

# Parent Handbook



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## Welcome to Churchbridge Daycare!

Churchbridge Daycare is committed to providing quality and affordable childcare services to families in the community and surrounding area from infants to school age children.

Churchbridge Daycare strives to provide the highest quality program through the care and interactions between children and their teachers through play and through the many daily activities that are offered at Churchbridge Daycare.

During the early years, children learn best through a play-based curriculum. A play-based curriculum is a carefully planned environment that is both stimulating and exciting, which has teachers who support children as they explore their environment, who talk with them and who extend their play with questions and ideas. Churchbridge Daycare believes that children grow as individuals and learn best through play and through the opportunity to explore the world around them; children thrive when they have the opportunity to immerse themselves in the activities that interest them. Churchbridge Daycare creates a daily routine that allows for the optimum amount of time a child needs to build, create and play.

Churchbridge Daycare encourages the development of, and appreciation for, the individual while learning to be part of a group, as well as the child's natural curiosity and broaden all aspects of his/her development. Churchbridge Daycare also encourages independence and self-confidence, helps the child develop self-regulation, provides a home-like environment, and ensures all children are treated equally and included in every activity.

Churchbridge Daycare's philosophy for Staff Members is to encourage the development of skills and abilities which benefit the children, promote an atmosphere conducive to positive communication and understanding, provide the opportunity for individual creativity and expression of ideas, support and encourage the concept of teamwork and cooperation and ensure all Staff Members are treated equally and included.

Below are the links to the Childcare Act and Childcare Regulations Act. Right click and open the hyper link.

The Child Care Act

[C7-3.pdf](#)

Child Care Regulations

[C7-31r1.pdf](#)

## **MEET OUR STAFF**

### **The Management Team:**

Erica Brick, Director, ECE Level 3

Erin Nichols, Assistant Director and Inclusion Co-ordinator, Kinder Room Leader, ECE Level 3

Amanda Jones- Supervisor

### **Staff Members:**

Kate Martin- Infant Room, ECE Level 2 (maternity leave)

Cyndi Figol- Infant Room, ECE Level 2

Riley Bernath – Baby Room Leader, currently enrolled in ECE level 1

Wendy Kitz – Toddler Room Leader, ECE Level 3

Mikayla Farmer- Toddler Room Leader, currently enrolled in ECE level 1

Brandi Urzada- Crane Room Teacher, ECE Level 1

Kathleen Jenson- Crane Room Teacher, ECE Level 2, enrolled in ECE level 2

Amanda Jones – Starfish Room Leader, ECE Level 1, enrolled in ECE level 2

Jennifer Shannaccapo - Cook

Wanda Tzupa – Cook Assistant

Deb Revet – Floater, ECE Level 1

Bethany Remus- Casual ECE Level 3

Andreia Glitz- Casual

Janelle Zulinyak – Casual

Brynn Debnam – Casual

Hailey Chapple – Casual

Ella Choptuic- Casual

Sarah Laboucane- Casual

Erin Jones- Casual

## **BOARD OF DIRECTORS**

Churchbridge Daycare is governed by a volunteer Board of Directors elected by the parents at the Annual General Meeting (AGM) held in November each year. It is the responsibility of the Board of Directors to make major decisions regarding operating, financial and personnel policies and procedures.

Board meetings occur once a month and are open to Board Members only. If parents wish to attend a Board meeting, a written request may be submitted to the Board of Directors for consideration.

A list of current Board Members can be obtained from the Management Team.

## **ENROLLING AT CHURCHBRIDGE DAYCARE**

Upon enrollment at Churchbridge Daycare, parents are required to complete a number of forms prior to their child(ren)'s attendance. The forms required are as follows:

- Agreement for Child Care Services;
- Parent Information and Acknowledgement form;
- Parent Volunteer Agreement;
- Emergency Information Card;
- Child's Health and Social Resumes (updated when child(ren) change rooms);
- Excursion and Transportation Consent form;
- Consent for the Application of Sunscreen and Insect Repellent form;
- Picture / Video Release form;
- Subsidy Application (optional) with verification of income or schooling.

