



**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 6 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 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 6 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 6 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 program philosophy is to offer opportunities for growth and development in every domain of development (physical, social, intellectual, cognitive, creative and emotional), while recognizing that each child is a unique individual. we recognize that parents are an integral part of our inclusive philosophy and we invite them to be a part of the program as much as possible.

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**

**Nurturing**

**Education**

**Motivation**

**Open-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.
- **EDUCATION**
  - 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. We will strive to continuously raise the quality standards of our programs. One way that we enhance the quality of our program is by evaluating our programs and use a Quality Enhancement Plan to set program goals annually. All the staff, children, and families are involved directly or indirectly with the QEP development. We ensure that we use goals and strategies that can be measured and that are reflective of the resources and the circumstances that are available in the program area. We continuedly monitor the progression of the QEP and make adjustment as we see fit.

The accreditation process starts with a child care program undergoing a comprehensive self-evaluation of its services and policies including such activities as identifying areas for improvement, creating a quality enhancement plan and implementing developed strategies to achieve the standards of excellence. The self-evaluation process takes approximately 15 months to complete. Once the program is satisfied that it has met all the standards gathered the supporting evidence and is ready for the formal evaluation, it requests the accrediting agency to conduct an on-site assessment. During this assessment, the accrediting agency will collect and review program's evidence and complete observations to validate whether the program has met the accreditation standards. If successful, the program is awarded an accreditation certificate that is valid for three years. Accredited programs are expected to maintain the accreditation standards over the three-year term as well as continuously develop and implement strategies guided by their quality enhancement plan. Accredited programs undergo an administrative review every year to maintain their accreditation status and a complete on-site evaluation every three years to renew the status. Accredited programs are also subject to unannounced site visits that may occur at any time throughout the programs' accreditation term.

There are six accreditation standards which are divided into four categories: i) outcomes for children; ii) outcomes for families; iii) outcomes for staff; and iv) outcomes for the community. Each of the six standards is comprised of numbered "criteria" (principles and guiding practices that make up the standard) which are further broken down into "indicators" that serve as observable measurements. Child care centres must ensure that all their goals and action plans for the quality improvement plan used for the review process are specific and are measurable.

## **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 is a quality child care program that is family-centred. We believe that the centre's staff, children and families must contribute to the positive environment that support the children's learning and development. Parents and families are encouraged to participate in the program, visit the program and form relationships with the child care professionals.

Little NEMO's Centre is a neutral Centre and by that we mean that we respect all languages, religions, cultures, backgrounds, sexual orientation, and any form of family composition. The centre supports families in all their beliefs and is non-judgmental against any situation or circumstance. We respect the diversity of the families and the communities we serve, and we welcome it and include it in our programming. We appreciate all the contributions of families and the communities to the program.

Little NEMO's Centre is guided by a Code of Ethics. The Code of Ethics guide our communication and behaviour. We encourage all our staff, children and families to abide by the Code of Ethics. The program encourages everyone to engage in a positive, supportive and respectful communication with other members of the team. The program supports and encourages age-appropriate behavior and have an expectation from children. The program will communicate age-appropriate behavior expectations to children and parents in a respectful manner. 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 or termination of employment in the case of a staff, or termination of enrollment in the case of a child or parent/guardian.

Updated December 2018

## **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.

## **Confidentiality Policy**

Little NEMO's Daycare and Out of School Care Centre collects information about children, parents, volunteers, staff and emergency contacts to facilitate the daily operation of the program and to maintain the safety of the children. Information regarding children, parents, staff or volunteers shall be respected and handled with the utmost confidentiality. All information concerning children, parents, staff or volunteers shall be confidential and shall not be disclosed to or discussed with anyone other than those authorized to receive such information, unless disclosure is authorized by law by a form of subpoena. If we feel a child, or an adult is in danger of abuse of any sort, then the confidentiality will be broken, and the authorities will be notified of such suspension. In that case either police or children's services will be notified. In the case of a staff breaching confidentiality for no valid reason, termination of employment would be a reasonable outcome.

