



STOCKHOLM  
COMMUNITY  
DAYCARE

*Family Handbook*

**February, 2023**

# Welcome to Stockholm Community Daycare!

This handbook is intended to be an easy reference for all daycare families. Our full policy manual is accessible by request to [stockholmcommunitydaycare@gmail.com](mailto:stockholmcommunitydaycare@gmail.com). We encourage all families to review the full policy document prior to enrolment as this handbook does NOT include all policies.

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Personal communication with any board member:
  - Chair: Tyler Tranberg
  - Secretary: Samantha Smart-Sondergaard
  - Treasurer: Jade Anderson
  - Kailie Bomberak, Aly Gale, Kelsey Finch, Kendra Ferree

To ensure we don't miss your message, all important communications must be received in writing per email, HiMama message, or letter. Interactions on our social media are welcome but should not be used for important content.

All communication shall be respectful. Abuse, harassment, and discrimination of any nature is unacceptable. Staff members and families will not tolerate abusive or obscene language.



Kyla Cook has been an incredible asset to our daycare team! She is a Level 3 Early Childhood Educator with over 20 years experience. She is passionate about respecting the child, explorative play, and interactions.

*Learning is messy,  
learning is loud,  
kids and clothes are washable!*

# Our Staff



## Who Are We

The Stockholm Community Daycare Inc. is a non-profit organization and registered charity (#729898536 RR 0001). We are governed by a volunteer Board of Directors and managed by an Executive Director. Our team includes early childhood educators and in-house cooks.

**Mission:** To provide high quality, child-centred early learning and care to local families.

**Vision:** We are a holistic, child-centred space that provides opportunities for children to develop socially, cognitively, physically, emotionally, and spiritually, guided by dedicated early childhood educators.

### **Affirmations:**

- ◆ Children thrive in an environment that is safe, nurturing, and rich in opportunities
- ◆ Passionate and engaging caregivers are vital to a positive childhood experience
- ◆ We will provide a warm, loving, and inviting environment where children learn and develop through play and exploration
- ◆ Programming is age-appropriate and designed to meet the needs of children in all areas of development: social, physical, intellectual, cognitive, spiritual, and emotional.
- ◆ Children are encouraged to develop independence and creativity in a balance of child-driven and adult suggested activities with emergent curriculum
- ◆ Staff will work closely with parents to include them in their child's development and the center's programming
- ◆ Staff will be given continuous opportunities for professional development
- ◆ Our facility draws on the strengths and diversity of knowledgeable staff to honour children's individual needs and interests

## Code of Conduct

### **Integrity**

Our reputation as an honest, moral, and trustworthy organization is our most valuable asset. It is up to all of us to ensure that all interactions with SCD staff, children, families, and the public maintain or increase their trust in us.

### **Respect**

Everyone deserves respect and dignity. All actions and communication between staff, children, families, and the public must be equitable, inclusive, and respectful of diversity. We shall all listen receptively and respond appropriately to others' ideas, concerns and needs. We will support, encourage, and work collaboratively with others.

### **Safety**

Personal security and physical, emotional, and social safety is vital to all of our well-being. We are all committed to providing a safe daycare environment free from discrimination, harassment, and violence. Everyone in the SCD facility must be treated with courtesy and respect.

### **Privacy**

Our daycare community will frequently be in a position of shared knowledge regarding families' personal lives. We will all respect and protect the privacy and security of that shared knowledge.

### **Community**

We all have unique, important roles and will work collaboratively to ensure the success and sustainability of the SCD. Should there be conflict between the two, we will prioritize the collective good and well-being of the SCD community over any one individual's needs.

**Registration / Waitlist**

- To be registered for daily drop-in and/or placed on the waitlist for full or part time care, an email must be sent to [kyla@stockholmcommunitydaycare.com](mailto:kyla@stockholmcommunitydaycare.com) and fee of \$50 e-transferred to [fees@stockholmcommunitydaycare.com](mailto:fees@stockholmcommunitydaycare.com)
- Spots will be filled on a first-come, first-served basis based on age and wait-list order (see Figure 1)

**Enrolment Eligibility**

- To be enrolled in SCD, a child must:
  - Be between 18-months to last day of Kindergarten
  - Complete registration package, including signed contract for services
  - Provide first and last months' payment
  - Have not had their SCD service terminated within the past 12 months
- All criteria must be met prior to child's first day of attendance