A file is created and maintained for each child containing the enrollment forms along with information about their likes, dislikes, allergies and other important information. Please note that it is the parent's responsibility to update the Management Team of any changes in address, telephone numbers, family dynamics, place of employment, schooling and income immediately.

### **What do I need to bring?**

When bringing child(ren) to daycare, please ensure he/she has the following items clearly labelled with their name:

- 2 season appropriate changes of clothing to be left at daycare; unless child is potty training then additional changes of clothes is to be left at daycare (should no change of clothes be provided and daycare has to supply, a fee of \$30 will be charged on the family's next month invoice – the clothing will then become the property of the family – refer to Policy No. 300.19 – Extra Clothing for Children);
- one pair of indoor shoes to be left at daycare;
- diapers (minimum 8/day) and wipes (should a child run out and daycare has to supply, a fee will be charged on the family's monthly invoice – pack of 8 diapers is \$4.30; pack of wipes is \$3.80);
- season appropriate outerwear – sun hats (preference to bucket hats, they protect the ears and face), sweaters, jackets, splash pants, ski pants, mittens, toque, neck warmer (as opposed to scarves as they can get caught on equipment), rain/snow boots, outdoor footwear (should a child not have a toque and/or mittens and the daycare has to supply, a fee of \$10 will be charged on the family's next monthly invoice – the items will then become the property of the family – refer to Policy No. 300.20 – Extra Toque and Mittens for Children);
- blanket and pillow for nap time.

Each child will be given a cubby with their name on it to store their belongings. Depending on the number of children attending daycare, cubbies may be shared. It is important that the child's belongings are properly labelled so they can be easily recognized by Staff Members and to prevent them from being lost or switched.

If a child does not have the items needed for daycare each day, parents will be contacted to deliver the missing items.

Churchbridge Daycare will not assume responsibility for damage to or loss of eyeglasses or hearing devices of children while participating in activities at Churchbridge Daycare. Staff Members will provide appropriate supervision of these items. Churchbridge Daycare will not assume responsibility for damage to or loss of clothing items, footwear, soothers/tethers, hair accessories or jewellery.

### **Wait List**

When childcare is required but there are no spaces available parents will be added to the waitlist. The following information will be requested by the management team: parent's name, email address, phone number, child's birthdate, requested start date.

Once the information has been obtained the child(ren) will be placed on the waitlist. Once a spot opens the child(ren) will be moved from the waitlist to the enrollment list. At this time parents will be required to put down a \$250.00 deposit/family on the space. The deposit will then be applied to the first month's invoice. If the family decides they no longer want the space the daycare will keep the deposit to help offset any lost fees.

\*\*Typically, when on the waitlist a space opens when a child moves up to the next room and it may take several months before a family receives a spot.

If a space becomes available and a family chooses not to take it, they must request to stay on the waitlist or they will be removed. After the request has been made the family will be placed at the bottom of the list.

If a spot becomes available before the requested start date the family will be offered the spot at the time it becomes available and fees will begin from that time.

Priority is first given to staff members then to pre-existing families who are using the daycare currently or using the daycare up until maternity leave starts.

We suggest families go on the waitlist as soon as they know when their return date will be to ensure they have care as close to the date needed.

**\*\*\*Availability is dependent on staffing.**

### **PARENT FEES**

Co-operative Membership: Upon enrollment, all families must pay a non-refundable membership fee of \$1.00. After an inactive period of eighteen (18) consecutive months, the family must reapply for a membership if they require child care services after that time period.

Deposit on Account: Effective April 1, 2014, all new families enrolling at Churchbridge Daycare are required to pay a deposit of \$250.00. Existing registered families are required to pay a deposit of \$50 for each new child being enrolled. The deposit will be applied against the family's final invoice.