Created: October 2018

## **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. We appreciate the parents and family's contribution to the children's program and the community. 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
- Share your cultural background and assist the daycare to teach the children about it and help the centre to celebrate with your family
- 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
- Parents are welcomed to attend all the centre's workshops – information about upcoming workshops are provided in the newsletters
- Participate in the parent advisory board – involves the board meeting bi-annually
- Provide feedback and input before, during and after the development of the policy. New policies in-progress are advertised on the parent communication board.
- Provide feedback on new policies – new policies are posted on the parent board for at least 2 weeks for feedback – feedback is encouraged and is incorporated into policies
- Participate in the program evaluation and the development of the quality improvement plan



## **Child Involvement Policy**

Little NEMO's Centre staff plan activities for the children based on observation of the children. We keep children involved through co-operative and competitive games and through special activities and learning experiences related to their interests in the program plan. The educators record observations daily and involve children ideas in the programing. Staff observe and guide children, so no one feels left out. They plan and encourage group participation and co-operation to help build the children's sense of community within the Centre.

Field trips and experiences are planned, with children's input as much as possible in the summer time. We try to expand the children's horizons through recreation and learning new information about people, places, community and the broader world around them.

The Centre encourages the children the value of recycling. All rooms have recycled bins. We encourage and teach the children to recycle the recyclable and use them creatively to make useful things and crafts. Recycled materials are always welcomed for donation in the Centre.

The Centre also promotes connectedness to the community around us by encouraging children and their families to donate items to multiple organizations. We also encourage supporting our community by donating to the food bank.

## **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

## **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
- Respect the children's dietary requirements for individual and cultural needs

## **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

## **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.
- The program promotes independence by offering open snack and inviting children to the snack.
- Children are expected (age appropriate) to pour their milk, take the snack, and clean their space after eating
- 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 always remain clean and organized. 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  
Updated 2018



## **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, parents will be contacted and are required to arrange for the immediate removal of their child from the daycare. If the Centre is unable to reach the parents, emergency contacts listed on the child's file will be contacted and are required to either pick up the child or arrange for the immediate removal of the child from the Centre.

## **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

## **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

## **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 Supervision Policy**

All children attending Little NEMO's Daycare program and OSC program must be accounted for. Each child will be marked in on the daily attendance sheet indicating the time of arrival. Every child will be marked out on the daily attendance sheet indicating the time of departure from the program. All children who attend school will be signed in when they attend the program, out when they leave to school, in again when they come back from school and out when they leave the program. If the child attended the program in the morning but fails to show at the allocated pick up location, parents will be contacted to enquire about the whereabouts of the child (please see transportation policy for more details). Child development staff will perform headcounts frequently to ensure all children are accounted for and compare against their daily records.

Child development staff will observe each and every child's play and behaviour in order to provide effective supervision. Staff will

- Anticipate what is happening with play and intervene when necessary in order to prevent danger and injury
- Closely monitor children when engaged in risky play
- Perform head counts when in transition for example going outside and coming back from outdoor play, and naptime
- Staff will position themselves effectively in order to provide supervision of the entire group
- Staff will monitor children's health to identify and signs of illness
- Staff will participate in children's play to promote and meet children's developmental needs

Child development staff will be aware of the physical environment indoor and outdoor. Staff will

- Supervise children at all times
- Be aware of each child's whereabouts within the physical environment for example if they enter the washroom and position self for effective supervision
- Be aware of each child's approved pick up personnel, if in doubt always ask
- Be aware of any emergency medications in the room and their location, as well as, the location of the first emergency bag
- Arrange physical environment in a way that promotes effective play and supervision both indoors and outdoors

Supervision policy will be posted at the parent communication board for parent review and will be included in the parent and staff handbook.