**Enrolment Options**

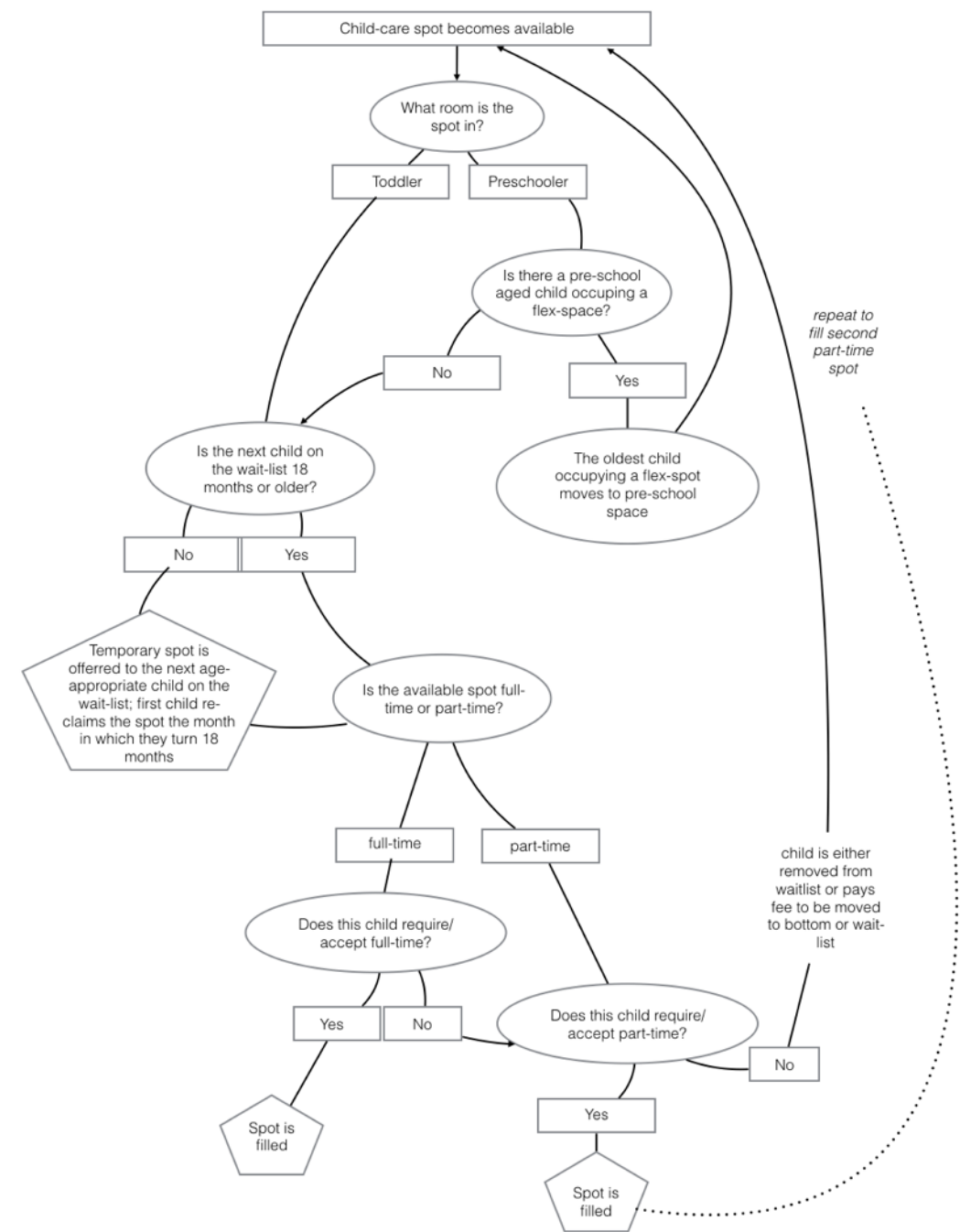
Our aim is to provide reliable, quality care to as many families as we are able and to provide our services to as many children as possible. As such, we offer: **full time care** (up to 12 hours / day, 20 days per month), **part time care** (up to 12 hours / day, 10 days per month), and **daily casual care** (one 10-hour day or portion thereof). Daily care is only provided as available; there is no guaranteed number of available days per month. Children must be registered with the daycare to receive drop-in daily care.

Table 1. Enrolment options and user Fees		Parent Fee
<b>Toddler (month in which child turns 18 months - 30)</b>		
Full Time		\$337
Part Time		\$189.27
Daily Drop-in		\$16.70
<b>Preschooler (30 months - 6 years)</b>		
Full Time		\$375
Part Time		\$210.62
Daily Drop-in		\$18.60
<b>School Aged (month in which child turns 6 - first day of</b>		
Full Time		\$803
Part Time		\$451
Daily Drop-in		\$40

**Change of Enrolment Options**

- To change enrolment type (e.g., move to part time, full time, etc.) user must provide a written request at least two weeks prior to desired switch.
  - o Changes will only be permitted when space allows.
  - o Changes of care will require families and Director to complete a new "Agreement for Child Care Services."

**How are childcare spaces allocated?**



## Fundraising Option

- Additional fundraising allows us to provide a higher quality of care than our regulated minimum (e.g., higher staff-child ratios, homemade meals, etc.) and allow us to keep revenues within our community by shopping local!
- Each childcare spot is responsible for bringing in \$400 in fundraising per year or equivalent volunteer hours up to a maximum of \$800 per family. Specifically:
  - Full time children - \$400 OR 25 volunteer hours
  - Part time children - \$200 OR 12.5 volunteer hours
- At least half of fundraising dollars or hours must be provided by June 30th, with the remainder due Dec 31st of each year.
- Families who enrol mid-year will be pro-rated for months they did not attend.
- Fundraising dollars / hours may be provided in any combination of the following ways:
  1. Direct monetary donation (we will issue charitable receipts)
  2. Item donation (include proof of item retail value)
  3. Fall raffle ticket sales
  4. Board involvement
  5. Volunteer time at fundraising events
  6. Donation of additional item or service that benefits daycare community (e.g., yoga instruction, story telling, snow removal, etc.).

## Fees and Billing Cycles

- Fees will be re-assessed annually at the Board AGM (Spring of each year)
- Fees are standard for all children and non-negotiable. This includes the following special-circumstances:
  - o Children of daycare workers, board members, and donors
  - o Siblings of children also enrolled in the daycare
  - o A child who is absent for any number of days for any reason
  - o Children who do not consume provided meals for any reason
- First and last month's payment is due upon registering; subsequent payment is due by the 5th of the month. Bills will be issued on the first day of each month.
- The following payments are accepted:
  - o E-transfer to [fees@stockholmcommunitydaycare.com](mailto:fees@stockholmcommunitydaycare.com) (auto-deposit preferred)
  - o Cheques payable to Stockholm Community Daycare; \$50 fee for any NSF cheques
  - o Cash; to be verified by staff upon receipt
- If payment has not been received by the payment due date, the following steps will be taken:
  - o Families will receive a notification e-mail and one "strike" (see termination of services)

- o If payment not received by the 15<sup>th</sup>, their "last month" payment upon registration will be applied and service will be terminated the 1<sup>st</sup> of the following month.
  - o If full payment is received between the 15<sup>th</sup> and last day of month, service will be re-instated pending full payment of next month and last month.