Fee Schedule: Effective April 1, 2023 the fee schedule at Churchbridge Daycare is as follows:

Monthly hours per child	Infant Fee	Reduction	Toddler Fee	Reduction	Preschool Fee	Reduction
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Full time monthly	\$771.56	\$217.50	\$664.94	\$217.50	\$612.46	\$217.50
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- **The Fee Reduction Rate is what you will be invoiced effective February 1, 2022.**

Monthly Hours per child	Kindergarten	School Age
90+ hours	\$597.72	\$483.48
60 – 89 hours	\$415.14	\$337.62
59 hours or less	\$7.79per hour	\$7.11 per hour

- **Children who are in kindergarten and under 6 receive the reduction rate. The month after their 6<sup>th</sup> birthday, they are charged our regular daycare rate.**

Infants are children 6 weeks of age to 18 months of age.

Toddlers are children from 18 months of age to 2½ years of age.

Preschool age are children from 2½ years of age to Kindergarten graduates.

School age are children from Kindergarten graduates to 12 years of age.

For invoicing purposes, a child will move to the next age group the month following their birthday.

Summer Fee: Effective April 1, 2017, Churchbridge Daycare will implement a yearly summer fee of \$10.00 per family registered for the purchase of sunscreen and insect repellent. This charge will appear on the April invoice.

## **SCHEDULING CHILD CARE AND SICK DAYS**

Churchbridge Daycare has one rate for infant, toddler, and preschool age groups. Parents may book their child(ren) for what ever hours they need during operating hours however we want to stress the importance of children spending time at home with their parents/family as well.

We offer full time, part time and casual care for kindergarten and school age children.

Scheduling Child Care: All families **MUST** schedule their child care needs one (1) month in advance. The schedule must be provided to the Management Team on or before the end of business on the 15<sup>th</sup> of the previous month. A family can submit a monthly calendar as provided by Churchbridge Daycare, an email, phone call, text, post-it note, etc. If the Management Team does not receive a schedule, there will be no childcare provided and children will be turned away if they show on a day not scheduled. It is not the responsibility of the Management Team to memorize a family's schedule.

It is advised that when booking, allow some extra time in consideration of inclement weather, travel time, train/construction delays, etc. If a family exceeds the hours booked, a late fee of \$1.00 per minute per child will be charged, which fee will be invoiced accordingly on the next month's invoice. Please refer to Policy No. 300.12 – Late Pick-Up Fees.

School Age No-Shows: With respect to school age children, these families will be charged for a five (5) hour day for a no-show. The calculation is based on the time Churchbridge Daycare opens at 5:30 AM until the child goes to school at 8:30 AM, and from when the child arrives at Churchbridge Daycare after school at 3:30 PM to

the time of closing at 6:00 PM; this is a grand total of five and a half (5.5) hours but is rounded down to five (5) hours.

No Show Charge: Any family that doesn't cancel childcare on or before 9:00 am will be charged a \$25.00 no show penalty charge that will appear on the following months invoice.

## **ARRIVALS AND DEPARTURES**

All children must be accompanied into and picked up in their appropriate room within Churchbridge Daycare by their parents or responsible adult. Churchbridge Daycare does not accept responsibility for a child unless he/she is properly handed over to a Staff Member. Any special instructions regarding the child(ren) should be shared at this time.

If a child is arriving before 7:00 AM, they can be dropped off in the Infant Room. Due to low numbers/staffing during this early time, the Infant Room is the only room that is open at this time. All rooms open as their room leaders arrive.

Parents (or adults) dropping off and picking up a child must check the child in and out of Churchbridge Daycare with the Procure electronic attendance system located next to the office in the main entrance. The system is networked throughout each room at Churchbridge Daycare, which allows Staff Members to access any needed information regarding the child in their care, such as allergies, emergency contacts, etc. A Procure account is created for each family upon enrollment and they will be provided a personal ID number and password.

When picking up a child at the end of the day, please be sure to advise the Staff Member that the child is leaving. The Staff Member will then sign the child out of the room and report any information regarding the child's day. Parents (or adults) must then check their children out at main entrance on the Procure system.