As of May 01, 2017, children younger than 12 months will be included in the daycare program. Children under 12 months will be included in a combined age group in the infant room. Ratios will be kept according to the child care licensing regulation. Staff in the room

of the combined age group will be meeting the children's developmental needs by offering extra affection such as cuddling, and hugging the children. They will offer the young infants more time to accomplish tasks such as feeding. They will ensure a safe environment by observing their play and behaviour in order to provide them with their developmental needs and effective staff supervision. Young infants will be provided with toys that are safe and that promote their healthy development.

Created April 2017



## **Child Guidance/Discipline Policy**

Children's behavior is influenced by their overall development, their environment, and their caregivers. Each child differs in terms of his/her activity level, distractibility, and sensitivity. Children must learn to develop socially acceptable and appropriate behavior as they grow to maturity.

This policy sets the guidelines that guides our Childcare program in guiding the children. It will assist children in developing self-control, self-confidence, and sensitivity in their interactions with others. Guidance is required to ensure order, prevent injury, and ensure a child's activities are not infringing on the rights of others.

We treat all children with respect by using discipline techniques that teaches children self-control and responsibility. Each room is different somewhat due to the developmental level of the children but by in large the goals are the same. These are our child Guidance/discipline strategies:

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. Use observation techniques to identify causes of challenging behaviors and modify the environment and supervision to promote positive behaviors
4. Providing explanation for misbehavior immediately.
5. Be fair and reasonable. Good and age appropriate behavior will be acknowledged.
6. Give the child choices where ever possible.
7. Explain rules, limits and consequences with straight forward explanations using simple words.
8. Engage in active listening with children.
9. Support the children to engage in positive behaviors
10. Support the children to express their feelings in socially acceptable manner
11. Model/teach problem solving skills and teach respect for others.
12. Teach the children to use their words to explain how they feel about the situation.
13. Gain the child's attention in a respectful way, such as eye contact and getting down to their level.
14. Respect the child's feelings.
15. Increase self-esteem and give the child social skills to interact positively with others.
16. Talk with the children not at them.
17. Allow the child time to think about their behavior and allow them to verbalize how they can make better choices.
18. Support and guide the children as they begin to develop problem solving skills.

Updated March 2016, September 2018

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

## **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.

## **Physical Environment Design Policy**

Little NEMO's program believe that the physical environment plays a big role in fostering an optimal development of children. The physical environment in the Centre is arranged in a way that meets the diverse developmental needs of the children. Each of the rooms has toys and items that are appropriate for the age group and the development of the children who are in the room.

The Centre believes that children should have ample time to play with similar age groups and therefore our physical environment supports similar age group activities. We believe that the physical environment and design must be stimulating for the children and must contain a full range of diversity to encompass our cultures and abilities in the Centre. All rooms contain materials and toys that promote early literacy that is developmentally appropriate for the children in the rooms.

Little NEMO's Centre believes that children learn from nature. All rooms have multiple natural toys and sources such as wood, rocks, sand, and water for the children to play and use for sensory experiences. We teach children how to respect the environment and how to recycle materials. Children are encouraged to make toys and crafts from recycled materials.

The physical environment should also be attractive and relaxing. It should foster safety and should provide a calming area in each of the rooms. Each room has an area that supports a child who likes to play alone or likes to read. Also, part of the calming areas supports children and their feelings and emotions by including pictures of their parents and/or families that are at their level so they can feel safe.

The colors of the Centre are chosen to enhance the physical environment. Each room is supported even further with multiple focal points to enhance the physical environment. The Centre supports children success by thoughtfully modifying the physical environment for them to learn and grow.

## **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.
- The Center uses the developmental screening tool to guide children's behavior with appropriate strategies
- 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.
- If 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 updated: May 2017

## **Off-Site Activity Safety/Excursion 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. We greatly appreciate family involvement and volunteer as it enhances our ratios and increase the safety of our children.