- Monthly receipts are issued via HiMama by the 10<sup>th</sup> of each month.
- All fees must be paid within 30 days of accrual

## Subsidy

- The childcare subsidy is a monthly program that helps Saskatchewan families meet the cost of licensed child care. Subsidy is provided directly to SCD and will reduce the fee charged to eligible parents.
- Subsidy amounts and eligibility are determined by the Ministry of Social Services. Families are responsible for completing and submitting subsidy applications completely.
- Any fees not covered by subsidy must be paid by families.

### Summary of Potential Fees

Fee	When applied	Amount
<b>Administrative Fee</b>	Upon registering for daily drop-in care and/or addition to wait-list for full or part time care	\$50
<b>User fees</b>	Monthly; First and last months' fee required upon enrolment	See Table 1: Enrolment options and user fees
<b>Fundraising</b>	Optional in lieu of fundraising; first half due in June, 2nd half due December 31st of each year	\$400 Fulltime, \$200 Part time (pro-rated)
<b>Key Fob deposit</b>	When enrolled	\$10 per fob
<b>NSF Cheque fee</b>	When NSF cheque is received	\$50
<b>No-show fee</b>	Half hour after expected drop-off if SCD not informed of absence	\$40
<b>Late fee</b>	If SCD is not contacted by 30 minutes after scheduled drop-off	\$20
<b>Late pick-up fee</b>	If picked up more than 15 minutes later than scheduled time	\$20 / half hour late
<b>Early drop-off fee</b>	If dropped off more than 15 minutes earlier than scheduled arrival time	\$20 / half hour early
<b>Tylenol / Advil</b>	When daycare provides medications for sudden onset of illness	\$2/dosage
<b>Illness fee</b>	Knowingly bringing a sick child or failure to arrange pickup of quarantined child within 1 hour of notification	\$50
<b>Excursion fee</b>	If family opts to participate in a special daycare excursion on a case-by-case basis	Amount required to cover cost of transportation and/or entrance

## Scheduling

- SCD will be staffed from 5:30am – 6:00pm, with care provided from 5:30am – 5:30pm
- SCD is closed on all observed and statutory holidays:
  - ◆ New Years Day
  - ◆ Family Day
  - ◆ Good Friday
  - ◆ Victoria Day
  - ◆ Canada Day
  - ◆ August Civic Holiday
  - ◆ Labour Day
  - ◆ National Day for Truth and Reconciliation
  - ◆ Thanksgiving
  - ◆ Remembrance Day
  - ◆ Christmas Eve
  - ◆ Christmas Day
  - ◆ Boxing Day
- Due to operational costs, although the centre is closed on these days, families do not receive reimbursements or prorated fees.
- If the daycare is closed at any other time, families will be notified of closure as well as when reopening will take place.

### Full-time Scheduling

- Full time children are assumed to be present 5 days per week and do not need to submit monthly schedules; however, they must inform SCD when intending to be absent via the Scheduling App.
  - If SCD is not informed 30 minutes after expected drop-off time, a no-show fee of \$40 will be applied.
  - The earlier we are informed of a planned absence, the more likely we are to fill the day with a casual child and allows us to keep fees lower for everyone. However, once a full-time user opts out of a day via the Scheduling App, the spot becomes available for part-time and casual users and thus is not guaranteed to be available you require it later.

### Part-time Scheduling

- Differentiating between full and part-time care options allows us to offer a lower rate to families who only require part time care while also creating more opportunities for care and the potential for greater revenue per licensed spot.
- All part-time spots will have access to 10 days per month; SCD does not guarantee that available spots will match days required by parents. Parents are encouraged to select their spots as soon as possible to ensure availability.
- Families to select from available days via Scheduling App. Calendars will open on the 1<sup>st</sup> of the month two months prior (e.g., March booking opens Jan. 1<sup>st</sup>).
- Scheduling of part-time spots will be done on a first-come, first-served basis.

- It is the responsibility of each family to select their 10 allotted days as early as possible. If 10 days are not selected each month, the days are forfeited and will not be reimbursed or carried-over.
- Families may make changes to their selected days at any time using the Scheduling App, but should be aware that calendars open to casual families at the beginning of each week.
- SCD absolutely will not permit children who are not scheduled via the Scheduling App to be present at the daycare as this will put us over our government regulated staff-child ratios.