If someone other than the parents or individuals listed on the Authorized Persons List are picking up the child(ren), written permission or a phone call from the parents must be received by the Management Team before the adult may take the child(ren). The Management Team and Staff Members can, at any time, request photo identification from the person picking up the child(ren). It is the responsibility of the family to provide their password and personal identification number to any other person who will be dropping off or picking up the child(ren) as Churchbridge Daycare will not provide this information.

Churchbridge Daycare Staff Members will not release the child(ren) if the person picking up the child(ren) appears to be inebriated and/or incapable of seeing to the child(ren)'s safety. The parents will be immediately notified, or if the parents are not available, the emergency contacts will be notified.

## **PARENT INVOLVEMENT, VOLUNTEERING AND FUNDRAISING**

Parents are welcome at Churchbridge Daycare, as it is an important part of personal growth for their child(ren). Parents are invited to come and observe, share ideas and see what their children are learning. The children would love to show their parents around the classroom.

Churchbridge Daycare is a non-profit organization, therefore parent volunteering and fundraising is an on-going activity at Churchbridge Daycare. It is a way for Churchbridge Daycare to accumulate the necessary funds for materials and equipment that directly benefit the children while keeping parent fees as low as possible.

All families with one (1) child enrolled at Churchbridge Daycare are required to perform six (6) hours of volunteer time; families with two (2) or more children are required to perform nine (9) hours of volunteer time within a calendar year.

Reminder notices will be sent to families after each fundraising activity advising a family of their accumulated volunteer hours for that particular event. If, by the end of the calendar year, a family does not meet the volunteer hour requirements, they will be charged \$50.00 per hour that they are short; these fees will be charged on the February invoice.

Each family is required to sign a Parent Volunteer Agreement upon enrollment, acknowledging their requirements.

Volunteer hours can be accumulated through various fundraising activities and donations to Churchbridge Daycare:

Fundraising activities: Throughout a calendar year Churchbridge Daycare hosts fundraising activities such as Little Caesars, Ottenbreit's and/or Harvest Meats, gift wrap, candles, chocolates, bath products, barbecues, etc. One (1) parent volunteer hour is achieved based on the profit made by Churchbridge Daycare. As an example, if Churchbridge Daycare is set to profit \$5.00 from an item, a family is required to sell five (10) items to achieve their one (1) volunteer hour.

Raffles (Fundraising Event Only): Periodically, Churchbridge Daycare hosts raffles for cash and/or prizes. Families are required to sell a minimum amount of tickets as set out by Churchbridge Daycare. If the family does not meet the ticket requirement, the family is responsible to pay for the unsold tickets. Please note that raffle ticket sales are solely for the purpose of fundraising and are not eligible towards parent volunteer hours unless Churchbridge Daycare hosts or attends an event to sell tickets (hosting barbeque, attending trade show).

## **HOURS OF OPERATION**

Hours of Operation: Churchbridge Daycare is open from 5:30 AM to 6:00 PM Monday to Friday. Churchbridge Daycare is closed on all statutory holidays, which will be posted on our facebook page and in our newsletter.

Late Pick Up Fees: Should families leave children at Churchbridge Daycare after closing time of 6:00 PM they will be charged \$1.00 per minute per child until the child(ren) are picked up. This charge will be added to the family's monthly invoice.



## **INVOICING, PAYMENTS, LATE FEES ON ACCOUNT, RECEIPTS**

Invoices: Invoices are issued on a monthly basis, dated the first of the month. Fees are to be paid by the last day of the month that the invoice was issued.

Invoice Payments: Acceptable forms of payment are cheque, certified cheque, money order, online banking, automatic withdrawals or electronically through internet banking at most Saskatchewan Credit Unions. Payments can be left with the Management Team or put into the parent drop off box located outside the office door. Churchbridge Daycare does not accept cash payments. A \$45.00 administration charge will be applied to all NSF returned cheques.

