



PARENT HANDBOOK

REVISED EDITION

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Welcome!

Welcome to Kids Campus Daycare. We are glad you have chosen to place your child in our program.

We would like to clarify that although we are located on the University of Lethbridge campus, we are not affiliated in any way with the University. Our program is privately run on a lease agreement (for using their facility) with the University of Lethbridge. That being said, we consider our program very fortunate to be situated within such an inspiring learning environment. We understand that high quality programming of a campus daycare is expected by the parents of children who attend the daycare, as well as by the many students and faculty who have made a long term financial commitment to the construction of the facility. In response to this expectation, our program explores various on-campus programming opportunities for both our staff and children.

Program Philosophy

We believe that the first 5 years of life is the most critical time for your child as they are developing to their full potential. The staff, in partnership with parents, will provide a program to promote every developmental area of your child through our "Learning Through Play" philosophy. As your child learns and discovers new knowledge, we will facilitate their growth in these key areas:

Social Development: We will provide opportunities for social interaction. The caregivers will model and encourage skills of sharing, cooperation, and respect.

Physical Development: Caregivers will provide opportunities to develop fine and gross motor skills through indoor and outdoor play activities.

Intellectual Development: The caregivers will provide learning centers that will be interesting and challenging for the children. This will provide opportunities for exploration that increases your child's practical knowledge of the world that surrounds them.

Creative Development: The program will have opportunities for the children to creatively express their ideas through play activities.

Emotional Development: The centre will support the emotional development of the children by encouraging expression of feelings and the development of positive relationships with others.

The centre provides an informal atmosphere and a child-oriented, developmentally appropriate curriculum where children learn not only through their play, but also their environment (children have the opportunity to become independent and successful in the environment and the problems that arise.)

Program Goals

- To promote all areas of development: social, physical, intellectual, creative and emotional.
- To provide a stimulating environment that provides choices to the children: blocks, art, manipulative, housekeeping, science/discovery, sand/water, music and a language center.
- To respect all family's values and beliefs.
- To provide a place that meets the needs of the families involved in the program.
- To provide a safe, caring, and inviting environment.
- To develop trust in those around us. A child's first group experience is often the initial try at trusting adults. Trust is based on security, protection, acceptance and unconditional regard.
- To promote self-value through a strong sense of self-identity to be able to belong in a group environment.
- To guide self-control through helping children to recognize their ability to control their own behavior -- that is, we can make decisions that affect our behavior.
- To develop large and small muscles through indoor and outdoor play.
- To work on learning age appropriate skills such as colors, numbers, letters, shapes etc.

Mission Statement

Consistent with our program philosophy and goals, our mission is to provide a stimulating learning environment where life time learning begins.

Open Door Policy

Parents are welcome to stop by any time. No appointment necessary.

Non-Discriminatory Statement

No child will be denied enrolment on the basis of his/her race, religion or special needs. We do retain the right to deny enrolment if all of our spots for a particular age group are filled or if we establish with parents that we do not have the needed training, equipment, or resources to work with a child with special needs. This decision would be based on the best interest of the child since our goal is to meet the needs of each child. In this case we would suggest more suitable programs in the community.

Program Policies and Procedures

Program policies and procedures are consistent with both licensing and accreditation childcare regulations. Some current policies have been developed with input from parents. Policies are annually reviewed and modified to meet prevailing needs. Please take the time to read our handbooks for very important information about how and why we do what we do within our program. Your compliance is highly appreciated and we welcome any feedback you might have.

Program Features

We pride ourselves in our commitment to offer best practices. Our staff are all early childhood professionals, with certification levels from level I (child development assistant), level II (child development worker), to level III (child development supervisor). We maintain a balance of skills and personalities in our staff which blends to create a fun filled, energizing learning environment. Our program is organized in such a way to provide continuous success for our families, the children and the staff. Our staff members have multiple opportunities for professional development workshops throughout the year. We utilize other local community educational resource agencies including membership with the Centre of Excellence and Directors Association. We also provide families information about local agencies that provide resource support for early childhood development.

Program premises positions us well within the University of Lethbridge campus with access to age appropriate on-campus facilities, e.g. the University library, and the University Curriculum Laboratory learning materials. Outdoor activities include on-campus walks, around the lake, a peek into some university facilities, and planned field trips. Our indoor space provides opportunities for indoor gross motor activities and structured learning experiences outside the classrooms. We invite families in our program to introduce their culture to us through pictures, music, dance, art, dress-up attires, and presentations. Depending on a family's unique needs, we will provide contact information to appropriate agencies within the community to provide required support. We also have several opportunities for families to participate and provide feedback to improve program operations. Planned activities are based on child's interest and developmentally extended to stimulate productive learning, fun engagement, and interactions.