### Daily / casual drop-in Scheduling

- Drop-in care will be available only when regularly scheduled children are not attending for any reason.
- When a drop-in spot is available, a notification will be sent via Scheduling App to all registered families (including wait-list families). The spot will be reserved for the first user to respond. This user will pay for the drop-in spot at the time of booking. This is non-refundable whether or not their child attends.
- Calendars will be viewable weekly for casual booking
- In the event that a full-time user attends as a drop-in, they will not be charged the drop-in fee (e.g., if they require care on a day previously opted out of that becomes available via drop-in)
- In the event that a part-time user attends a drop-in day in addition to their 10 allotted days, they must be charged the full-time fee for that month per Ministry regulations. This allows, but does not guarantee, them access to as many days as are available in that month.
- Daily drop-in fee is applied regardless of time attended

### Leaves and Absences

- If families do not require child care for a scheduled date, they are encouraged to contact the daycare as early as possible; the space will be open to drop-in users as above. Monthly rates will not be pro-rated due to missed dates.
- If care is not required for an extended period (e.g., Maternity Leave), families have the following two options:
  1. Continue to pay for the enrolled childcare spot to maintain the spot during their leave. Spot may be sublet or offered as drop-in at discretion of the Director, but spot will be guaranteed upon return from leave.
  2. Pay wait-list fee and be placed at bottom of wait-list. If spot becomes available during leave, family will be required to pay subsequent wait-list fee to retain position on wait-list or pay monthly enrolment fee to retain spot in daycare. Spot is not guaranteed upon return from leave.
- All fees are to be fully paid regardless of child's attendance for illness, vacation, holidays, etc. Payment in full guarantees there will always be room for your child. It is up to your discretion whether your child is here or not on a particular day.

### Vacation

- Each full-time user may receive one two-week (10 consecutive care days) vacation per year in which fee will be prorated at half the monthly fee.
  - o User must inform Director of intent to take vacation at least two weeks prior to their last day of attendance.
  - o If vacation time spans two calendar months, the pro-rated fee will be applied to the latter month.
  - o Vacation is optional
- Each part-time user may receive one calendar month per year in which they access 5 care days and fee will be prorated at half the monthly fee.
  - o User must inform Director of intent to use vacation month by the 1<sup>st</sup> of the preceding month.
  - o Care days to be selected via Scheduling App
  - o Vacation is optional

## Arrivals, Departures, and Transportation

### Parking and Building Access

- Families may access building through street-facing (West) door
- Parking is permitted in front of building (Ohlen Street) and on North side of building.
- Parents may access building using key fob

### Arrival

- Children must be accompanied by an adult or mature minor at arrival.
- Children must be checked in via the HiMama app when they arrive. Attendance reports are signed and submitted to the Ministry of Social Services for calculating subsidy amounts covered.
- If a child is going to be absent or late, guardian must inform SCD as soon as possible. This allows us to offer the spot as a drop-in, helps staff when implementing program plans for the day, and ensures we have adequate meals.
  - o If SCD is not contacted by 30 minutes after scheduled arrival time, a late fee will be applied per Policy 8.
- Each child will have an expected arrival time indicated on their registration form.
  - o Children are expected to arrive within 15 min of scheduled time
  - o Arrivals are expected to be between 5:30 – 10:00am.
    - Under no circumstances may a child arrive prior to 5:30 am
    - Early drop off fee of \$20 per half hour for first and second offence, third offence may result in termination of service per Policy 22
  - o If child is dropped off later than 10:00AM, their group may be out on a walk, at the park or other community events; they will temporarily join another group.
  - o Drop offs between 12:00 – 2:00 should be avoided to prevent disruption of nap

- o If a child is more than 30 minutes late, families will be contacted
  - o Changes to expected arrival time must be communicated to Director using HiMama app as soon as possible.
  - o Continued failure to inform Director of a late arrival may result in a “strike” per Policy 22 Termination of Services at discretion of Director
- Parents are encouraged to help children remove their outdoor clothing, place their belongings in their assigned locker, and escort the child to their room.

### Departure

- Children will only be released to adults or mature minors listed on the child’s release form.
  - o Families must notify Director in advance in writing or using HiMama app if an unlisted person will be picking up a child.
    - Written or verbal confirmation from the parent is always required in order to release the child to someone who is not listed on the release form.
    - Anyone picking up the child may be required to show identification.
    - Ensure the alternate pick up person has your fob
- Children are expected to be picked up within 15 minutes of scheduled time
  - o Under no circumstance may a child be picked up later than 6:00pm
  - o Children may stay later than 5:30 only if special arrangements have been made; this may only occur once per month
  - o Late pick-up fee of \$20 per half hour for first and second offence, third offence may result in termination of service
- If you have not notified the centre about a late pick up and we are unable to contact you, your emergency contacts will be notified.
  - o If we are unable to reach you or the emergency contacts within an hour the Department of Social Services / RCMP will be contacted to take custody of the child until the parents/guardians can be located.
- SCD will not be part of any custody battle. No tolerance for any confrontations regarding custody issues. If a court order exists, a copy must be placed in file.
  - o If your child has restricted access to another parent/guardian or person, a copy of the court order must be provided to remain in your child’s file.

### Transportation

- The SCD may walk children to and from Macdonald School on scheduled Kindergarten days when staffing permits. On days where weather predicted is -28C with windchill or below, parents are responsible for transporting their children to and from school.
- SCD will not offer transportation for daycare services. All parents and guardians are required to arrange their own transportation for pick up and drop off.
- Transportation may be provided on outings. The method of transportation will vary based on location of activity, number of children attending, and cost.



## Daycare Activities

### SCD Philosophy

- During the early years, children learn best through a play-based curriculum that is both stimulating and exciting
- Children grow as individuals and learn best through play as they explore the world around them; children thrive when they have the opportunity to immerse themselves in activities that interest them
- Families are encouraged to provide feedback and ideas to diversify programming as appropriate

Our programming will emphasize the following goals:

- o Well-being
  - o Play and playfulness
  - o Communications and Literacy
  - o Diversity and Social Responsibilities
  - o Fine and gross motor skills
  - o Age appropriate problem solving skills
- The program provides a full range of activities to meet individual needs of children in a variety of age groups. Regular Activities include:
    - o Fine and Gross Motor: beads, lacing, painting, puzzles, art, play dough, colouring, gym, outdoors play, yoga
    - o Cognitive: Board Games, puzzles, stacking/sorting.
    - o Language: Books, circle time, music, puppet shows, flannel stories, exposure to French, Spanish, and Indigenous languages
    - o Social/Emotional: Books, encouragement, hugging, discussing feelings, breathing and meditation exercises

### Daily Routine

- o Each day is intended to be flexible and responsive to children's needs and interests; however, a predictable daily routine helps to create a stable and predictable environment for the children.
- o The following sample schedule outlines the daily routine and activities offered at SCD, but is subject to variability from day-to-day.