Late Fees on Account: If payment is not received by the end of the current invoiced month, childcare services will be suspended until Churchbridge Daycare has received payment in full. Late fees are assessed at a rate of two percent (2%) per month on any outstanding balance as of the first day of the following month. Unpaid accounts will be reviewed by the Board of Directors and may be forwarded to a collection agency if not settled within one (1) month of suspension of childcare services. Should this occur, the deposit fee paid will be non-refundable. When the outstanding invoice is paid in full and the family requires childcare services again, a further deposit of \$250.00 will be required. In addition, a prior payment of certified cheque for the days scheduled will also be required until the Management Team feels that credit has once again been established.

Receipts: Receipts are issued for each payment received from a family. If a family loses their receipt(s) and requests new ones for income tax purposes, etc., there will be a fee of \$10.00 charged for any new receipt(s) or summary of receipts issued.

## **CHILD CARE SUBSIDY**

The Saskatchewan Ministry of Education provides a childcare subsidy for eligible families using government licensed childcare facilities. The subsidy is based on the family's income, family size, the age of a child, the location of a childcare facility and the child care fees. Subsidies are paid directly to Churchbridge Daycare.

Subsidy forms can be obtained from the Management Team upon request. For more information regarding child care subsidy, please see the Management Team.

## **PARENT MAILBOXES**

Parent mailboxes are in the front entrance of Churchbridge Daycare. Any information for parents, such as newsletters, invoices, receipts, etc. can be found here. If parents wish to have invoices sent via email, please provide the Management Team with a valid email address.

## **HEALTH AND SAFETY**

First Aid and CPR: All Staff Members are required to have up to date First Aid and CPR certification. There must always be one (1) Staff Member at Churchbridge Daycare with their First Aid and CPR training during business hours.

Minor Accidents: Staff Members will administer simple first aid in the treatment of minor injuries, which can occur at Churchbridge Daycare. All injuries are reported to the parents on the same day which the injury is sustained, through a written Minor Injury Report.

Serious Accidents: In the event of a serious accident or medical issue where a child requires immediate medical intervention, the child will be taken to the hospital immediately, accompanied by a Staff Member. The parents will be immediately notified, or if the parents are not available, the emergency contacts will be notified, and directed to the hospital.

Fire Drills: Fire drills are conducted regularly at Churchbridge Daycare to familiarize the children with the sound of the alarm and evacuation procedures. Churchbridge Daycare requires that the children have and wear shoes at all times, in the event of a fire drill or real fire.

Lockdown Drills: Lockdown drills are conducted regularly at Churchbridge Daycare to familiarize the children with the sound of the alarm and lockdown procedure in the event there is ever an outside threat at the daycare.

Sunscreen, Insect Repellant and Hats: During the summer months, Staff Members take the children outside on a regular basis. As the majority of the time is spent outside, it is important that each child has a hat and appropriate outdoor footwear. If a child does not have a hat or footwear, the parents will be contacted to deliver the missing items. Sunscreen and insect repellant are also applied each time the children leave the building. Upon enrollment, each family has the option of signing a consent form allowing Churchbridge Daycare to apply sunscreen and/or insect repellent.

Potty Training and Diapering: Staff Members conduct routine diaper checks throughout the day. Diapers are changed as needed and we will not restrict how many diapers are used during a day even if parents request so. Eight (8) diapers and wipes are to be available a day, if a child comes regularly it is recommended that parents bring a pack at a time. When a child is ready to potty train, Churchbridge Daycare will do its best to keep the routine the same at daycare as it is at home to encourage a consistent routine.

Dirty or Soiled Clothes: Due to health and safety regulations, Churchbridge Daycare will not wash dirty or soiled clothing or bedding. Any clothes that become excessively dirty or soiled will be put in a plastic bag and sent home.

At Churchbridge Daycare children have the opportunity to play, create and explore during their day. All of these activities can become very messy. Please do not send a child in “good” clothes; Churchbridge Daycare will not withhold children from activities because they are not allowed to get their clothes dirty. Churchbridge Daycare will not assume responsibility for clothing that gets ruined during regular daily activities.