Our centre meets the indoor space minimum requirement of three square meters (3sq.m) per child. The washrooms and washroom fixtures are conveniently located and easily accessible to children. Diapering stations are located near the washrooms so that staff is still able to supervise other children within the classroom. We have an open area where we can have special event gatherings, indoor gross motor and structured learning activities. This open area is walled in with a half door to secure the children within this space. We have a nice large room that supports adequate space designated for administration and staff needs. There is a public washroom by the main entrance with wheelchair access for children and adults. All rooms in the daycare are designed with large windows to maximize natural lighting.

Outdoor space is within easy and safe walking distance from the program premises. Our centre outdoor play space accommodates at least 50% of our licensed capacity of 56 children at one time. The play area is securely enclosed by chain link fence and split into two sections: 330 square meters and 170 square meters respectively. Space can accommodate and effectively facilitate 50% (28 children) of our licensed space at the same time with conducive to effective supervision in all areas. Program will maintain an outdoor mixed age group supervision ratio consistent with schedule 27(3) (b); 27(4) childcare licensing regulations. Outdoor routine will start from 10:00am till 11:30am by

rotation to allow a minimum of 45 minutes play time per mixed age group.

Outdoor supervision ratio in mixed groups will be as follows:

Youngest Age	Oldest Age	Maximum Number of Children
19 months	4.5+ years	16
19 months	less than 4.5 years	14
3 years	4.5+ years	18
Infants	less than 3 years	10
Infants	less than 4.5 years	12
Infants	4.5+ years	14

Facility Maintenance and Security

The University of Lethbridge maintenance department provide maintenance services to us as part of our lease agreements. Some services are provided for free and others at a service charge. We maintain daily cleaning and sanitizing of our indoor environments and toy cleaning using bleach or quats solution. The University of Lethbridge Campus Security personnel daily patrol program premises for routine safety checks. We have a control panel box located by the main entrance that connects our building to other university structures. Control panel beeps to alert us about any mechanical or human related activities taking place within our building or in other on-campus facilities. We also have four fire extinguishers onsite and one AED that can be used for both adults and children. Fire drills are observed once a month. Staff members have training in First Aid/CPR/AED, receive onsite training in the use of a fire extinguisher through the city of Lethbridge fire department and in use of emergency medication for allergic reactions such as Epi-pens, training on Sudden Infant Death syndrome (SIDS). Main entrance door may be locked, please push access button to be let in.

Programs Offered

We are currently licensed for 56 children and offer only fulltime care for children from 12months to age 6. We have 5 classrooms divided into these age groups:

Age Group	Max. Number of children	Room Names	Staff-Child Ratio	Min. Full Time Staff
12-18months	8	Koala Room	1:4	2
19-35 months	12	Penguin Room	1:6	2
19-35 months	12	Tiger Room	1:6	2
36 months +	18 (numbers fluctuate during the day with pre-school and kindergarten children)	Kangaroo Room	1:8	2-3
36+	6	Monkey Room	1:8	1

Supervision Ratios

Ratios are one of the most important aspects to providing safe quality care for your child. There is always a minimum of two staff on the floor at all times and one staff at nap time (supervision ratio doubles during nap time). Drop off time cut off is at 10:00am daily. Children will not be received between 10:00am and 2:00pm.

Part Time Enrolment

We no longer offer part-time enrolments effective December 2014.

Infant Enrolments

As of September 2017 we are no longer accepting children under 12 months.

Wait List

As part of our contract with the University of Lethbridge, priority is given to the university community in this order: Students, Faculty, then Staff. Parents are encouraged to sign-up through the online application form as soon as possible on the University of Lethbridge website. There is a \$30 registration fee when applying for the online application. In addition, those children who are accepted into the University Day Care will have an additional \$20 wait-list fee applied to their first month of child care. <http://www.uleth.ca/vpadmin/daycare/>. Siblings of children enrolled in our program are given the highest priority over other selection criteria. Applications are sorted into priority groups, and are prioritized by date and time stamp of the initial application. Members of the community not affiliated with the University of Lethbridge have the opportunity to enroll in our program if no member belonging to the university community is able to take available spots.