### Outdoor Play

- Outdoor play is an important part of children's healthy development.
- Expect that children will play outside each day and provide appropriate clothing for the weather (exception: temperature is below -25 C with wind chill or above 33 C with humidity; or at discretion of Lead Educator)

### Daily Schedule

5:30	7:30	Welcome children, free play, optional sleep and/or snack
7:30	8:30	Welcome children, free play, activity
8:30	9:00	Clean up and wash hands, snack
9:00	10:00	Activity, free play, stories, and/or music
10:00	11:00	Outdoor play and/or activity
11:00	11:30	Clean up, wash hands, bathroom
11:30	12:15	Lunch
12:15	2:45	Quiet time, nap, quiet activities
2:45	3:00	Wash Hands, snack
3:00	3:45	Centre time
3:45	5:00	Outdoor play, activity, or free play
5:00	5:30	Free play, pick-up

### Rest Periods

- To ensure the well being of each child, we encourage all children to have a rest period. Rest is an important part in healthy development and all children benefit from a calm relaxing time.
- Nap times take place from 12:30 p.m. to 2:30 p.m. The room will be darkened, music/white-noise and cots will be provided. Parents must supply their own blankets and/or pillow.
- Children are only required to be in the nap area for as long as they need. Children are not required to nap, but if a child seems overly tired they will be required to have a rest in the nap area.

### Outings and Excursions

- Outings and excursions are fun and an exciting way to enhance any learning experience. These are often a starting point to encourage children to explore the world around them.
- Outings are within walking distance and may include: walk around the neighbourhood; Macdonald School (gymnasium, park, outdoor classrooms, trails, hill, etc.); Skating; Visit to Stockholm Library, etc.
  - Notice and permission is not required for daily outings
  - Push-buggies may be used to transport children during outings
- Excursions require vehicle transportation and may include: Bowling, Swimming, Special tours, etc.
  - Prior to any excursion, parents must sign a consent form provided by the centre. A 24hr notice will be given to the parents prior to any excursion.
  - Parents are always welcome and encouraged to join us on any excursion. There may be a small fee to cover transportation or entrance fees. If a fee is needed, it will be included on the permission form.

### Diapering and Toilet Learning

- It is the expectation that families will initiate toilet learning prior to attendance at SCD or, in the case of young toddlers, during a period away from the centre (e.g., long weekend, vacation). This allows consistency for an easier transition for the child.
- Staff will work with families to assist with toilet learning using their professional best discretion. Parents are expected to initiate this discussion when they feel their child is ready.
- Parents must provide one week's supply of diapers each week
  - o Cloth diapers are permitted but will not be washed on-site. Parents must supply a wet-bag for used diapers which is taken home daily.

### Behaviour Management

- It is our belief that children need guidance, understanding, and positive direction to learn independence as well as appropriate and acceptable behaviour. SCD recognizes families' primary role in behaviour management. We will work with families to plan a supportive approach when addressing each child's development per Policy 12.

### Early Years Evaluation (EYE)

- EYE is an individual play-based assessment used to measure a child's developmental needs and pre-literacy skills. It is also used by the Good Spirit School Division to determine Kindergarten readiness.
- EYE findings will reveal strengths, may uncover areas of concern and will help determine if there are community resources or services that may be useful for your child or family. Early Childhood Educators will use this information when planning programming to assist children's development.
- An educator will administer the first EYE within the first six months following a child's start date pending their comfort level. We want children to have a chance to become familiar with SCD as well as the educator prior to administering the EYE. A permission form is part of the registration package.
- Families are highly encouraged to be part of the EYE screening process. The findings will be shared with families.
- Any child whose screening shows an area of monitor/concern will be offered skill enhancement activities both at daycare as well as for families in your home.

### Meals

- Children will be provided with a snack or meal every three hours per schedule. Timeline is approximate and may vary slightly from day to day; children may receive a snack at any time if necessary
- All meals are prepared on-site in accordance with the Canadian Food Guidelines supporting our belief in promoting good nutrition.
  - Menus will follow a 6-week rotation and are posted for parents to view
  - Any changes or substitutions to the menu will be posted
- Meals will occur at seated tables within each room; outdoor meals may occur from time-to-time.
- Staff will be present at meal times to assist children with packaging, etc. and to model healthy eating behaviours
- Children will be encouraged to eat the meals that are prepared for them. Children will never be forced to eat, and they will decide when they are finished eating.

### Food Allergies

- Food allergies are a serious concern for some children, therefore, we strive to keep our centre nut and shellfish free.
- It is the responsibility of the parent to notify the centre of any allergies including non-food allergies your child might have.

### Food from Home

- Parents may bring food from home, including breastmilk/formula, etc. if desired.
- Any food must be labelled with child's name and serving instructions.
- Any food sent should be healthy and require no preparation.
- For special occasions (e.g., birthdays) parents may send a special food item as long as there is enough for everyone in the room.
- Food brought from home must be inclusive to the dietary needs of the children in the room. If child comes to SCD with food containing nuts or shellfish, it will be discarded.

