



**N**-URTURING  
**E**-DUCATIONAL  
**M**-OTIVATIONAL  
Environment Achieved With  
**O**-PEN COMMUNICATION

# Welcome to Little NEMO's Daycare

Little NEMO's Daycare and Out of School Care Centre Inc. (Little NEMO's) is a start-up daycare facility in Edmonton that provides daycare and out-of-school care services to children from 12 months through 12 years old. Little NEMO's is one of the largest and most nurturing high quality and unique child care services provider in Edmonton.

The Daycare's name exemplifies the program values: **N**urturing, **E**ducation, **M**otivation and **O**pen Communication. In its daily operations, Little NEMO's will function to nurture each child, foster education, motivate each child to excel individually and at his or her own pace, and encourage Open communication between staff and parents to ensure satisfaction at every level of care.

This hand book will provide parents, staff and children with program information and regulation in regards to the child care services provided. Please feel free to contact the program directors for any further information as needed. Thank you for joining little NEMO's family tree.

## **Little NEMO's Daycare and Out of School Care Centre**

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## **Introduction**

Little NEMO's is a start-up corporation founded by two partners.

The first partner has an extensive background in the daycare environment since 2005. She owned and operated a day-home Centre. She holds a Level 3 Child Development Supervisor from the province of Alberta and has a Bachelor of Education Degree.

The second partner holds a Bachelor's of Science Degree in Nursing and has been a Registered Nurse in the Province of Alberta since 2005. she holds a Level 2 Child Development Worker Certificate from the government of Alberta. She has an extensive experience with children as well as raising her own.

Little NEMO's provides daycare services to children from 12 months through 12 years old in Edmonton, Alberta between the hours of 6:30 AM until 6:00 PM.

## **Unique Features and Advantages**

Little NEMO's is unique in the following aspects:

- We provide daycare services for infants from 12 months and up with limited spaces.
- We provide transportation in the form of walking when weather permits or in the form of a leased passenger van to and from the facility to the child's school, thus enabling the parents to drop off the child before school hours and picking up after work knowing that the child is under good care.
- We service many of the schools that are within driving distance and located within a 2 kilometer radius.
- The daycare layout is professionally engineered to accommodate a small number of children in each room at a time to ensure maximum supervision and the least amount of interruption during daily operations.
- We offer and require staff to consistently update training by attending various workshops. This ensures that all staff will have the proper tools and education to support the needs of the children.
- We offer field trips regularly during the summer months.
- We will research our community for specialized activity for children. These activities may include music and movements, art and crafts, librarians, gymnastics, aerobics instructors, and puppet shows.

- We may offer information sessions regularly for parents and staff. Topics may include children's development, children's health, communicable disease, teeth brushing, and hand washing...etc. Topics will be chosen from our suggestion box from parents and staff.
- We will celebrate all special events during the year and invite parents to join our celebration.

## **Mission and Vision**

Little NEMO's vision is to offer a safe environment that fosters independence and creativity for children to play and grow.

Little NEMO's mission is to:

- Provide premium-quality care
- Encourage children to learn and develop through creativity and play
- Nurture and encourage physical, social, intellectual, creative and emotional development
- Efficiently operate a child-centered facility managed by dedicated, motivated, nurturing and well-educated and well-trained staff.
- Achieve the utmost standard of care through the collaboration and open communication between parents, children, staff and the community.

**Little NEMO'S Daycare will stand by its name. NEMO stands for: **N**urturing, **E**ducation, **M**otivation and **O**pen-communication**

**The word NEMO and what it stands for describes our values and environment**

## **Beliefs and Values**

- **NURTURING**
  - Little NEMO's will function to nurture each child through emotional and cognitive support and expression of feelings. Doing so helps children to feel safe, comforted, and included in a warm, bonded relationship. Such feelings of security actually increase children's capacity to learn and to develop mentally and physically.

- **ED3UCATION**

- We believe in encouraging and supporting children's education through creative play. Our program is developed to create activities based on children's interest and development needs to help build a strong foundation for education.

- **MOTIVATION**

- We believe that the increased variety of creative play help keep each child motivated. Our staff will motivate children by being cheery and positive all day and will support each child to excel individually and at his or her own pace.

- **OPEN COMMUNICATION**

- We believe that transparency and open communication between staff, parents, and children plays an utmost importance in achieving common goals. Open communication between staff and parents allows for individualized and tailored programing and care for each child.

- **RESPECT**

- We believe that children, parents, and staff have the right to be respected. We respect everyone's values, beliefs, opinions, race, religion and family composition.

- **COMMITMENT**

- We are committed to children, parents, and the community to foster the well-being of our children

- **HEALTH**

- We foster good health by providing healthy food choices and a balance between play and rest.

- **INTEGRITY**

- We are honest and fair to everyone. We provide confidential and individual care and are accountable for our program.

## **Licensing and Accreditation**

Every child care Centre in Alberta is regulated by the provincial licensing standards. Centers are required to meet the mandatory regulations, and are visited regularly by the licensing officer to ensure they are in compliance with all the regulation. Little NEMO's will post all the reports from such visits on the communication board for parents to view. All recommendations from these reports will be implemented to improve the quality care of the Centre.

The provincial accreditation process, which is a voluntary process, is used to raise the standard of child care beyond basic licensure and improve best practices in early learning and child care services. The accreditation process involves a lot of dedication from the staff and the Centre. Little NEMO's daycare and Out of School Care programs have participated in the accreditation process since the first year of operations to enhance and ensure all high standards are met and implemented.

## **Respect Policy**

Little NEMO's Centre believes that every member of our family whether a child, a staff, or a parent/guardian has the right to be in a supportive environment.

Little NEMO's Centre will not tolerate acts of disrespect by any member of our family whether a child, a staff, or a parent/guardian against another member or individual. Disrespectful members will face serious consequences depending on the situation. Consequences may be in the form of termination of employment in the case of a staff, or termination of enrollment in the case of a child or parent/guardian.

## **Open Door/Communication Policy**

At little NEMO's Centre, we believe in an open door policy. We encourage openness and transparency with members of our family whether it is a child, a staff, or a parent/guardian. All members are encouraged to stop by whenever they feel the need to meet and ask questions, offer suggestions, and address problems or concerns with management. We would like to foster an environment of collaboration, high performance, and mutual respect between all members of the Centre.

In the event that sharing of information is deemed necessary to benefit the children, parent's consent will be obtained beforehand.

## **Parent Involvement Policy**

Parental participation is welcomed at Little Nemo's Daycare. We believe parents are the most important and influential people in their children's lives. Little Nemo's Daycare & OSC has an open door policy and we encourage open communication. We encourage parents to give us feedback and voice any concerns or inform us of ways we can serve them best. Families are asked to participate in a formal program review annually.

Parents and guardians are welcome to drop in for a visit anytime or phone us to check in on their children. Families are invited to join us on field trips and to participate in special activities at the center. Special events for all families are planned annually. We strive to create an atmosphere where the families and children feel at home.

Listed below are some ideas for parent participation.