Registration Fees

Subsidized Families:

Families are required to pay a \$500.00, security deposit. This payment can be made over a two month period if required. The \$500.00 will be put towards the last month of childcare, any remaining balance will be paid out to parents.

Non-Subsidized Families:

Families are required to pay a \$500.00, security deposit. This payment can be made over a two month period if required. The \$500.00 will be put towards the last month of childcare, any remaining balance will be paid out to parents

Please Note that prior to registration all families needing to hold a childcare spot for longer than a one-month period is required to pay a non-refundable holding fee of \$500.00, this holding fee will be applied to the first month of childcare.

Fees

A one time non-refundable registration fee of \$50.00 is required plus applicable childcare fees. A one-month non-refundable fee of \$500.00 is due if you are holding your childcare spot for more than a one-month period and the remaining balance must be paid on or before your child's first day of daycare. Childcare fees are due on the last working day of the previous month. If you are subsidized, subsidy approval **MUST** be in place before your child is able to start. **The program does not liaise with the subsidy office or with a third party with regards to childcare payments. Parents are responsible for ensuring that their full childcare payments are in place as at when due. Subsidy application** is available through the Southwest Alberta Child and Family Services located at 343 200 5th Ave. South, Lethbridge. Telephone: 1-877-644-9992, or 1-780-644-9992 Fax: 403-381-5791, E-Mail: South.west@gov.ab.ca

Program fees are subject to change and parents will be adequately notified in advance. Effective Sep 1st, 2017

Program Services	12-18 months	19-35 months	35+ months
Full Time Care	\$875	\$800	\$800
Full Subsidy-Parent Portion	\$247	\$254	\$254

We currently accept CASH, CHEQUE, DEBIT CARD (\$1.00 surcharge fees) & E-transfers to acslukcd@gmail.com We are no longer accepting credit card effective December 2014 due to high surcharge fees. Please make all cheques payable to Kids Campus Daycare. If a cheque is returned we will notify you immediately and you will be required to pay cash, plus the NSF fee of \$50.00. If a second cheque is returned, we will only accept cash, or debit card. The centre reserves the right to exclude a child from the program if the appropriate fees are not made as at when due. Payments are due on the last working day of the previous month. Any late payments will be charged \$10/day up to 10 days and if payment is still not received childcare will be terminated and alternate actions will be taken to recover the money owed.

Annual Program Closures

New year	Family Day	Good Friday	Easter Monday	Victoria Day
Canada Day	Civic Day	Labor Day	Thanksgiving	Remembrance Day
Dec 24 @12:30pm-Jan.1 (Subject to change)				

Program Hours of Operation

We are currently licensed to be in operation from 7:00am-5:30pm daily. Drop cut -off time is at 10:00am daily. Children will not be received between 10am and 2:00pm. As we do not want any child to feel rejected, we really would appreciate your compliance to our drop-off times. All children MUST be picked up by 6:00pm. Late pick-up is not encouraged as we do not want to keep back any of our staff past their shift so they can attend to their personal life needs. If your child is not picked up by 5:30pm, a late fee of \$5.00 for every 5 minutes per child will be applied. This fee is to cover overtime for the closing staff. If by 6:05pm parents still have not contacted the centre, the emergency contact will be called. If by 5:45pm there is no contact or pick-up arrangement with parent or alternate contact person then the Social Services or the police will be contacted.

Daily Schedule

Each room operates differently depending on the age groups. Please check with the staff in your child's room for specific room schedules. Below is a basic outline of our program schedule:

General Program Schedule

7:00am to 8:30 -----Arrival and free play
 8:30am to 9:00 -----Preparation for morning snack
 9:00am to 9:45am -----Snack (am)
 9:30am to 11:30am -----Indoor/outdoor activities
 11:30am to 12:00pm-----Lunch
 12:00pm to 2:30pm -----Nap time/quiet time-table top activities
 2:30pm to 3:00pm----- table top activities or outside play
 3:00pm to 3:30pm -----Snack (pm)
 3:30pm to 5:30pm -----Indoor/outdoor activities/ Departure

Consistency is key to creating a predictable environment for the child. We encourage families to make an effort to bring in children daily and as early as possible. Children develop bonds with their peers and their teachers, they become settled as they master routines and transition cues, and classroom expectations become understood and are easily followed.