## Partnerships

- We believe that strong partnerships with community organizations and other initiatives will expand the opportunities for children who attend SCD and their families with reciprocal benefit to our partners
- We will strive to utilize local services and make local purchases whenever possible throughout the development and continued operation of the daycare.
- Existing Partnerships include: Good Spirit School Division, Macdonald School, Public Health, Saskatchewan Early Childhood Association, Village of Stockholm, Stockholm Communiplex, etc.

## Expectations of Parents

### Prior to Enrolment

- Families are encouraged to meet with the Director and tour the facility
- A legal guardian must complete all intake forms accurately and completely
- Families are encouraged to review Parent Handbook and full Policy Document and raise any concerns with Director prior to enrolment.

### Appropriate Behaviour

- All parents will sign our Code of Conduct upon enrolment and are expected to adhere to this code in all interactions with daycare staff and families whether on or off site
- The following behaviour is completely unacceptable in the centre:
  - o Obscene or demeaning language or behaviour
  - o Aggressive or overly loud voice tones
  - o Threats, intimidation or physical force
  - o Inappropriate conversations
  - o Inappropriate demands or expectations that conflict with the centre policies or procedures.

Anyone engaging in these behaviours will be asked to refrain. If the behaviour continues, they will be asked to leave. If any danger is perceived by anyone, the RCMP will be notified.

### Separation Tips

- Separation can be stressful for parents as well as children. Starting a new child care arrangement can be a difficult transition. Remember that we are here to make this new adventure as easy and enjoyable as possible for both the parent and the child. We have a caring team who are trained and prepared to help you and your child during the separation process. The staff members will provide reassurance and comfort for your child once you leave the centre. Always feel free to call or stop by the centre at any time to check and see how your child is doing during the day.

## Items Required from Home

- Ensure all items are labelled with child's first and last name
- Each child will be provided with their own cubby for personal storage.
- **Each child should have:**
  - o Outdoor wear (see appropriate dress)
  - o Indoor footwear (to be left at daycare)- runners are best
  - o At least two complete changes of clothing to be kept in cubby for when clothes get wet or dirty (send additional set of clothing if potty training)
    - Dress child in play clothes so they feel free to participate in daily activities that may be messy or stain clothing.
    - When your child is toilet learning, please bring lots of spare clothes for those times we are a bit late.
    - In the event that a child does not have a spare change of clothes and requires one, SCD will borrow the child a donated pair to be returned
  - o A blanket for nap time
  - o A water bottle
  - o Diapering supplies (diapers, wipes, cream)
- Toys from home will not be permitted other than their favourite comfort item to be used at nap.
  - o Children may bring personal items for Show and Tell, however the centre is not responsible for any lost or broken items.

### Appropriate Dress

- We offer activities that encourage children to freely explore and experiment. Sometimes the activities get messy - children will need to wear clothes that allow them to get dirty!
- We also encourage independence; teaching children to dress and undress themselves, children's clothing should be comfortable and easily put on and removed.
- Each child should have a change of clothing that is seasonally appropriate.
  - o Winter: jacket, ski pants, boots, toque, and waterproof mitts x 2
  - o Spring/Fall: rubber boots, splash pants
  - o Summer/Spring: hat for sun, shorts
- Providing extra clothing for changes in temperature is always a good idea. We try to spend time outside each day.
- Please label your child's clothing clearly to avoid loss and confusion.

### Expectations of Parents During Enrolment

- Utilize and regularly check HiMama and Scheduling App for daycare communications
- Limit communications before 7am and after 5pm to urgent matters
- Contact the daycare any time child will be absent due to illness, vacation, or other reasons. Due to operational expenses, parents will be billed regular fees when their child is absent
- Promptly pay all monthly and incurred fees
- Families always have access to our facility during hours of operation unless restricted by a custody agreement or court order.
- Families are welcome to participate by volunteering or offering their input and suggestions. This can be done directly with your child's Educator, the Director, or Board. We encourage you to bring any comments, questions or concerns to our attention immediately so they can be resolved accordingly.
- Inform the SCD immediately of any changes in your home address, phone number and employment information. This information is vital if there is an emergency.

### Volunteers and Guests

- Volunteers and guests are welcome at the SCD. This may include parents, guardians, community members, or special presenters
- Volunteers and guests must receive permission from Director prior to each presence at daycare and must abide by all SCD policies, including Code of Conduct and Covid-19 precautions.
- Duties of volunteers/guests may include: extra support to educators as requested; work closely with children who require one-on-one care; assist with eating, story-time, crafts, or other activities/excursions, etc.
  - o Volunteers may under no circumstances perform any activities with children unsupervised, assist children with toileting, or administer medications

### Confidentiality

- All child and family information is considered confidential. Access to a child's information records, is given only to the legal guardians of the child and the Staff of the centre responsible for the child.
- In case of an emergency or injury to a child, information may be released to the proper authorities, medical staff attending to the child, or in the case of suspected abuse, the appropriate child protection agency.
- Under absolutely no circumstance will private information be shared with other parents

### Photos and Media

- Photographs of children may be taken during activities in the daycare and field trips. These photos will be shared on the HiMama App and displayed around the centre for parents and the children to view.
  - o Photographs taken of your child may be posted on our Facebook page, our website, or sent to other parents
  - o If, for any other reason a child's photograph may be released somewhere not listed above, parents will be notified for further permission.
- A media release and photo consent form must be completed by each parent upon enrolment, whether agreed to allow child to be photographed or not.
  - o If consent is provided, the daycare has permission to photograph the child within the daycare.
  - o If a parent would not like their child to be photographed for internal or external purposes, they must advise the Director and will be accommodated.
- Photos of daycare activities in which no child may be identified may be publicly shared without explicit consent.
- **Do not make social media posts that jeopardize another child's confidentiality. Such posts will be deleted if seen.**