- Complete annual parent surveys and provide specific feedback
- Use the suggestion box
- Share a special interest or talent with the children and/or staff
- Share a favourite snack or recipe
- Join your child in playing a game or finishing an activity before going home at the end of the day
- Share your cultural experiences and celebrations with staff and children in the Centre
- Donate materials for the program, such as art supplies (paper, yarn, foil tart tins, buttons, fabric, etc.)
- Donate toys and equipment (dress-up items, old phones, hair rollers or an old curling iron for a beauty prop box, etc.)
- Be a field trip volunteer
- Talk with other parents
- Talk about the importance of quality child care to your friends and other people in the community
- Make suggestions to staff about ideas for activities
- Read to children
- Invite grandparents, an aunt or uncle to visit the Centre

## **Menu and Snacks**

We provide two snacks during the day. Each snack will include two foods from the food groups in accordance to the Canada Food Guide. It is the parent's responsibility to provide lunch, so the parents must bring lunch for their children. We require having a lunch that contains foods from all the four food groups every day. Snacks will be available during the following times:

### **Morning Snack**

#### **School Children**

7:00 – 8:00 am

#### **Daycare Children**

8:00 – 9:00 am

### **Lunch**

11:15- 12:30 pm

### **Afternoon Snack**

#### **School Children**

3:45 - 4:30 pm

#### **Daycare Children**

3:00 - 3:45 pm

## **Nutrition Policy**

Good nutrition is vital to children's physical and mental development. We have developed childcare nutrition policies in our program to encourage the development of good eating habits that will last a lifetime.

- Our menus are planned in accordance with the most recent Canada's Food Guide. The menus are posted weekly for parents, guardians and children to review. Our menu is developed for two weeks and will be rotating.
- In order to limit our time away from the children and to promote healthy eating habits, we expect that children have breakfast before arrival. If a child arrives after snack times listed above, snack choices may be limited.
- It is the parent's responsibility to provide breakfast and lunch for their children. If the nutrient content of a child's lunch is inadequate, we will offer the child a nutritious supplement. Although we realize that fast food is convenient please do not bring your child with fast food or carbonated drinks as this undermines our efforts to teach healthy habits to children.
- The staff members will monitor all children for any food allergies or special diet needs.

- We ensure that children are seated when eating and drinking.
- No beverages are provided to infants while napping.

A well-balanced childcare nutrition plan includes occasional treats, and what better time for treats than a birthday or a holiday? Special events or holiday treats help make these days even more special for our children. We very much appreciate it when parents send a special birthday or holiday treats. Please let us know ahead of time so we won't plan a treat and end up with double treats. If the parents are unable to send a birthday treat, please inform the Centre so that we can provide a treat so that everyone can celebrate a child's birthday together.

Updated: May 2015

## **Manner of Feeding**

- Infants should always be held when being fed as they need more attention.
- Parents must provide baby's food for their child/children. Please ensure that you label all infant foods and bottles with baby's name.
- We will give the toddlers an opportunity to explore with their food and make it easier to get it to their mouths. This is the "me do it" age so we will provide finger type foods such as cheese, bread sticks, carrots, celery, etc.
- Supervision will be provided when the children are eating at all times.
- Help during feeding will be provided if children require help or if they ask for help.
- The children must be sitting up right when they are eating and drinking.
- We may, from time to time, provide a hot lunch. If we provide hot dog day for lunch, we will cut it in half and length wise for younger children.
- If we go to the theater, we will ask for written permission from parents whether or not their children are allowed to have popcorn. Popcorn poses a choking hazard and will only be provided with the written consent of a parent/guardian. (kinder and out of school only)

## **Health Care Policy**

### **Cleaning and Reducing Cross Contamination**

Each child's health is important to us as it can affect all members of Little NEMO's families and staff. Precautions are taken to reduce the spread of germs and

contagious conditions. Rooms must remain clean and organized at all times. We strive to maintain a healthy environment by:

- Encouraging the children to cover their sneezes and coughs and to wash their hands frequently, especially before and after eating and using the washroom.
- We have posted hand washing posters in each washroom to encourage children and staff to wash their hands properly. We encourage younger children to sing hand washing songs during our hand wash to make it fun and entertaining and to ensure that they wash their hands for the proper length of time.
- We have sinks available in each individual room (outside the washrooms).
- We will use wipe-able surfaces for sleeping covered with sheets/blankets. Each child will have their own designated sleeping equipment. All sheets and blankets will be washed weekly and as needed.
- We require parents to provide blankets for each child. If the parent is unable to provide a blanket, please inform our directors and a blanket will be provided by the program.
- The program provides a wipe-able surface change mat for infants and toddlers. The mat will be cleaned and disinfected according to the health requirement before and after each use.

### **Cleaning schedule:**

- Toys and surfaces used by children are disinfected regularly as per health requirement, and any toys that are mouthed are disinfected as soon as they are mouthed.
- Staff must follow the cleaning schedule in the rooms for cleaning toys and complete the form and submit it to the director. There are daily, weekly, monthly, and annual cleaning schedules that must be filled and submitted each week
- Tables and countertops must be disinfected before and after eating or food preparation.
- To avoid children breathing in the disinfectant solution, tables are to be disinfected before children are seated at the table.
- Cloths used to wipe tables and countertops are changed at least daily.
- Soiled linen and garbage are stored in closed containers and taken out daily.
- A commercial sanitizer is used to ensure dishes are properly sanitized.
- Paper towels are used for drying hands and discarded after each use (wash cloths and towels are not used for children).

- Children's bottles and sippy cups must be labeled with the child's name and stored in the fridge when they have milk in them
- Each child uses his or her own personal grooming items.
- The staff is required to regularly clean and disinfect the furnishings, equipment, and play materials, and to note the date and initial on a checklist.
- Bed linens are laundered at minimum weekly.
- Cots are disinfected weekly at minimum.
- Families provide the children's blankets and take them home every Friday for laundering.
- Floors are swept after each snack and after lunch.
- Floors are mopped daily.
- Washrooms are cleaned as needed and at least once a day.

Updated: May 25/15

## Hand Washing

**Staff:** The staff practices thorough hand-washing routines, using warm water and soap at the following times:

- Before and after eating and food preparation and handling
- Before and after feeding a small child
- Before and after giving medication
- After diapering and toileting (even when disposable gloves are used)
- After wiping noses
- After cleaning of blood and body fluids (even when disposable gloves are used)
- After coughing or sneezing into hands (staff should cough into the bend of arm)
- Whenever hands are soiled

**Children:** Children practice thorough hand-washing routines using warm water and soap at the following times:

- Before and after eating and food preparation and handling
- After diapering and toileting
- Before playing in media such as play dough, moon sand, goop, etc.
- After playing in the sand
- After wiping noses, sneezing or coughing into hands (note: We teach children to cough into bend of arm)
- Whenever hands are soiled

Use of hand sanitizer with children should be avoided whenever possible but may be used when there is no access to water.

Hand sanitizer **MUST** be kept out of the children's reach. Created: May 25/15

## **Illness**

In order to provide the most positive daily experience for each of the children, licensing regulation require that all children be observed for any signs and symptoms of illness. If a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness, the parents or emergency contact for the child will be contacted upon which:

- That child's parent arranges for the immediate removal of the child from the daycare premises, and
- That the child does not return to the daycare until the daycare directors are satisfied that the child no longer poses a health risk to children/staff in the program.
  - The child must be free from signs and symptoms for 24 hours or
  - Parents must bring a physician notice indicating the child does not pose a health risk to other personnel before a child is allowed to return to the daycare.

Please do not bring your child if he/she exhibits any of the following symptoms:

- Vomiting, having a fever, diarrhea, new or unexplained rash or cough, flu, pink eye, chicken pox or lice

If your child arrives exhibiting any previously listed symptom, we will not accept them for care that day. If your child develops any of these symptoms while in our care, we require parents to arrange for the immediate removal of their child from the daycare.