## **ILLNESS AND MEDICATION**

Sudden Onset of Fever: A child can develop a fever for a variety of reasons, whether it be sickness, teething, etc. If a child's temperature reaches 37.5°C or higher, parents will be notified to pick the child up immediately. A Staff Member will contact the parents or emergency contacts requesting permission to administer medication to help relieve the fever only until the parent arrives. If the parent or emergency contact approves, medication will be administered to the child.

Vomiting: Should a child become physically ill and begin to vomit while attending Churchbridge Daycare, the parents or emergency contact will be notified, and the child must be picked up immediately. A child may return to Churchbridge Daycare after forty-eight (48) hours from the last case of vomiting.

Diarrhea: Should a child have more than two (2) cases of diarrhea while attending Churchbridge Daycare, the parents or emergency contact will be notified that the child must be picked up. A child may return to Churchbridge Daycare after forty-eight (48) hours from the last case of diarrhea.

Sudden Illness: If a child becomes ill while attending Churchbridge Daycare and it is not clear as to the nature of the illness (stomach ache, headache and/or listlessness), the Management Team will use their best judgment as to whether or not the parents or emergency contact need to be contacted to pick up the child. Sometimes children are simply over tired or emotionally upset, and need to rest.

Head Lice: Churchbridge Daycare has a no-nit policy. This is to control the spread of lice within Churchbridge Daycare. If a child has been found to have lice and/or nits, the parents or emergency contact will be notified and the child must be picked up immediately. The child cannot return to Churchbridge Daycare until he/she has been properly treated.

Eye Infection / Pink Eye: If, while attending daycare, a child displays any discolouration (red/pink) in the whites of their eyes, crust in or around the eyes or any kind of coloured discharge, the child will be placed in an isolated area, away from the other children and the parents or emergency contact will be notified and the child must be picked up immediately. Do not bring your child to daycare if they are already displaying these symptoms. The child cannot return to Churchbridge Daycare until the Management Team has received a note from a medical professional stating that the child does not have a contagious eye infection/pink eye, no longer have crust in or around the eye and/or coloured discharge from their eye(s).

Communicable Disease: If it is suspected that a child has/may have a communicable disease while in the care of Churchbridge Daycare, the child will be placed in an isolated area, away from the other children. The parents or emergency contact will be notified and the child must be picked up immediately. Parents are required to inform the daycare of a positive diagnosis within twenty-four (24) hours. No child shall be brought to Churchbridge Daycare with a communicable disease, until the period of contagion is over (this will vary with different diseases). Prior to the child's return, Churchbridge Daycare may request a note from the child's physician stating that the child is no longer contagious and is in their opinion healthy to return to daycare. If and when there are known communicable diseases that have entered Churchbridge Daycare, the Management Team will advise families by email with the information regarding the disease (signs/symptoms, contagious period, etc.) and the steps Churchbridge Daycare is taking to minimize the potential risk of further contamination. Notices will also be posted around the facility with the same information contained in the email.

Medication Administration: Staff Members will only administer medication to children once a Medication form is completed by the parents. The Room Leader or management team is the responsible party in dispensing medications at the required times. Non-prescription medication can only be administered for a maximum of

three (3) days; after which a current physician's prescription is required. These medications will only be administered in dosages as per the label instructions, unless accompanied by a physician's written recommendation to administer a different dosage. Prescription medication can only be administered to a child if his/her first and last name is labelled on the bottle, the medication has not expired and there are specific legible instructions. No medication will be given to a child if it is not in its original container. Over-the-counter medication is never administered to a child already taking prescription medication without a current physician's written recommendations, as the medications may adversely react with each other.

Emergency related medications (epipens, inhalers) are stored in locations which are easily accessible in an emergency, to the caregiver and when appropriate for the child for whom the medication has been prescribed, and not in locked enclosures.

## **MEAL TIMES**

Younger children are served a morning snack at 9:00 AM, lunch at 11:30 and an afternoon snack at 2:45 PM. Older children are served morning snack at 9:30am, lunch at 12:00pm and afternoon snack at 3:15pm. School age children are served snack when they arrive after school. Milk and water are available during these times, water is available throughout the day.