See Policy 16 for further details

**Administration of Medication**

- Medications will remain secured in Director’s office or kitchen and administered only as prescribed by a doctor or manufacturer directed dosage.
  - o In no circumstances should medications be stored in a child’s back-pack or locker (cough drops are considered medication and should not be sent with a child)
- All medications must be in the original container. It must be clearly labeled by the pharmacist with the child’s name, drug, and dosage.
- No child will receive medication without written permission from a parent or guardian (parent may give written consent to administer medication (Tylenol or Advil) via email or HiMama App).
- In the event that a child is prescribed a new medication, families must administer the first two doses to ensure child does not have an allergic reaction. Families must inform staff of the time of most recent dosage.

**Illness**

- To ensure the well-being of all children and staff members, a sick child cannot attend daycare.
- Children should be able to fully participate in the centre’s daily activities, outdoor play, walks, etc. If a child is too ill to comfortably participate in the regular day, they should remain at home until they are feeling better.
- If a child becomes ill while at the centre, the parents, emergency contacts, or in-town billet will be notified immediately to come and pick up their child. We expect that they will be picked up within 1 hour.
- Table 3 identifies symptoms for which children will be sent home as well as when they can return. Families may be asked to provide a doctor’s note stating child’s readiness to return to daycare.

**Sudden Onset of Fever:**

- A child can develop a fever for a variety of reasons.
- If a child’s temperature reaches 38.5°C or higher, parents’ permission to administer medication will be requested. A \$2/dosage fee will be charged if daycare’s supply is used.
- If within one hour of receiving medication the fever is reduced, the child can remain at daycare; if the fever is not reduced or if the parent does not approve of the administration of medication, the child will need to be picked up immediately.

- For some illnesses, there is a required time period where your child will not be allowed to attend. These rules are developed by health care professionals across Canada to ensure children are fully recovered in order to prevent the spread of infection to other children. If a child is diagnosed with any of these illnesses, the parent will be asked to fill out a Return After Illness Form to return to SCD.

**- Knowingly violating illness policy (i.e., dropping off a visibly ill child or failure to pick-up a quarantined child within one hour of notification) will result in a \$50 illness fee due to increased cleaning and sterilization required. Repeat violations may result in termination of service**

**Head Lice**

- o SCD has a no-nit policy to control the spread of lice. If a child has been found to have lice and/or nits, contact will be notified and the child must be picked up immediately.
- o The child cannot return until he/she has been properly treated.

**Allergies**

- o All known allergies must be posted for all staff members to see.
- o All staff will complete anaphylaxis course
- o Families with children who have life threatening allergies must provide SCD with up-to-date epipen annually to be kept at SCD

<b>A child with these symptoms is can not attend:</b>	<b>Child can return to centre when:</b>
<b>A fever</b> of 38°C taken under the arm or in ear	Fever remains below 38°C without medication
<b>Diarrhea:</b> 2+ runny/loose or green stools in a day	48 hours since last case
<b>Vomiting</b> at centre	24 hours has passed since last vomited
<b>Loss of appetite, nausea, abdominal cramps</b>	24 hours has passed
<b>Antibiotics</b> have been prescribed.	Child has taken 2 full doses with no reactions.
<b>Chicken Pox</b> <b>Measles</b> <b>Mumps</b> <b>Rashes</b> <b>Pink Eye</b> <b>Other infections, infestations, rashes, severe itching and/or unusual skin color</b>	<b>Whooping Cough</b> <b>Strep Throat</b> <b>Impetigo</b> <b>Scabies</b> <b>Head Lice /Nits</b>
	Following the guidelines of Public Health/Physician for incubation period.

### Communicable Disease

- If it is suspected that a child has/may have a communicable disease while in the care of SCD, the child will be placed in an isolated area and is required to be picked up immediately.
- No child shall be brought to SCD with a communicable disease, until the period of contagion is over (this will vary with different diseases). Prior to the child's return, SCD 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.
- Parents are required to inform the daycare of a positive diagnosis within twenty-four (24) hours.
- If and when there are known communicable diseases that have entered SCD, the director will advise families with the information regarding the disease.

### Covid-19

- o SCD will adhere to all national and provincial health guidelines regarding Covid-19; we recognize these are frequently changing and will inform families promptly of all changes.

### Injuries

- o Regardless of type of injury, a report will be completed by the staff, signed by the Director and the family before being placed in the child's file. Any time a mark may be left on a child, staff will complete a report.

### Minor injury

- o Examples of minor injury: scratch, fall that may cause a bruise, blister, bite from bug, bloody nose.
- o Staff members will administer simple first aid in the treatment of minor injuries.
- o Families will be notified at pick up time.

### Serious Injuries or Illness

- o In the case of a serious injury, the child will be transported to the hospital by ambulance and the parent or emergency contact will be contacted immediately.
- o A staff member will accompany the child to the hospital. If parent is unable to be reached, staff will remain with the child at the hospital.
- o Costs of ambulance will be family responsibility.

### Emergency Closure of Daycare

- Emergency circumstances may result in closure of the SCD. Examples include, but are not limited to: weather related emergencies, power and water outages, flooding, fire, pandemic
- Children will be evacuated promptly and safely to Stockholm Communiplex. Families will be notified as soon as possible
- Staff and children will undergo regular evacuation drills

### Lock Down

- Should there be reason to believe a potentially dangerous person may enter the building, staff will escort children into each bathroom, Directors office, basement, and/or kitchen as appropriate.
- Exterior doors will be locked. Educators will place a large item in front of the doorways if appropriate.