## **Supervised Care for Sick Children**

Little NEMO's daycare will ensure that a sick child is comforted. We will also ensure that:

- A sick child is kept as far away as is practicable from the other children, and
- A sick child is directly supervised by a primary staff member.

Once a child is believed to be exhibiting signs and symptoms of illness, a primary staff member will assess the child and document the assessment and the interventions taken including contacting the parents.

- Parents are expected to arrange for the immediate removal of their child from the Centre.
- Parents will be informed if their child has been in contact with a confirmed case of communicable disease.
- We all understand everyone's commitment to work or school however Little NEMO's daycare follows the licensing regulation strictly.
- Supervision can be provided if a child is not feeling well but does not present with signs and symptoms of illness.
- First aid will be provided by an experienced staff with current first aid and CPR certification, as needed.

## **Administration of Medication**

When a child who had been sick returns to the daycare and requires medication, or children who require medication regularly, little NEMO's daycare staff may administer or allow the administration of medication to a child only where:

- Parents must fill out and sign a medication consent form prior to staff administering medication. All medication must:
  - Be in its original labelled container, and
  - Have the child's name, the doctor's name, dosage, and frequency to be administered on the label, and
  - The medication is administered according to the labelled directions.
  - (Outdated medication containers with another child's name on it, or transferred medication from one bottle to another will not be accepted)
- Medication will be locked either in the fridge or in a medication cabinet and it will be inaccessible to children.
- Once a staff member administers medication to a child, he/she will record the administration on the medication chart and sign it. Little NEMO's staff will record the following information:
  - The name of the medication
  - The time of administration
  - The amount administered
  - The initials of the person who administered the medication

- 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.
- The staff will observe the child for allergic reactions for 30 minutes after administering medications.
- Medication that may be needed in an emergency situation will be stored in a place that is inaccessible to children but within easy access to staff.
- When the authorized medication administration period has expired, medication will be returned to parents.

Updated: May 2015

## **Communicable Disease**

- If a staff member has reason to believe that a child poses signs and symptoms of a communicable disease, we will notify the parents and ask them to arrange for their child's pick up immediately.
- We will post a notice about the disease once it's been confirmed on our communication board such as (Chicken pox, ringworm, impetigo, lice...etc.)
- We will ask the parents for a doctor's note if required, to confirm that the child is no longer contagious before the child is allowed to return to normal attendance at the daycare.

## **Accident Policy**

In the case of an accident or serious illness involving a child, little NEMO's forthwith ensure that:

- The child's parent is notified, and
- The child receives medical attention if necessary

Little NEMO's will follow these steps once the directors are notified or made aware of an accident/incident:

- Accident and injury will be assessed on individual basis.
- We may provide health care in the form of a first aid only
- Parents will be notified once the accident occurs
- If the injury is serious, the director will call an ambulance then will attempt to contact the parents or emergency contacts of the child. If extra staff is available, one staff will accompany the child to the clinic or hospital

- In the event an ambulance is called, it is the parent's responsibility to pay for the full ambulance fees
- An accident report form will be completed by the staff who witnessed the occurrence. Both the staff member and the director will then sign the accident report form. The accident report form will be presented to the parents at the end of the day. The parent will be required to sign the form and obtain a copy if they wish at the end of the day.

## **Incident Report**

As a license holder little NEMO's day care is legally obligated to report the following:

- Neglect and abuse
- Parent arrives under the influence of alcohols or drugs.

In the event that we suspect neglect or abuse we may contact the authority to ensure the child's welfare is met. In that event an incident report will be filled.

## **Child Discipline Policy**

Little NEMO's daycare will ensure that

- Child discipline methods utilized in the program are communicated to
  - Parents,
  - Staff, and
  - Children, where developmentally appropriate, and
- Any child disciplinary action taken is reasonable in the circumstances

Little NEMO's will not, with respect to a child in the program;

- 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, or
- Use or permit the use of any form of physical restraint, confinement or isolation.

We treat children with respect by using discipline techniques that teaches children self-control and responsibility. Each room is different somewhat due to the age differences but by in large the goals are the same. These are our child discipline policy:

1. Be a model of good behavior and encourage the use of manners.
2. Redirecting disruptive or inappropriate behavior by offering alternatives and options

3. Providing explanation for misbehavior immediately.
4. Be fair and reasonable. Good and age appropriate behavior will be acknowledged.
5. Give the child choices where ever possible.
6. Explain rules, limits and consequences with straightforward explanations using simple words.
7. Be an active listener.
8. Model/teach problem solving skills and teach respect for others.
9. Teach the children to use their words to explain how they feel about the situation.
10. Gain the child's attention in a respectful way, such as eye contact and getting down to their level.
11. Respect the child's feelings.
12. Increase self-esteem and give the child social skills to interact positively with others.
13. Talk with the children not at them.
14. Allow the child time to think about their behavior and allow them to verbalize how they can make better choices.

Updated March, 2016

## **Suspension and Termination of Care**

Should there be ongoing serious incidents caused by a child's actions at the Centre, the following steps will take place:

- A meeting will be scheduled between the parents and the directors.
- A plan will be developed for your child to reduce/eliminate the cause of the incidents
- You may be entitled to access additional support. Additional government funding may be available to the Centre to enhance the ratio and to provide extra support to your child during their stay at the daycare. Parents must provide medical assessment report to access this service.
- Should another incident occur, you will be called, and your child will be given a one-day suspension from care
- Upon return to care, should another incident occur, your child's care will be terminated immediately.

## **Children's Records**

In accordance with the Child Care Licensing Regulations, little NEMO's will, in respect of each child, maintain on the program premises an up-to-date record

containing the following information: Records will be updated every 6 months and parents will initial the update.

- The child's name, date of birth and address;
- A completed enrolment form;
- The parents name, home address and telephone number;
- The name, address and telephone number of a person who can be contacted in case of an emergency;
- If medication is administered,
  - The written consent of the parent
  - The medication administration records
- The particulars of any health care provided to the child, including the written consent of the child's parent
- Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

Little NEMO'S will ensure that the records listed above are available for inspection

- By the director at all times, and
- By the child's parent at reasonable times and in accordance to the FOIP (Freedom of Information and Protection of Privacy Act).

## **Portable Records**

In accordance with requirements of Child Care Licensing Regulations, little NEMO's will maintain a portable record of emergency information, including the following:

In respect of each child:

- The child's name, date of birth and address;
- The parents name, home address and telephone number;
- The name, address and telephone number of a person who can be contacted in case of an emergency;
- Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.
- Daycare telephone numbers
- The telephone numbers of the local emergency response service and poison control Centre.

Other portable records and equipment will include

- A portable first aid kit carried with the staff while outside the daycare at all times
- A current daily attendance list. A second copy will remain in the daycare.
- Staff will also carry drinking water and a Kleenex box in a back pack

## **Developmental Screening Policy**

The children's development is monitored at regular intervals using Nipissing District Developmental Screening tool. Results are shared with families and children and families are supported in addressing any developmental delays.