At Churchbridge Daycare, children are encouraged to try the foods offered, but are not forced to eat. Children can decide how much of the foods offered they want to eat.

Children and Staff Members wash their hands before each snack and meal, and good manners are expected during meal times.

If parents request that their child eat breakfast when arriving at the daycare before 9:00 AM, they must provide a healthy breakfast for their child. Staff will prepare their breakfast and assist them with it where required.

Food Allergies / Sensitivities: Parents must inform Staff Members of any food allergies / sensitivities that a child has. Parents are responsible to inform the Staff Members if their child has a change in their food allergy / sensitivity. Separate meals will only be provided if the child has a food allergy / sensitivity to the food that is being served on that day.

### **Churchbridge Daycare is a nut friendly facility.**

Churchbridge Daycare is not required to provide baby formula or baby food for infants, or meals and snacks for a child who requires a special diet or whose parent requests a special diet.

## **REST PERIODS**

Nap time takes place in the Nap room from 12:30 PM to 2:30 PM, however children who nap are only required to be in the Nap Room for as long as they need. Children are not required to nap, however, if a child seems to be overly tired they will be required to have a rest in the Nap Room.

Churchbridge Daycare supplies cots for the children to nap on but parents must supply their own blanket and pillow. The cots are disinfected after each use.

## **EMERGENCY CLOSURE OF CHURCHBRIDGE DAYCARE**

Occasionally there may be circumstances beyond the control of Churchbridge Daycare that may lead to the closure of the facility, such as a power outage or loss of water service. Churchbridge Daycare will do its best to remain open during these situations in order to provide child care services to families within the community and surround areas.

The major factors for closing Churchbridge Daycare due to an emergency are:

- insufficient number of Staff Members to safely operate Churchbridge Daycare;
- weather forecasts and current weather;
- highway closures
- power and water outages;
- closure of Churchbridge Public School;
- other key business' closures.

Because Churchbridge Daycare is the emergency evacuation site for Churchbridge Public School, Churchbridge Daycare must be open when the school is open in the case of an emergency situation.

Parents will be informed of the closure of Churchbridge Daycare by the following methods:

In the case of closure prior to Churchbridge Daycare opening for the day\*\*:

- parents with children booked in for that day will be contacted;
- a message will be placed on Churchbridge Daycare's answering machine;
- postings will be put up on the front door of Churchbridge Daycare;
- messages will be posted on Churchbridge Daycare's website and Facebook page.

In the case of closure while children are in attendance, parents will be contacted, or if the parents are not available, the emergency contacts will be contact to make arrangement to pick up the child(ren) as soon as possible.

Decision to close: At the discretion of the President of the Board of Directors, one other Board Member and the Management Team, the decision to close Churchbridge Daycare will be made if one of the above reasons are existing and it is in the best interests to close Churchbridge Daycare until it is able to run efficiently and properly.

Protocol for loss of power: The cause and resolution time of the outage will be investigated by the Management Team. Churchbridge Daycare has a supply of flashlights and batteries to access areas without natural light, such as washrooms. In cases of extreme outdoor ambient air temperatures, opening of doors and windows will be minimized to conserve interior air temperatures. If the air temperature drops below 65°F or exceeds 82°F, parents or the emergency contact will be notified to come and pick up the child(ren). Depending on the length of the outage and the associated activities at the daycare, the decision may be made for the parents or emergency contact to be notified to come pick up the child(ren).

Protocol for loss of water service / boil water advisory: In accordance with Public Health and the Health Inspector, Churchbridge Daycare will investigate the cause & length of the loss of service/boil water advisory and a decision whether or not to operate will be made from there.

## **EMERGENCY EVACUATION OF CHURCHBRIDGE DAYCARE**

Severe Weather: At any time during the stormy spring / summer / fall months, severe weather may develop in or around the community, which storms could potentially produce tornadoes. Should a tornado watch be issued for the area, Churchbridge Daycare will use its best efforts to reduce harm or injury to the children in attendance at the facility in the case of a tornado.