### Fire

- Fire drills are conducted at least four times per year. During fire drills, children are taught the procedures required to safely evacuate the building. The children are taken outside the centre, weather permitting, to the Stockholm Communiplex parking lot.
- Stockholm Fire Department will tour the daycare at least once every three years

### Blizzard

- If blizzard conditions or extreme cold warnings exist, SCD families and staff are encouraged to delay travel. Thus, SCD's ability to operate is likely to be impacted by lack of staff.
- Director will be on site and keep close communication with families and staff via HiMama app to relay impact on services.
- If severe weather develops while already at the centre, staff will phone families announcing intent to close, requesting children be picked up by families or in-town billet

### Tornado

- In the event that a tornado warning is issued, the children will be taken to the basement and instructed to sit low, along the walls.

### Child Abuse or Neglect

- Child abuse and neglect is not tolerated. If workers have concerns about the safety or wellbeing of a child, including but not limited to physical, emotional, or sexual abuse or neglect, they are required by law to report this to the Department of Social Services per the The Child and Family Services Act.

### Impaired Guardian

- In the event that the person picking up the child is intoxicated or indicates a potential threat to the child, staff members will immediately contact an alternate emergency person listed on the child's file and request that the emergency contact pick up the child.
- Safe transportation to and from the daycare is important for all children. If staff suspects anyone who has dropped off or picked up a child while under the influence of drugs or alcohol, the staff will offer the caregiver to call someone else to assist with pick up. If caregiver refuses, the staff shall immediately notify the RCMP and Child Protection of this unsafe and illegal practice.

### Topical Products and Detergents

- SCD will use Health Canada approved products such (e.g., sunscreen, bug spray, laundry detergent, etc.)
- If families prefer that products are not used on their children or to provide their own products, they are responsible for providing alternative products or safe-guards

### Surveillance

- SCD board may maintain video and/or photo surveillance of any daycare space. Surveillance will be released to proper authorities if requested or deemed necessary by Board motion

## Inclusiveness

- Per Policy 20. Inclusiveness SCD will strive to be inclusive and accommodating of all families and individuals. This includes respect for children's chosen names, age-appropriate discussions of individual differences including family compositions, cultures, celebrations of holidays, and ways-of-life that may be different from their own;
- Prayer or other forms of worship will not be a part of regular programming (i.e., not recited in the morning or before meals). However, these elements may be incorporated into other activities as appropriate. This may include Christian stories, Indigenous teachings, Yoga chants, etc.
- Staff will be cognizant of gender neutral language and will avoid gender stereotypes regarding play, dress, or other activities
- SCD is dedicated to providing the best quality of care for all children, including children with special needs. All activities will be inclusive to all children, with modifications if necessary, to meet the needs of the child.

## Dispute Resolution

- Families are encouraged to communicate directly with the staff immediately supervising their children; if they are uncomfortable or the issue is not resolved, they may raise it with the Director; if a satisfactory solution is still not achieved, parents may raise the issue with the Board.
- The board, staff, families, and children at SCD must be treated in a respectful and professional manner. Any abuse, be it verbal, physical, or emotional, by parent may result in termination of service and the dismissal of all children belonging to the parent at the SCD.
- **Minor concerns:** parents are welcome to discuss any concerns with the staff, Director, or Board at any time. We have an open door and encourage you to ask questions.
- **Complaints:** all complaints will be directed to Director to discuss what can be done to rectify or correct the situation. Open and honest communication helps to clear up concerns. Working together, with the child's best interest in mind, most concerns or complaints can be cleared up.
- **Disputes or Controversies:** See Policy 21

## Termination of Service

### When a family wishes to terminate service:

- As “last month” fee is paid upon enrolment, families will not be charged for their last month of service; if payment has already been made, it shall be reimbursed less any fees.
- Parents are encouraged to give as much notice as possible when withdrawing their child. At minimum, notice must be given by the last day of the month prior to their last month. If this is not provided, the pre-paid last month user fee is forfeited.
- If parent chooses to withdraw child from SCD for any reason, there is no guarantee that the space will be available if they wish to re-enroll. Unless they have continued to make payments in the child’s absence, the child will need to re-join the waitlist.

### Termination by board

- SCD reserves the right to terminate the contract for child care services for just cause.
- The Board will use a “three strikes” model in determining termination. If a family receives “three strikes” within a six month period, their case will be presented to the Board with grounds for termination. Family will be informed of a strike in writing by Director within two days of occurrence. Strikes are cumulative among all children in a family.
  - o The following situations constitute 1 strike:
    - Failing to inform Director of an absence at least 30 minutes after expected arrival
    - Greater than 15 minutes late for pick-up
    - Drop-off 15 minutes or earlier from scheduled drop-off
    - Knowingly attending while ill or contagious
    - Failure to pick-up child within one hour of contact when ill
    - Failure to pay or late payment of monthly or incurred fees
    - Abuse of staff member, board member, or another SCD family be it verbal, physical, or emotional
    - Obscene or demeaning language or behaviour
    - Aggressive or overly loud voice tones
    - Threats, intimidation or physical force
    - Inappropriate conversations
    - Inappropriate demands or expectations that conflict with the centre policies or procedures.
    - Violation of code of conduct
    - Any other policy violation at discretion of Director
- In extreme cases of misconduct, Board may terminate service in absence of strikes

### Fees and Belongings

- All fees must be paid prior to the child’s last day of attendance.
- All items belonging to child must be removed from the facility on their last day of attendance; items left at daycare upon termination become property of daycare