### **Procedure**

- As a part of the registration process, parental permission will be obtained to monitor children's development using the Nipissing District Developmental Screening tool.
- Staff administering the developmental screening will be trained in child development and hold at minimum Child Development Worker (Level 2) certification.
- Screening will be implemented at the following ages: 12 months, 18 months, 24 months, 30 months, 3 years, 4 years, and 6 years.
- Results of the child's screening will be shared with parents and parents will be given one copy and a second copy will be kept in the child's file.
- In the event that there are developmental concerns, parents will be referred to an appropriate agency where a formal assessment can be done. A record of referrals will be placed in the child's file.
- The Centre will provide play experiences that support the child's development.
- Ongoing communication between the Centre, the family and professionals will enable us all to work together to promote the child's optimum development. The Centre welcomes participation of outside agencies to support the child, the family and the staff.
- Before sharing information about children with other professionals, parents will be asked to sign a permission form.

Created: May 25/15

## **Off-Site Activity Safety Policy**

Little NEMO's daycare will notify the parents of an off-site activity by sending a consent form with the child for parents to read and sign. Parents are welcome to join us on field trips. We will also post our off-site activity details on the parent communication board. Notices may also be posted in the rooms and on the front door. We have field trips checklist that our staff check off before every field trip. Daycare staff will ensure safety by completing a head count from the attendance list at the beginning, the end and few times during the field trip.

To ensure the safety of our children, little NEMO's daycare will ensure that the daycare name and phone number is pinned on the children's clothing using safety pins. We will ensure that minimum ratios are met at all times and increase ratios by providing extra support staff and/or ask for parent volunteers to join our outings.

Little NEMO's daycare may take a child to an activity off the program premises only where

- The child's parent has been advised of the activity, including the transportation and supervision arrangements, address, and time with respect to the activity, and
- The child's parent has consented in writing to the child's participation in the activity.

Little NEMO's daycare will ensure that in the case of an activity off the program premises or an emergency evacuation a staff member takes the portable record in respect of each child to be taken off the program premises.

Little NEMO's daycare encourages physical activity on a daily basis when the weather permits and will be utilizing both east and west outdoor play areas. Part of our daily program will also include taking the children to the park within a walking distance and no more than one kilometer radius to the daycare. We may go to the park either by walking or by taking the daycare passenger van. The park trips will not be considered field trips but are part of our daily program to encourage physical activity and movement. We encourage parents to send appropriate clothing for the weather (hat, sun screen cream, insect repellent, water bottle in the summer) and (hat, mittens, neck warmer, snow boots, snow pants and jackets in the winter)

Updated: May 2015

### **Children are taught to:**

#### **1. Field trips:**

- If you want to use the washroom, ask the staff to go with you.
- If you get separated from the group “stay where you are” and wait for the staff to find you.

#### **2. Walk:**

- Walk with your partner and stay in line
- Stay together as a group
- Stay behind the front group leaders and in front of the back group leader.
- While walking, if you need to pick up anything from the ground ask the staff to stop.
- Walk when we are crossing the street and pay attention to the road.

#### **3. Playground:**

- Use the equipment safely and properly.
- Respect other people
- Respect the property
- Share the equipment with others

#### **4. Transportation**

- Use inside voice
- Keep your arms inside the van or the bus
- Sit back at all times
- Seat belts will be fastened wherever possible
- Respect the driver and listen to him/her

#### **5. Bike riding, scooters and\or skateboard**

- You must have a helmet
- You must have elbow and knee protectors while riding scooters, skateboards, or roller blades/skates
- No sharing of personal bikes, scooters and skateboards
- Get off the bike when you are crossing the street
- Stay with the group

## **Outdoor Play Policy**

Children will be expected to participate in a daily outdoor physical activity as part of the daily program and in accordance to the Canadian Physical Activity Guidelines. We believe that the outdoor learning environment has much to offer children and that outdoor play is central to young children's learning. The outdoors can provide the space and freedom for a type of learning that is

difficult to replicate indoors. It can provide relevant, engaging experiences that support learning in all areas of development. Therefore, If the child is feeling too unwell to go outside and participate in our daily outdoor program, we kindly ask parents to keep their child home for that day. In severe weather conditions, the program may limit the amount of time spent outside based on the following chart.

Temperatures	Lengths of time spent outside
-20C or below	NO Outdoor play time
-15C to -20C	10 Minutes
-10C to -14C	15 Minutes
-4C to -9C	30 Minutes
-4C to 0C	45 Minutes
0C to 32C	45 Minutes and over
32C to 35C	15Minutes to 30 Minutes
Above 35C	NO Outdoor play time

Created: May, 2016

## **Technology & Social Media Policy**

The posting of confidential and identifying information about the children, parents, or staff at the Centre on social media (e.g., Facebook, MySpace, Twitter, etc.) is strictly prohibited.

As with the use of social media, the publication of photos from Little Nemo's Daycare & OSC, whether online or otherwise, is prohibited without prior approval from the Director and written permission from parents when photos include pictures of children.

We seldom use movies and television because we believe it's important to keep children actively engaged in play and learning.

Created: May 25/15

## **Inclusion and Diversity Policy**

Little Nemo's Daycare and OSC is committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children, staff and families.

Our Goals are to:

- Provide a secure environment in which all our children can flourish and in which all contributions are valued;
- Include and value the contribution of all families;
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities;
- Improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity; and
- Make inclusion a part of every aspect of our program.

### ***Admissions***

- Our setting is open to all members of the community.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of race, ethnicity, religion or social background.
- We do not discriminate against a child with a disability or refuse a child entry to our setting because of any disability if we have the ability to meet the child's needs.
- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable all children to flourish.

### ***Children's Program***

The program offered encourages children to develop positive attitudes about themselves as well as to people who are different from themselves.

We do this by:

- Avoiding stereotypes or derogatory images in the selection of books or other visual materials;
- Celebrating a range of celebrations that are relevant to families, children & staff in the Centre;
- Creating an environment of mutual respect and tolerance;
- Helping children to understand that discriminatory behavior and remarks are hurtful and unacceptable;
- Ensuring that the activities offered is inclusive of children with exceptionalities;
- Ensuring that children learning English are supported in their learning.

***Valuing diversity in families***

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children & families to share their culture in the Centre.
- We encourage parent involvement.
- We attempt to employ staff that reflects the diversity of families in our program.
- For families who speak languages in addition to English, we will develop means to ensure their full inclusion.
- We offer support for families of differing means by offering information and assistance regarding sources of financial support such as child care subsidy.

Created: May 25/15

**Community Partnership & Communications Policy  
& Procedure****SCHOOL**

Little NEMO's Daycare & OSC strives to build positive relationships with the schools it serves by communicating with school personnel regularly, sharing information about our OSC & daycare program & supporting school events.

- The schools our children attend will be provided with a list of children that attend the daycare or OSC programs.
- Parents will be given the opportunity to consent to information sharing between the center and their child's school. The basis for sharing information is that there is reasonable belief that the information shared is in the best interests of the children.
- Day to day information as well as information regarding child guidance strategies may be shared with children's teachers to promote consistent behavior management strategies between the OSC, the school and the home.

**COMMUNITY**

We will work to identify partners in the local and global community. The OSC children will be given the opportunity to identify projects to support and to offer suggestions for their involvement with those organizations.

- Community resources will be made available to families who require additional support or information.
- The center will strive to build working relationships between community organizations that can support the development of children in the daycare and OSC programs. These could include, but are not limited to Edmonton Public Library, Alberta Health Services, Parent Link, local recreational facilities and Inclusive Child Care. (see schedule A for a flow chart on communication between daycare/OSC and the stake holders/community)

## COMPLAINTS OR CONCERNS

The Center strives to build positive relationships within the community but there may be occasions when there is a concern or a conflict. Our goal is to resolve any concerns or complaints in a collaborative manner that will satisfy all parties involved. We encourage people to bring their concerns to us so that we can work together to determine solutions. The Center will take appropriate actions to resolve complaints or concerns in a timely manner.