Orientation to a New Setting

We recommend that new children gradually transition into our program. We allow children to come and spend a couple hours at a time for 3 days before their start date. Other arrangements can be made to accommodate longer transition periods if needed. Children whose parents would like to leave and return later must have already submitted a completed registration package with us and are required to sign-in and sign-out in our attendance binder. We also offer flexible internal transition schedule for children who need to move up to the next classroom. Parents and children will be notified of this move with the names of their new teachers, and assisted with strategies to settle into the new class and the new class routines.

Arrival and Departure

All parents are required to sign in their child at the beginning of the day, as well as sign out at the end of the day. This is very important for families on subsidy to maintain their subsidy status and also in case of an emergency evacuation to

accurately account for all children in attendance. Drop off time cut off is at 10:00am daily. Children will not be received between 10:00am and 2:00pm. As we do not want any child to feel rejected, we really would appreciate your compliance to our drop-off times.

- We are open from 7:00am until 5:30pm, Monday through Friday except on statutory holidays and closure during Christmas break. eg. (December 23 at 12:00pm to January 1, New years)
- Children must be dropped off before 10:00am or after 2:00pm as this is our lunch and nap period and it is often difficult for the children to transition into the program between these hours. Children dropped off between these hours will not be accepted without prior arrangement. Parents must call by 9:00am at the latest to inform us about any changes to drop off time.
- During drop off or pick up, please ensure that there is no other child besides yours by the exit doors. Please alert a staff about an unattended child.
- Please note that we are only authorized to release a child to his/her parents or someone the parents have designated. If someone else is picking up your child, the centre requires written consent, and a photo ID. We cross-reference the name to the Authorization Cards you have filled out. Children are not released to siblings under the age of sixteen.
- We encourage parents to minimize car idling during drop off and pick-up times.

Drop –Off Policy

Effective May 1st, 2012 a drop off policy was adopted during a parent-staff meeting and as of January 1st, 2016, drop off time was changed from 11:00am to 10:00am. All children must be dropped off latest by 10am daily. Children will not be accepted between 10:00am -2:00pm daily without prior arrangement with the program. Parents must call in latest by 9:00am to notify us of any changes to drop-off routine. This rule is applicable to ALL children enrolled in our program. Individual rooms with planned off-site activities will communicate drop-off time with parents for off-site activities requiring much earlier arrival times. It is very important that your child arrives on time for all planned off-site activities.

Administration

When you enroll your child, there will be some mandatory paper work that must be completed promptly and returned to the centre with the necessary fees before your child is able to start. We require a photocopy of parent's drivers license or any government issued I.D upon enrolment. In addition, please provide a copy of a passport photograph of your child. Families eligible for subsidy coverage must submit a copy of their subsidy approval letter before their start date. For subsidy application please call 1-877-644-9992 or 1-780-644-9992. Please note that we do not liaise with subsidy office or a third party agency. Parents are responsible for maintaining their subsidy status requirement and that childcare fees are paid as at when due.

Administrative Paper Work

Registration Package:

- Child's name, date of birth, home address, and phone number
- Parent's names, address, phone number and email address (work, home, cell)
- Photocopy of parent's driver's license or any government issued photo I.D
- A passport photograph of your child.
- Medical information and Alberta Health Card number
- Emergency/Alternate contact cards (4-sets)
- **P.O. Box addresses NOT ACCEPTABLE (Please provide land description)**
- Immunization records (or waiver form)- **Please obtain and submit a print-out from the Health Unit**
- Allergy information form (Anaphylaxis) if applicable
- Terms of Agreement
- Handbooks Agreement Form
- Peanut and nut policy form
- Subsidy Approval letter (if applicable)
- Exit interview form

Consent Forms:

The following consent forms must be signed by parents on behalf of their child before any of these activities can take place:

- Field trips
- Photographs
- Practicum student observations and video recording
- Public media
- Medication form
- Emergency medication administration –E.g. Epi-pen, puffer, benadryl
- Research subjects

Child Discipline and Guidance

PLEASE KEEP IN MIND THAT WE WILL NOT USE CORPORAL PUNISHMENT OR VERBAL ABUSE INCLUDING: SPANKING, YELLING, SWATTING, BEATING, SHAKING, PINCHING, OR THREATENING TO WITHDRAW BASIC NEEDS.