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. The staff will thoughtfully modify the environment, both indoor and outdoor, to support children's play and success. Part of our daily program will also include taking the children to the park within a walking distance and no more than two-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. The program will provide a variety of recreational resources to support physical activities appropriate for the season. 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 between the front and the back leader.
- Don't pass the leaders for any reason.
- 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
- Always Keep your arms inside the van or the bus
- No eating or drinking inside the van
- Always Sit back
- Seat belts must always be fastened while vehicle is moving
- 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. We will organize and equip the outdoor place to provide a variety of developmental experiences and physical activities for children in a safe environment. 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	Up to 10 Minutes for OSC only
-12C to -14C	Up to 15 Minutes
-4C to -9C	Up to 30 Minutes
-4C to 0C	Up to 45 Minutes
0C to 32C	45 Minutes and over
32C to 35C	15 Minutes to 30 Minutes
Above 35C	NO Outdoor play time

Created: May, 2016  
 Modified Dec, 2018

## **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  
Updated 2018

# **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, Dental, fire, police and Inclusive Child Care. (see schedule A for a flow chart on communication between daycare/OSC and the stake holders/community)
- Establish and maintain good relationships with the community and organizations and professional groups that are able to support families and their children in the program
- The program works hard to involve community stakeholders in the program. We provide an orientation to all new families and community stakeholders who take interest in our program and who can provide service to our families. We strive to assess the needs for our families and go to great length to reach out and connect parent with services that may be available to them.

- The program will ask parents and community stakeholders for their input and suggestions about the program in the form of a survey. All survey results and evaluation process will be communicated with all that are involved in order to maintain transparency in communication with the families.

## **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.

Created: May 25, 2015 Updated: Feb 05, 2016

## **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 and head to the muster point. 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. For children and staff to be prepared for a real emergency, a fire drill will be practiced monthly at the Centre. Evacuation plan (routes and map) is located on the exit doors for each room. The director will communicate with the staff and children about the next step depending on the circumstance.

### **Fire drill and Lock-down 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 be communicated to the staff in the handbook and will be discussed in staff meetings. Lock-down procedure will be practiced bi-annually.
- During a lock down, all windows and doors will be locked. All window coverings will be drawn. All children and staff are instructed to stay away from windows and doors.
- No one will be able to get into the building or out of the building before the situation gets resolved and we get the clear from the directors or from the police in case of a real lock-down.
- Staff and children are instructed to be as quiet as possible to avoid being noticed by an intruder.

Created: 2017 updated Feb 2018



## **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 without any prior notice. As a courtesy to our parents, we shall provide a minimum of 2 weeks notification to families for fee increases.
- 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 \$100.00 per child is charged to every parent that registers his or her child into our Centre. This fee will cover all the administration fees.
- If a fee was paid by cheque and the cheque was returned to the Centre by the bank for any reason, the parent or guardian agrees to pay the full fees and the extra cheque return fees charged by the bank.
- We require one-month written notice to withdraw your child from our daycare program. If 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.

## **Day Care 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 12:00am.
- We ask parents to contact the daycare by 9:00am if they know they will be dropping off their children later than 12:00am.
- If your drop-off time will always be later than 12:00am, 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 and staff 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's and staff's 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 the policies need to be modified or updated.
- Policies are reviewed annually by the parent advisory board, staff, directors and parent accreditation support group. Policies are updated based on input annually.
- 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 either by writing, e-mail, or by using the white communication board of new and amended policies that directly affect them. Everyone in the program will be given a 2 weeks' notice before the policy is developed to offer their input. After two weeks the policy will be drafted with all the inputs and will be reposted for a second review for two weeks. After the two weeks the policy will be amended as necessary and inserted into the parent handbook. Families and staff will be notified that the policy is not in effect and is in the parent handbook. The policy will guide the program and all that are involved in it.