### Procedure

1. Community members are encouraged to discuss any concerns with the individual involved as a first point of contact.
2. If satisfactory results are not achieved, or if the concern is serious enough to warrant immediate administrative attention, community members are encouraged to contact the Director.
3. All concerns will be dealt with in a timely manner.
4. The Director will ask the complainant to record the details of the complaint using the Record of Complaint and Actions Taken form. After reviewing the information provided, a meeting will be scheduled with appropriate parties to gather relevant information and to determine a course of action.
5. If the complaint is not resolved to the satisfaction of both parties, at the administrative level, then the complaint will be passed on the parent advisory board for review. The board, the administrators, and the complainant will meet to resolve the issue.
6. All parties involved will be informed as appropriate, within confidentiality requirements, as to the course of action and results of actions taken.

## **Emergency Evacuation Policy and Procedure**

Little NEMO's day care will ensure that children's safety is maintained at all times. In case of an emergency all children, staff and visitors are expected to leave the building. Staff will help children leave the building in an organized manner. Staff and directors will ensure that a head count is done before and after all children have left the room to ensure total evacuation of the building. In case of a real emergency, we have a community partner located close to the daycare that we can use as a refuge. Our meeting location for parents to pick up their children will be at the Kirk United Church located at 13535-122 Ave NW. In order for children and staff to be prepared for a real emergency, a fire drill will be practiced monthly at the Centre.

### **Procedure**

- Fire drill will be practiced on regular basis, on different days of the week and at different times of the day.
- All Children should have the experience of practicing fire drills to be better prepared in case of a real Emergency.
- All staff will be informed in advance on occasion.
- The Centre Director may inform the staff on occasion that there will be a fire drill later in the day/week.
- Make sure that all the children from all the rooms are evacuated.
- The staff must take the attendance book, first aid and portable emergency records.
- Go together to the meeting place (muster point). Do a head count and make sure all the children are accounted for by calling their names from the attendance list.
- A staff may be appointed to do a final sweep of the premises.
- Call the children's parents to come pick up their children in the case of a real emergency. Never go back to the Centre.
- The director or a staff member will call the fire department and 911 in case of a real emergency.
- The license officer will be informed in case of a real emergency.
- A lock down procedure will also be communicated to the staff.

### **Registration and Fees Policy**

- Daycare fees are due on the first day of each month. Fees must be paid prior to your child's first day of attendance. Fees may be prorated

depending on registration day. Fee changes may occur from time to time in which parents will be notified.

- Parents will be charged a late payment penalty fee of \$20 per day for each day that the payment is not received after the first business day of the month. If payment is not received within five days of the due date (first business day of the month), the director has the right to terminate care without notice.
- A onetime non-refundable registration fee of \$75.00 per child is charged to every parent that registers his or her child into our Centre. This fee will cover all the administration fees.
- In the event that a fee was paid by check and the check was returned to the Centre by the bank for any reason, the parent or guardian agrees to pay the full fees and the extra check return fees charged by the bank.
- We require one-month written notice to withdraw your child from our daycare program. In the event that a written notice was not provided, the parents will be responsible for the last month full fees.
- The Centre runs year round. Fees are charged per calendar month basis and is not subjected to any adjustments including but not limited to attendance, holidays, or vacation.
- Extra minimal fees may be charged during summer months to cover and incorporate field trips and outings costs. Parents will be notified regarding field trips and expenses.
- Part-time care is available on a very limited basis, and is vulnerable as the Centre reaches capacity. The choice of taking full time care or forfeiting your child's space will be given and a decision must be reached within two weeks.
- Little NEMO's daycare holds the right to discontinue services immediately if the health and safety of others is at risk due to a child's actions at which point parents will be notified (see our Child Discipline Policy under suspension and termination of care)
- Failure to pay full fees will result in the termination of services and accounts are referred to a collection agency. Parents/guardian will be responsible for full outstanding fees plus any collection fees charged by collection agency.
- Children must be four years and 6 months old and must be fully potty trained and attending kindergarten to participate in after school care program.

## **Subsidy Policy**

Little NEMO's Centre does accept subsidies for child care services provided.

- Subsidies are accepted on a month to month basis.

- Parents must provide proof of acceptance prior to registration in order for their child/children to be accepted at the Centre.
- Parents will be responsible for the difference of the fees between what the Centre's charge and what the subsidy provides.
- In the event that the child was enrolled and the subsidy was denied, parents/guardians will be responsible for the full fees. Failure to pay full fees will result in the termination of services and their accounts are referred to a collection agency. Parents/guardian will be responsible for full outstanding fees plus any collection fees charged by collection agency.

## **Drop-Off Policy**

Little NEMO's Daycare Centre ensures having adequate time for play and for rest.

- Drop-off time should be no later than 10:00am.
- We ask parents to contact the daycare by 9:00am if they know they will be dropping off their children later than 10:00am.
- If your drop-off time will always be later than 10:00am, please inform the director of the daycare.
- Parents are to contact and inform the Centre's staff if their child/children are to be absent from the daycare or out of school care programs.

Drop-off time is really important in helping with program planning, staff planning and activity planning.

## **Out of School Drop-off Policy:**

Parents must inform the Centre if they are to be late dropping off their children on a school day. If parents were late but they did manage to drop off the child/children at the school, they must inform the Centre so we can arrange for pick up after school. Little NEMO's Centre will not be responsible for children at the school if the parents failed to inform the Centre that their children are attending school for that day.

Parent must inform the daycare if their child is going to be absent from out of school program or school.

## **Pick-Up Policy**

- The latest pick up time is 6:00 pm. If you are running late, please call and inform the daycare staff.
- If the parent is unable to pick up their children at the scheduled pick-up time (6:00 pm) at the latest, little Nemo's Daycare may contact the emergency contacts provided by the parents.
- In the event that the child has not been picked up by 6:30pm and we are unable to reach neither the parents nor the emergency contact, we will be contacting child and youth services.
- The Parent will pay to the caregiver overtime charges based on \$5 per minute for every minute the parent is late after 6:00 p.m.
- Parents/guardians must inform the Centre if they are to be picking up their child/children from school in any given day. The parents agree to inform the Centre no later than one hour prior to dismissal time from school.

## **Smoking**

To maintain a healthy environment for our children, smoking is not allowed anywhere on the premises of little Nemo's daycare and after school care Centre.

We will ensure that no one will smoke at any time or place where child care is being provided.

## **Parent Complaint Policy**

We encourage parents to speak with their child's staff on a regular basis. We are always open to your feedback. If you have any questions or concerns regarding anything happening in your child's room, the child's caregiver should be approached first. If your question or concern were not answered to your satisfaction, you would then contact the director. Parents are welcome to fill in a formal complaint form available from the directors to help resolve any issues or problems when they come up.

For your convenience there is a suggestion box located at the entrance of the Centre by the pre-school room. We will address your comments/concerns as soon as possible.

Created: May 25, 2015 - Updated: Feb 02, 2016

## **Policy Development and Revisions Policy**

Little Nemo's Daycare & OSC develops policies to ensure families, staff and the community it serves are informed of the program practices and procedures. Regular reviews of the policies are conducted to respond to current best practices and the needs of the families, the staff and the community.