We:

- Redirect and encourage the children
- Reason with and set limits for the children
- Model appropriate behavior for the children
- Modify the environment to attempt to prevent problems before they occur
- Listen to the children
- Provide alternatives for inappropriate behavior
- Provide natural and logical consequences
- Treat the children as people and respect their needs, desires, and feelings
- Guide children through the problem solving process while resolving conflicts
- Explain things to the children at their level
- Use short supervised periods of time-away
- Stay consistent; Use positive directions and communication

WE DO NOT:

- Spank, shake, bite, push, pull, slap, or otherwise physically punish the children.
- Make fun of, yell, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children
- Shame or punish the children when bathroom accidents occur
- Deny food or rest as punishment
- Relate discipline to eating, resting, or sleeping
- Leave the children alone, unattended, or without supervision
- Place the children in locked rooms, closets, or boxes as punishment
- Allow discipline of children by children, criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

Nutrition

We provide snack in the morning around 9:00am, and in the afternoon around 3:00pm. We provide a hot lunch every Friday. Parents are responsible for providing lunch/side meals for their child on other days. All meals brought into our centre must be **NUT FREE** foods/snack in lunch boxes labelled with a disclaimer “may contain nuts, tree nuts...” will not be served. We will always send out a monthly snack menu for your review. Parents are welcome to provide feedback about any potential choking hazards, healthy food groups, or state what they do not want their child to have. We will make an effort to provide alternate meals or request parents provide alternate meals. All children will be seated while eating or drinking and proper hand washing routine will be modeled. ***Please note, we DO NOT allow gum or money into the centre due to choking hazards. We recommend that parents who have concerns about their child not eating their main lunch or healthy sides, to cut back on the amount of sweets they pack in their lunch. We do not force or make children eat.**

Nap Time

Drop off time cut off is at 10:00am daily. Children will not be received between 10:00am and 2:00pm. This time is when children are settling down and getting ready for lunch and nap time. Nap time is observed in our infant and toddler rooms but not in our preschool program. However, we accommodate children who become tired and desire a nap. Even though not all children nap, children who will be in attendance for the day must be dropped off **before 10:00am or after 2:00pm**, whether child naps or not. As we do not want any child to feel rejected, we would appreciate your compliance to our drop-off times. * **Please note that children will NOT be given a bottle or a sippy cup when they lay down. Nap time is between 12:00-2:30pm**-To darken room during nap times, all lights are out, blinds and curtains let down with soft music playing in the background. Children who wake up while others are still sleeping are invited to a quiet activity, come out to the open area or go outside weather permitting.

Nap Time Supplies

Children who are expected to nap are provided with their own cot/crib, sheet and a blanket. Parents may also bring in a blanket or soother from home. Beddings are washed onsite once a week.

Other Supplies and Storage

All supplies brought into our centre must be labelled. Each child is provided with a bin with lid to store supplies and a hook to hang up jackets. Parents may bring in labelled backpack for more storage. We are not responsible for any lost, stolen or damaged items including but are not limited to clothing, toys etc.

Summer: Bug spray, sunscreen, sun glasses, sun hats, bathing suit, and towels

Fall: Jackets, sweaters

Winter: Jacket, snow boots, snow pants, mittens, toques

Spring: Rain boots, spring coats, rain coats

Outdoor Play

- Please dress your child in appropriate play clothing with shoes that adequately protect the feet. When the weather cooperates, we will spend time outdoors, ranging from a walk to playing in the backyard. The weather will have to be fairly mild before we take the infants outside.
- **The Owner/Director conducts inspections daily to ensure the building, play area and furnishings are in good repair. All materials and furnishings are hygienically cleaned regularly.**

Extra Clothing and Indoor Footwear

All children are required to have appropriate well fitted indoor and outdoor footwear. Please help your child change into their footwear prior to entering the classroom. All children need at least two extra sets of clothing kept at the centre.

Toilet Training

Please let the staff know ahead of time if you are planning on starting toilet training with your child. We ask that you begin at home first and we will follow through and encourage your child while at the centre. Please keep in mind that the activity level here can be more likely to distract your child from responding to an urge to use the potty than at your home. We also ask that during toilet training, the child be dressed in comfortable clothing to encourage independence. If possible, avoid pants needing belts. **Children from ages 3+ are expected to be already potty trained. This is because our preschool room does not have a diapering station.**

During toilet training, parents will need to supply:

1. **Three complete changes of clothing (including socks)**
2. **Extra supply of diapers or pull ups for nap time**
3. **Extra underwear**

Birthday Celebration

Birthday parties can be celebrated within our program. We strongly recommend that parents serve store bought items in the original package due to allergies and other food related concerns. Packaged store bought cakes or other snacks with the disclaimer 'may contain tree nuts etc' will not be served to the children. Please check with the program operator for grocery stores which carry nut free cakes. Only photographs of the celebrant may be taken unless a written consent is provided by the parents of the other children in attendance.