## Staff specific policies and procedures

### Staffing ratios

program	Room	Age	Children	Staff
Daycare	Infants 1	6m to <	5	2
	Infants 2	12m 12m to < 19m	7	2
	Infants 3	12m to <	11	3
	Toddlers 1	19m 19m to	18	3
	Toddlers 2	3 years 19m to 3 years	18	3
	Preschool	3 y to < 4.5 years	23	3
OSC	OSC-Kinder 1	4.5 y to < 6 years	29	3
	OSC-OSC 2	6 years and older	14	1

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

One in every 3 of the primary staff members in the daycare 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 6 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.

## **Employment Policy/Human resources 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
- Ensure that training is provided continuously to allow the child care professional to work in an inclusive environment and with children with special needs if required.
- Emergency Contact Information is to be provided at this time in case of emergency
- Staff is encouraged to 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. Staff must attend 3 workshops per year at minimum. The Centre will provide PD opportunities and will advise staff regarding upcoming workshops and will assist staff to acquire government funding for the purpose of developing professionally.
- All staff are expected to attend all staff meetings that are held regularly at the daycare. Meeting minutes will be recorded and will be posted on the staff board the day after the staff meeting for referral purposes. All staff are encouraged to contribute to the program and to share their ideas and make action plans to enhance the program. All staff contributions will be mentioned in the meeting minutes.

Updated 2018

## **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
- Model a respectful action and communication with parents

### **Staff – Children communication**

- Ensure that you communicate with children in a positive and supportive manner
- Ensure that your tone of voice is always low 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
- Model respectful action with other adults
- Acknowledge children who recognize the skills, accomplishment and contribution of peers.
- Engage in active listening with children
- Talk to the children at a level they understand
- Support children in the development of social skills according to their age and developmental levels

## **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 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
- Participate in physical activities with children
- Be actively involved in children's play experience

## **Program – Staff communication**

- The program has current philosophy, goals and policies that assist the child care professionals in providing quality care to children.
- The program will provide the staff with a thorough orientation before they begin working with children
- The program will ensure that each child care professional understands the information presented to them during their orientation. Staff are encouraged to ask as many questions as possible during and after their orientation to help assist them in providing a quality care to the children.
- The program will ensure that child care professionals are informed about changes to the program delivery and government information that will directly affect them. All pertinent information will be posted on the staff information board.
- The program promotes the regular exchange of information with child care professionals. The program encourages all child care professionals to share their ideas, achievements and accomplishments with each other and the program. The program has a group application for the sharing of such information with the confidentiality kept in mind.
- The program reviews the policies and procedures with all new staff. Staff are continuously encouraged to review such policies and provide their input. Input is evaluated and discussed at staff meetings and will be incorporated into the policies as seen fit.

- The program conducts staff meetings regularly and staff are encouraged to attend all staff meetings. Staff are encouraged to share ideas and make decisions and action plans to better the program delivery of care. All staff contributions will be documented in the meeting minutes and shared with the rest of the group by posting it on the staff information board.
- Meeting minutes will be shared with staff on the staff information board for a period of 4 weeks and then will be filed in the binder staff meeting minutes for future references. Meeting minutes will reflect all contributions and achievements as well as previous action plans from previous meetings. Staff who miss the meeting are strongly encouraged to read the meeting minutes in order to be familiar with previous discussions and plans.
- The program recognize and celebrate the contributions of child care professionals
- The program and directors engage in team building activities such as Christmas party and staff birthdays...etc
- The program encourages all that are involved, staff, families and all stake holders in the development of quality improvement plan and provide ideas that may improve the quality of the program
- All staff are ensure that policies and procedures are followed in every day practices.