- The Directors are responsible for the overall development and implementation of policies and procedures.
- Parents and staff will be informed of the development and revisions of new policies. New or revised policies will be posted on the parent communication board for a period of at least two weeks.
- Policies and Handbooks are reviewed annually and updated as required and in response to current best practices.
- Parents are encouraged to provide feedback on the policies when they enroll in our program and at the time of the annual program review and at any time. Parent feedback is valued and will be taken into consideration for amending policies.
- Policies are reviewed regularly at staff meetings as a reminder to the staff and to discuss whether or not the policies need to be updated.
- When new policies are developed and when policies are amended, the staff is required to read the new and updated policies. The policies will be reviewed at a staff meeting to provide staff with an opportunity to ask questions and provide feedback.
- Families will be notified in writing of new and amended policies that directly affect them. A copy of new and updated policies will be posted on the parent bulletin board for at least two weeks

## Staffing ratios

<b>Room</b>	<b>Age</b>	<b>Children</b>	<b>Staff</b>
<b>Infants 1</b>	<b>12m to &lt; 19m</b>	<b>7</b>	<b>2</b>
<b>Infants 2</b>	<b>12m to &lt; 19m</b>	<b>4</b>	<b>1</b>
<b>Infants 3</b>	<b>12m to &lt; 19m</b>	<b>11</b>	<b>3</b>
<b>Toddlers 1</b>	<b>19m to 3 years</b>	<b>18</b>	<b>3</b>
<b>Toddlers 2</b>	<b>19m to 3 years</b>	<b>18</b>	<b>3</b>
<b>Preschool</b>	<b>3 y to &lt; 4.5 years</b>	<b>23</b>	<b>3</b>
<b>OSC-Kinder 1</b>	<b>4.5 y to &lt; 6 years</b>	<b>29</b>	<b>3</b>
<b>OSC-OSC 2</b>	<b>6 years and older</b>	<b>14</b>	<b>1</b>

### **Staffing positions and certifications requirements**

One in every 3 of the primary staff members will be certified at a minimum as a child development worker. The daycare and out of school care programs will have two directors one of whom is a child development supervisor and one is a child development worker.

According to the above plan; Little Nemo's daycare will employ 10 child development assistants and 5 child development workers or child development supervisors.

According to the above plan; Little Nemo's out of school care program will employ 3 child development assistants and 1 child development workers.

All staff in the daycare and OSC programs are encouraged to have children's first aid and CPR. At minimum we will ensure that one in every two staff will have first aid and CPR certification.

## **List of Items to Bring to Daycare**

### **Baby:**

- Diapers
- Diaper cream (if needed)
- Powder (if needed)
- Wipes
- Baby food (labeled with child's name)
- Bibs
- Bottles with milk (if other than 2% milk)
- Indoor shoes
- Blanket
- Two Change of clothes (provide in a Ziploc bag with name) on a daily basis
- Water bottles

### **Toddlers:**

- Diapers
- Diaper cream (if needed)
- Powder (if needed)
- Wipes
- Lunch on a daily basis
- bibs
- Bottles with milk (if other than 2% milk)
- Indoor shoes
- Blanket
- Two Change of clothes (provide in a Ziploc bag with name) on a daily basis
- Water bottles

### **Pre-school:**

- Lunch on a daily basis
- Indoor shoes
- Blanket
- Two Change of clothes (provide in a Ziploc bag with name) on a daily basis
- Water bottles

### **Kinder:**

- Lunch on a daily basis

- Indoor shoes
- Two Change of clothes (provide in a Ziploc bag with name) on a daily basis
- Water bottles

## Out of school

- Lunch on a daily basis when in the Centre
- Indoor shoes

## Items for summer:

Hats, sun screen, insect repellent, water bottles

## Items for winter:

Hat, neck warmer, snow pants, snow boots, jacket and mittens

## **Staff specific policies and procedures**

### **Employment Policy**

Little Nemo's Daycare and Out of School Care follows the protocol as follows:

- A resume is required
- The Director/s will interview potential staff member and have them spend time in one room to see how they interact with the children and other staff.
- Obtain a criminal record check with a vulnerable sector search before employment
- Provide a staff handbook to read – Director will review policies with employees
- Read and sign the Contract of Employment which includes stating that they have read and understood the policies and procedures
- Orient the staff member using the staff orientation checklist to meet all other staff members and let them get familiar with the center
- Emergency Contact Information is to be provided at this time in case of emergency
- Staff must obtain first aid within three months of hiring date
- Unacceptable behavior at any time during employment with children will be grounds for immediate dismissal
- All staff must be certified as a Child Development Supervisor, child Development Worker or Child Development Assistant. If not yet certified, we will consider hiring an individual who is willing to enroll in courses towards certification
- All staff are required to have a criminal record check with vulnerable sector search within 6 months of hiring or be willing to acquire one within 8 weeks of hiring.
- All staff are required to attend workshops or courses to support professional development. The Centre will advise staff regarding upcoming workshops and will assist staff to acquire government funding for the purpose of developing professionally. The Centre will offer PD opportunities.

### **Sign in Process**

#### **Staff**

- Staff must sign in when starting a shift in the sign in sheets provided
- Staff must sign out when going on break
- Staff must sign in again when returning to their duties

- Staff must sign out at end of day
- Staff must sign (in addition to the sign in binder) whether they are working in the daycare or out of school

## **Children:**

- Parents must sign in for their children first thing in the morning when the child is dropped off-staff must ensure that parents do follow this process
- Parents must sign out for their children when they are picked up- staff must ensure that parents do follow this process
- Staff must sign in and out the children on the appropriate form in the room for monitoring children's attendance and numbers

## **Communication and Interaction**

### **Staff – Parent communication**

- Staff are to communicate with parents regarding their child's daily activity
- Provide parents with verbal reports about the child's day
- Provide child's art and crafts work to the parents
- Communicate with parents regarding supplies needed for their child when supplies are getting low and before they are depleted
- If the staff is provided with a field trip consent form, make sure to have the parents sign it
- When communicating with parents ensure that you demonstrate enthusiasm and show positive attitudes

### **Staff – Children communication**

- Ensure that you communicate with children in a positive and supportive manner
- Ensure that your tone of voice is low at all times even when the child is not listening
- Offer children choices whenever possible
- Provide opportunities for children to demonstrate their independence
- Support children in engaging in positive behaviours and expressing their feelings in socially acceptable ways
- Value each child's right to have their feelings and belongings respected

- Never raise your voice at a child or use any kind of physical punishment such as pulling the child's arm, pushing the child to walk.....etc.
- Never Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation
- Never Deny or threaten to deny any basic necessity
- Never Use or permit the use of any form of physical restraint, confinement or isolation.
- Any child abuse of any sort is cause for the immediate dismissal of the staff from their position.
- If any of the above is not adhered to you might face serious repercussion to your action. Any child-abuse actions taken might result in serious repercussion including but not limited to immediate termination of employment

Updated February 2016

### **Play yard and park rules:**

- Inspect play yard before you take the children outside
- Ensure that the gate key with you and ensure that the gate lock is open but the gate itself is closed at all times while children are outside
- Make sure that you supervise children at all times while you are inside or outside and that you are not distracted
- When you are at the park with children ensure that you are supervising the children adequately and you are not distracted by anything or anyone
- Ensure that you play with the children and you are not sitting down and resting
- Ensure to follow all the safety rules
- Ensure that you take the portable records and emergency kit with you when you go outside as well as any emergency medications
- Provide first aid for any injury that may arise while at the park
- Communicate with the daycare director regarding and incidents, accidents or child parent pick up while at the park
- Provide a name list of all children leaving to the park or play-yard before you leave and submit to the director and call out the names with the director before you leave
- Provide the name list of all children coming back to the daycare from the park or play-yard and submit as soon as you are back to the director and do a second count