If Churchbridge Daycare has received sufficient warning of a tornado, the parents will be immediately contacted to pick up their child(ren). If Churchbridge Daycare has not received sufficient warning and a tornado strike is imminent, Staff Members will start taking precautions, advising the children to stay away from windows, assembling the children in their rooms and leading them to the main hallway of the building. Children will then be instructed to sit face first against the wall covering their heads and faces with their arms.

Designated Evacuation Site (Muster Point): Should Churchbridge Daycare be evacuated because of an emergency, the designated evacuation site for Staff Members to assemble with the children is The Manor (the retirement home). Once the evacuation is complete and all children and Staff Members are accounted for, parents will be contacted to pick up their child(ren), or if the parent is not available, the alternate and/or emergency persons will be contacted.

## **BEHAVIOUR MANAGEMENT AND DISCIPLINE**

Staff Members at Churchbridge Daycare use a variety of behaviour management methods. These include, but are not limited to, the following:

- Praise
- Respectful communication
- Establishing consistent expectations
- Positive verbal guidance
- Setting appropriate limits
- Redirection of focus

Children are encouraged to solve their differences by talking with one another in a non-threatening, non-violent and non-aggressive manner. Should a child hurt another child, the instigating child will be responsible for comforting and consoling the hurt child with the guidance of a Staff Member, provided that the injury is not serious, and then offering an apology.

Should a child become unmanageable or over-stimulated, that child shall be given two (2) verbal warnings indicating that if their behaviour persists, then he/she will be asked to find another activity to participate in. If the child does not redirect him/herself, the Staff Member will redirect him/her to a new activity. Should the child continue to be unmanageable or over-stimulated, he/she will be removed from the setting and will be supervised by a Staff Member until he/she has calmed down and can control his/her actions. Should the problem continue, the child's parents may be contacted for a meeting with Staff Members and the Management Team to develop a plan that will help in meeting the child's needs at daycare.

## **STAFF AND PARENT CONFLICT**

Even with clear communication and good rapport, parents and Staff Members may sometimes disagree. No one can avoid conflicts, but many can be prevented or resolved by working together with parents as partners in the child care arrangement.

Three main reasons for conflict are:

1. valid concerns about regulations or policies not being followed;
2. a disagreement on Churchbridge Daycare policies; and/or
3. a misunderstanding of a comment or action.

In the case of a conflict between a parent and a Staff Member, the Management Team will arrange a meeting between the parent and the Staff Member concerned, away from the child(ren). During this meeting, both parties shall have an opportunity to address their concerns. In some situations, the Management Team may have to meet with the parent and Staff Member separately. All concerns are taken seriously and any concerns will be resolved in a timely manner.

## **ZERO TOLERANCE OF STAFF ABUSE**

The Staff Members of Churchbridge Daycare must be treated in a respectful and professional manner. Any abuse, may it be verbal, physical or emotional, by a parent, will result in the immediate termination of all child care agreements and the dismissal of all children belonging to the parent from Churchbridge Daycare. Further legal action may be taken.

Churchbridge Daycare's definition of harassment is repeatedly speaking to someone in a manner that is disrespectful, degrading or demeaning; physically or verbally making someone feel uncomfortable. Repeatedly interrogating Staff Members regularly and undermining the Staff Member's decision and ability to do their job.

### **CHILD ABUSE / NEGLECT**

Any Staff Member who suspects that a child has been neglected or abused or is at risk for abuse, whether it be physical, sexual or emotional, has the legal right to report the abuse. Staff Members must document any information that is observed or heard regarding the situation that is of concern. This information must then be discussed with the Management Team and will then be immediately reported to the Ministry of Social Services.

It is not the responsibility of Churchbridge Daycare to investigate or question the circumstances of the suspected abuse. Churchbridge Daycare will not inform the parents or anyone else of their suspicions and subsequent report to the Ministry of Social Services. It is the responsibility of the Ministry of Social Services to investigate any report and to inform all those involved of their investigation.