Updated February 2016, 2019

## **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

## **Programming Policy**

Little NEMO's Daycare and Out of School care Centre believe that children learn through play. We believe that every child is unique, and they all learn at their own pace. Therefore, we strive to develop weekly programs to encompass all the domains and to be enriched with powering activities for children to learn and enjoy at the same time. Our programs will have the following characteristics and qualities:

- 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 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.
- All activities planned are age appropriate and are interesting and safe.
- We provide lots of open-ended experiences and opportunities to encourage creativity.
- We provide cognitive activities and experiences at the developmental level of the children.
- Program plans include daily outdoor play in a stimulating environment.
- Program plans include daily indoor and outdoor physical activities.
- Circle times are carefully planned and will include daily reading and physical activity.
- Resources used to plan the children's program are referenced on the planning sheet.
- We ensure that all activities are creative and not repeated very often.
- Program plans must be submitted to the office for approval by Thursday evening or early Friday of the week before for approval.
- Program plans are posted in each room and in the hallway on the bulletin boards for the parents to see.
- Program plans must include all children with disabilities in the program. Staff must indicate ways to alter the activities to the needs of the children with disabilities. Program must list ways these children can be included in the activities.
- Provide programs with diverse physical experiences that are based on the skills and interests of each child
- Create an environment that support small group activities
- Ensure the learning environment promote early literacy
- Provide displays and focal points to enhance the space
- Bring elements from nature into the indoor space to facilitate sensory experience
- Plan physical experiences that encourage cooperation between children
- Ensure that resting/napping schedules for children meet the developmental needs of the children
- Demonstrate flexibility by changing schedule, routine, transitions to best meet the developmental needs of the children
- Demonstrate the use of best practices in all activities and program and incorporate it into policy and procedure

Created: May 2015 -- Updated: February 2016, Reviewed May 2017, Updated Feb & Nov 2018



## **Staff Hiring and Evaluation Policy and 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 provided an orientation and must sign to ensure understanding
- Each staff is hired on a three-month probation term. 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
- The program conducts a process to monitor the progress of staff between review periods. The staff are evaluated verbally on a regular basis and given suggestions to improve performance
- Staff are always to conduct self professionally and to adhere to the code of ethics

Updated: May 2015, Nov 2018

## **Professional Development Policy**

Little NEMO's Daycare and OSC program is committed to supporting employees by acquiring 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. Annual Performance appraisals will be completed for each staff where staff are able to identify own educational and training needs and aspirations. The program will assist the staff by incorporating their training needs into the annual training plan for the centre. 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 professional development when the employee requests. Employees who do not take advantage of the professional development opportunities that are provided by the program are mandated to acquire at least 3 professional development opportunities yearly through workshops, conferences, seminars and/or courses. The program will assist employees in acquiring government funding for tuition for work-related courses and to further enhance education. The program will ensure that child care professionals have the training in key areas to support their work and the developmental level of the children they work with.

Created: June 2016 Updated Feb 2018

## **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.
- Ensure child care professionals receive appropriate work time to complete tasks and carry out 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. The program will assist the employees in being successful by ensuring child care professionals receive appropriate work time to complete tasks and carry out responsibilities. The program will provide employees with time to complete program planning and will provide access to resources to enhance their success.

Created: June 2016

## **Environmental safety policy**

At little NEMO's daycare we are committed to protecting the health and safety of everybody who plays a part in our program. In our day to day operation we will demonstrate respect and care for both the local and global environment. We will strive to eliminate any injuries, unsafe practices and incidents of environmental harm from our activities.

To meet our policy, we plan...

- Complete a safety inspection checklist (opening checklist) before allowing children in the play rooms inside the daycare
- Complete a safety inspection before children enter the play area outside (playground maintenance and safety checklist)
- Complete a safety inspection checklist (closing checklist) after all children leave the daycare to ensure a safe environment overnight and before opening
- Complete a visual check to ensure safety of toys present
- All materials used by children in the daycare will be non-toxic
- We will avoid the use of pesticides, insecticides and aerosols sprays in the presence of children
- Appliances will be kept in good working condition
- Outdoor sandboxes will be kept clean
- Cleaning products, hand sanitizers, and medications will be kept out of children's reach
- Comply with AHS regulations
- We encourage the use of recycled and natural materials as much as possible
- We participate in the recycling program

## **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?



## **Stake holder's communication specific examples**

### 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

created February, 2016

## **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