## **Late and Sick calls:**

- You must provide 24-hour notice for any sick calls
- Ensure that you arrive on time everyday
- If you are going to be late you must call the director and let her know why you are running late and when will you be arriving
- If you arrive late 3 times you should book an appointment with the director to discuss your work schedule and any alterations to your employment
- If you know in advance that you will be missing a day, you need to let the director know well in advance by writing for your day to be approved

## **Food and allergies:**

- Ensure tables are cleaned and sanitized before and after every meal
- Children are not allowed to share their food with others
- Children must wash their hands before and after every snack and meal
- Ensure that children's food containers are labeled with their name
- Ensure that no peanut containing products are brought to the daycare and let management know if there is
- Ensure to check the allergy sheet before every snack and meal time
- Encourage children to finish their food
- Staff are encouraged to have their snack and lunch at the same time with the children

## **Emergency Medication:**

- Ensure to take emergency medication out of the back packs of the children
- Ensure to ask management for the sign and the storage container of the emergency medication
- Ensure that medication is stored in a place accessible to staff but inaccessible to children
- Ensure to follow the directions on the bottles
- Follow directions of the medication administration policy

## **Programming Policy**

- Programming must be done on a weekly basis based on recorded observations of children's interests, needs and abilities.

- The children's program will support all of the developmental domains – social, fine and gross motor, intellectual, social-emotional and creative.
- The environment and program plans will reflect the children's cultural backgrounds.
- Ensure that all activities are age appropriate and are interesting and safe.
- Ensure that you provide lots of open-ended experiences and opportunities to encourage creativity
- Provide cognitive activities and experiences at the developmental level of the children.
- Program plans must include daily outdoor play in a stimulating environment.
- Program plans must include daily indoor and outdoor physical activities.
- Circle times must be carefully planned and will include daily reading and physical activity.
- Resources used to plan the children's program must be referenced on the planning sheet.
- Ensure that all activities are creative. Don't repeat the same activity over and over again.
- Program plans must be submitted to the office for approval by Thursday evening or early Friday of the week before for approval.
- Program plans must be posted in each room on the bulletin board for the parents to see.

Created: May 2015 -- Updated: February 2016

## **Staff Hiring and Evaluation Procedures**

Little Nemo's Daycare and OSC hires by qualification and by references regardless of gender, race, religion, sexual orientation or age. Candidates will be interviewed by the Directors. Qualification requirements are set out in the job descriptions. All staff members are required to read and sign an acknowledgement of understanding and agreement to comply with our policies.

**Resume:** A resume is required which must be current and include contact information, educational background and past work experience.

**Reference Checks:** References are required and are contacted. A record of reference checks will be recorded and kept in staff files.

**Letter of Employment:** New staff at Little NEMO's Daycare and Out-of-School Care receives a Contract of employment outlining the start date, hours of work and starting wages.

**Payroll Information:** All forms and information required for payroll and administrative records (i.e. TD1s, SIN, copy of certification document, etc.) must be provided upon commencement of employment.

**Safety Measures:** A criminal record check and a vulnerable sector search no more than 6 months old must be provided by all employees. If these are not currently in the employee's possession, they must be provided prior to the end of the first six weeks of employment. Employees will not be left alone with children until the criminal record check and vulnerable sector search documentation is received. Employees are required to renew repeat these security measures every three years.

**Certification Documents:** If staff hold a level of certification, it is required for payroll purposes and for posting in the Centre. The Director will assist the staff in obtaining certification if required.

**Age Restrictions:** In order to meet the Child Care Regulations, any employee hired before he/she is 18 years of age will not be left alone with children.

- Each staff that is hired must have at minimum child development assistant certificate or be in the process of acquiring certification.
- Each staff is hired on a three-month probation terms. After three months a staff evaluation will be completed. Employment is either given on permanently, probation period is extended by three months, or employment is terminated.
- During the three months' probation period, employment could be terminated at any time without notice if the employer feels it is necessary
- The probation period is really important to determine the appropriate fit of the program with the staff and the children
- Once a staff is hired on permanent basis, staff evaluation will be conducted on a yearly basis to advise staff of their strengths and areas of improvements

Updated: May 2015

## **Professional Development Policy**

Little NEMO's Daycare and OSC program is committed to supporting employee professional development opportunities that enhance the performance of both the individual and the program. The program will support employee's development to ensure that employees maintain their acquired skills and job qualifications. The program will provide opportunities for employees to add to and improve their skills to support future advancement with the program. The program will assist employees in acquiring government funding for the purpose of professional development opportunities if the employee requested. Employees who do not take advantage of the professional development opportunities that are provided by the program are mandated to acquire at least 2 professional development opportunities through workshops, conferences, seminars and/or courses. The program will assist employees in acquiring government funding for the purpose of tuition for work-related courses and to further enhance education.

Created: June 2016

## **Performance Review Policy and Procedure**

Little NEMO's daycare and OSC program will conduct a yearly performance appraisal for employees. The performance appraisal is conducted to enable employees to receive feedback on their job performance, to assist them to become more effective in their jobs and to inform management and supervisors of the employee's career aspirations. Performance appraisals provides both, supervisors and employees, the opportunity to discuss job tasks, identify developmental needs, encourage and recognize strengths, discuss positive and purposeful approaches to meeting goals. Performance appraisals are needed to

- Determine if an employee needs more training
- Identify areas of strengths and where improvements are needed
- Identify, revise or update individual goals
- Evaluate job performance and how well an employee is meeting job responsibilities.

All full time and part time employees will receive a performance evaluation annually. Employees are expected to complete the performance evaluation and submit it to management. The management will complete the performance evaluation sheet for each staff. Management will then meet with and formally review the performance of each employee. Goals for each employee will be identified and reviewed and an action plan will be identified to help the

employee to acquire their goals. Both copies of the performance evaluation will be kept in the employee's files and a copy will be provided to employees upon their request and at any time thereafter.

