct roll calls, ensuring all children in care are present.
- **Toddler Room:** Staff members will gently gather all children and proceed to the nearest exit. Staff A will collect children's attendance records and the emergency backpack



containing portable emergency records and first aid kit, complete a quick sweep of the room and shut all doors. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff A will conduct roll calls, ensuring all children in care are present.

- **Preschool Room:** Staff will gently direct all children to the front exit. Staff A will lead the children out the door, collecting the emergency backpack on her way. Staff B will assist any stragglers, or upset children, directing them toward the exit. Staff C will collect children's attendance records, complete a quick sweep of the room, shut all doors, and follow the group to the Muster Point. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff C will conduct roll calls, ensuring all children in care are present.
- **Pre-K:** Staff will gently direct all children to the front exit. Staff A will lead the children out the door, collecting the emergency backpack on her way, as well as attendance records. Staff B will assist any stragglers, or upset children, directing them toward the exit and do a quick sweep of the room, shut all doors, and follow the children to the Muster point. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff A or B will conduct roll calls, ensuring all children in care are present.
- **Kindergarten and OSC:** Kindergarten children will come through the OSC Room – Staff will gently direct all children to exit from the back. Staff A will lead the children out the door, collecting the emergency backpack on her way. Staff B will assist any stragglers, or upset children, directing them toward the front exit. Staff C will collect children's attendance record, complete a quick sweep of the room, and shut all doors and follow the group to the Muster Point. Each staff member will be responsible for counting the children on the way to the Muster Point. Once there, Staff C will conduct roll call, ensuring all children in care are present.
- The Program Director will retrieve the master portable emergency records, cell phone, complete a quick sweep of the center, calling out for any children possibly left behind, if required, pull the fire alarm, and meet all staff and children at the Muster Point. At the Muster Point, staff will immediately conduct roll calls of their respective group to ensure that everyone is present and accounted for. This shall be reported to the Program Director. The group will remain at this site until further direction from the Director or Fire Marshall is received.
- If re-entry to the building is refused, the group will then proceed to Tim Hortons located at 6001 29 Ave Beaumont. Permission for use as the evacuation site has been obtained. Once settled, the Program Director will contact all parents/guardians and arrange for children to be collected from there.
- Child Care Licensing will be contacted at this time, and an Emergency Evacuation Critical Incident will be reported. A Critical Incident Report will be completed and submitted to Child Care Licensing within 2 days of the incident.

Muster Point location: at the brown mailboxes northwest of the daycare.



PARENTAL INVOLVEMENT

We believe that parents play the most important role in supporting their child in our daycare programs. Hence, parent/staff communication is extremely important for your child's development & happiness. Research shows that parents who are involved and show enthusiasm for their child's early childcare programs promote their child's self esteem and reduce discipline problems both at home and at the center.

We invite parents to:

- Visit the program, volunteer in the playroom, join us on field trips, visit the program to read a story or sing a song with the children, share their professional expertise, share cultural traditions, clothing, foods, etc., support fundraising efforts, bring in a birthday cake to help us celebrate your child's special day, participate in dinners, teas, breakfasts and other special celebrations, and attend parent-staff meetings.

Rising Star Daycare & OSC publishes a monthly newsletter to inform parents of upcoming events. A parent information bulletin board is located at the main entrance.

We conduct an annual parent survey regarding the service we are providing, our programs, facility, nutrition, and safety etc. Parents' input is essential to assist us in addressing areas that we need to improve upon in providing the best environment for the children.

The director and staff encourage daily communication with parents to share information about their child's experiences during the day and learn about any news from home.

Parents are welcome to express any concerns or expectation for their child. We believe that open communication between parents and the daycare centre's staff is essential.

TERMINATION OF CARE

Childcare can and will be terminated due to the following reasons (but not limited to the following reasons):

- Nonpayment of childcare fees/late payments/incomplete payments
- Failure to show up for childcare for five consecutive days without any communication to the Centre.
- False information given to us by parent or guardian, either verbally or in writing
- Lack of parental cooperation
- Physical or verbal abuse of any person or property (by child, parent, guardian, or any other person who is authorized to pick up your child)
- Concealing an illness or knowingly bringing in your child when ill



- Behavior problems such as incessant crying, biting, swearing, and destructive behaviors such as wilfully breaking toys and or damaging furniture. Efforts will be made to resolve behavior problems before termination is necessary. In the case of damage, parents will also be responsible to pay for replacement of toys or furniture and repair.
- Failure of child to adjust to childcare in our center, after a reasonable amount of time (as determined by the director, on a case-by-case basis)
- Our inability to meet the child's needs.
- Serious illness of a child

Termination by the parent will be at your discretion. **If you wish to terminate your child's enrollment, a one month written notice is required.**

We reserve the right to terminate without notice if you as parents are in violation of our agreement and/or safety or health of children.

SMOKING

No staff member shall smoke at any time or place where childcare is provided. **License holders must ensure that no person smokes on the program premises.**