Created: June 2016

## Staffing plan

**Title: CHILD DEVELOPMENT SUPERVISOR**

### **Qualifications:**

- Government of Alberta Childhood Development Supervisor certification
- CPR & Childcare First Aid

### **Skills required:**

- Well organized and punctual
- Demonstrate enthusiasm and patience skills
- Demonstrate knowledge of child care licensing regulation
- Program planning and implementation experience
- Excellent communication skills both verbally and written
- Demonstrate leadership abilities
- Sound multi-tasking abilities
- Excellent knowledge of child development
- Ability to maintain confidentiality
- Excellent team player
- Ability to communicate well to children, parents, colleagues and community
- Maintains a positive working atmosphere
- Demonstrated ability to supervise children and staff
- Critical thinking ability
- Excellent problem solving capabilities
- Knowledge on the computer and internet

### **Performance Responsibilities:**

- Ensure safety and welfare of each child;
- Plan and implement a suitable program to ensure high quality care and to meet the needs of all children, utilizing clear and concise routines, rules and limits;
- Create, plan and prepare interesting and creative activities that foster child development in all the stages
- Perform and be responsible for organizational tasks and all duties outlined in the daily shift requirements

- Ensure the safety and maintenance of the equipment and toys at all times
- Maintains open communication with the staff in regards to the developmental progress of each child.
- Create and maintain a developmentally appropriate learning environment for children
- Ensure appropriate facility cleanliness at all times
- Plan for and assist casual staff
- Responsible for opening and closing of the Centre
- Enroll children in the program plan
- Collaborate with staff in problem resolution
- Ensure all required enrolment and registration documents are up to date and accurate
- Enroll children in the subsidy program and assist parents in the process
- Gather the monthly fees from parents and subsidy and maintain accurate accounting records
- Acts as a liaison between the daycare facility and the child care licensing officer
- Provide and support the professional development of staff through workshops and other relevant resources
- Provide and assist with the orientation of new and casual staff as well as volunteers
- Maintains all appropriate administrative records for all children and staff
- Knowledgeable and ability to adhere to all health and safety principles such as Alberta health services and food handling requirements
- Maintains proper working order of all equipment and toys within the facility
- Promote good public relations at all times
- Initiate and maintain good rapport with children, parents, staff and the community

**Title: CHILD DEVELOPMENT WORKER**

**Qualifications:**

- Government of Alberta Childhood Development Worker certification
- Childcare First Aid and CPR

**Skills required:**

- Well organized and punctual
- Demonstrate enthusiasm and patience skills
- Program planning and implementation experience
- Excellent communication skills both verbally and written
- Sound multi-tasking abilities
- Excellent knowledge of child development
- Ability to maintain confidentiality
- Excellent team player
- Ability to communicate well to children, parents, colleagues and community
- Maintains a positive working atmosphere
- Demonstrated ability to supervise children
- Demonstrates good problem solving capabilities

**Performance Responsibilities:**

- Ensure safety and welfare of each child;
- Plan and implement a suitable program to ensure high quality care and to meet the needs of all children, utilizing clear and concise routines, rules and limits;
- Create, plan and prepare interesting and creative activities that foster child development in all the stages
- Perform and be responsible for organizational tasks and all duties outlined in the daily shift requirements
- Ensure the safety and maintenance of the equipment and toys at all times
- Maintains open communication with the staff in regards to the developmental progress of each child.
- Create and maintain a developmentally appropriate learning environment for children
- Ensure appropriate facility cleanliness at all times
- Plan for and assist casual staff
- Responsible for opening and closing of the Centre
- Knowledgeable and ability to adhere to all health and safety principles such as Alberta health services and food handling requirements
- Maintains proper working order of all equipment and toys within the facility
- Promote good public relations at all times
- Initiate and maintain good rapport with children, parents, staff and the community

**TITLE: CHILD DEVELOPMENT ASSISTANT****QUALIFICATIONS:**

- Government of Alberta Early Childhood Development Assistant certification
- CPR & Childcare First Aid

**Skills required:**

- Well organized and punctual
- Demonstrate enthusiasm and patience skills
- Implementation program plan
- Excellent communication skills both verbally and written
- Sound multi-tasking abilities
- Excellent knowledge of child development
- Ability to maintain confidentiality
- Excellent team player
- Ability to communicate well to children, parents, colleagues and community
- Maintains a positive working atmosphere
- Demonstrated ability to supervise children

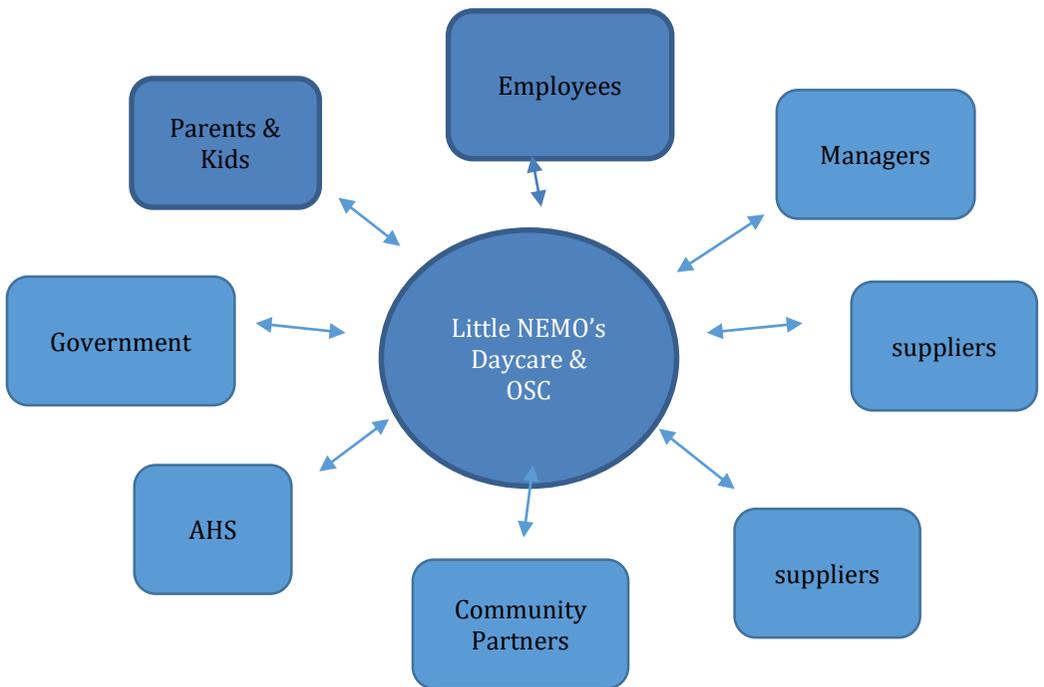
**Performance Responsibilities:**

- Ensure safety and welfare of each child;
- Implement a suitable program to ensure high quality care and to meet the needs of all children, utilizing clear and concise routines, rules and limits;
- Plan and prepare interesting and creative activities that foster child development in all the stages
- Perform and be responsible for organizational tasks and all duties outlined in the daily shift requirements
- Ensure the safety and maintenance of the equipment and toys at all times
- Maintains open communication with the staff in regards to the developmental progress of each child.
- Create and maintain a developmentally appropriate learning environment for children
- Ensure appropriate facility cleanliness at all times
- Assist casual staff

- Knowledgeable and ability to adhere to all health and safety principles such as Alberta health services and food handling requirements
- Maintains proper working order of all equipment and toys within the facility
- Promote good public relations at all times
- Maintain good rapport with children, parents, staff and the community

## Schedule A - LITTLE NEMO'S DAYCARE AND OSC CENTRE STAKE HOLDERS COMMUNICATION FLOWCHART

How do we communicate with the stake holders? And Who are the stake holders?



### Specific examples

- Parents express interest in leaving children in study period
- Daycare was the link between parent and school and ensured this was possible with school
- Daycare made an agreement between school, parents, and daycare to make this possible
- Provide schools with a list of the children attending their school from the daycare & OSC
- Community partnership & communication policy in place
- Staff meetings are held regularly
- Parent advisory board is active within the daycare and OSC
- Provide newsletter for the interested parties to know about what is going on in the daycare & OSC

### Broad examples

- Parent, staff, and children's suggestion box
- Complaint process in place for the community to use
- Programs and services offered by the community are communicated within the daycare & OSC
- Newsletters from community are posted within the daycare & OSC
- Newsletters from schools are posted within the daycare & OSC
- Community partners are invited to participate in our programming

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