Home Toys

Our centre supplies a generous amount of age appropriate materials, toys, and equipment for the children to use. We ask that children keep toys and other personal items at home. A home toy may cause conflicts amongst children. Some home toys go missing or become damaged. A child needing a home toy to transition during drop off may do so and a staff will later guide the child to place the toy out in their cubby. We are NOT responsible for personal possessions that are brought into the centre.

Transportation Service

Effective October 1st, 2014 a monthly transportation fee of \$25 is applied to monthly childcare fees if applicable. We provide transportation to kindergarten programs for selected schools. *Please note we do not do transportation for other pre-school programs. As there are limited spots per school year, this is a first come first serve service.

Absences

Please call 403-332-4064 or email acslukcd@gmail.com if your child will be away. There is NO reduction fee for absences, days off, or holidays (including summer holidays). Drop-off cut off time is 10:00am. Children will not be received at the centre between 10:00am and 2:00pm daily.

Vacations

Parents interested in holding their child's spot due to an extended absence for all the days in any given calendar month must pay a holding fee of \$500 per month for each month away to hold their spot until they return. This does not apply to absences overlapping into other calendar months. Parents are required to give a 15 business day written notice if they plan on holding their child's spot for the following month.

Parent Participation

The success of our program, in part, depends on the quality of responsiveness and participation of our parents in daily program operations. While we do not instruct parents about how to raise their children, we are willing and ready to partner together with you to work out achievable developmentally appropriate goals for your child. We request that parents ask questions for clarity and provide us with feedback. There are various volunteer opportunities for interested parents to participate in our program:

- University of Lethbridge daycare Parent Advisory Board committee was dissolved April 2016 and replaced by daycare Parent Representatives
- Attend onsite monthly parent-staff meeting which is held on the first Thursday of each month for a 30 minutes' duration to collaborate with staff and program operators
- Volunteer on planned field trips with the children,
- Volunteer for any classroom routines. For example, read to the children, assist during snack or lunch time, and help put down children to sleep at nap times.
- Be a resource person or connect us to local programs, invite guest speakers, showcase your career in a child friendly way and also assist with planning events for the children.
- Donate beautiful junk items, old toys, learning materials or clothing.
- Respond to requests from program operators/staff for feedback /family survey/suggestions.

Beautiful Junk List

We encourage families to bring in items from home that can be used to in creating art activities and enhance in there child's play experience. Suggestions for items to bring are egg cartons, paper towel rolls, styrofoam trays, coffee cans, paper - all sizes, shapes, colors and textures, boxes – child-handling sizes in different shapes, corks, lids, yarn, colored string, craft wire, fabric scraps, buttons, beads, lace, fringe, ribbon, felt, feathers, acorns, seeds, colored sand and rocks, aprons, chef hats, plastic fruit and vegetables, baskets, margarine containers, posters, travel scenes, old calendar with large photos, tissue paper, film containers, bread ties, old cards.

Daycare Parent Representatives

Each school year two parents whose children attend our program will be nominated or self-nominated to serve as a Parent Representative. Their role is to be another medium for parents communicate their suggestions or concerns, and encouraged to attend program monthly parent-staff meeting. Parent names and contact information would be available to all.

Communication

Communication is highly recommended between parents and staff. Parents are encouraged to kindly and respectfully voice their concerns directly to the staff to ensure the concern is dealt with immediately. We have a zero tolerance for threats or abusive pattern of behaviors. Parent's are asked to voice concerns/questions with the use of our suggestions box located at the front entrance, send an email to uofldaycare@uleth.ca, talk to a parent representative, call us at 403-332-4064, or request for a parent conference. Please remember that our door is always open, and you can make scheduled appointments if needed. Please check our bulletin boards for relevant information about our program routine, licensing inspection reports, staff information, updates and other family friendly community events.

Child Custody

If you have a child custody order in place, the centre requires a copy of all legal documentation stating the exact order; with the full name of the parent who is NOT authorized to pick up your child. In the absence of legal documentation on file, the program is released from and is not liable for any litigation.

Confidentiality

Confidentiality of information regarding children and/or staff is a very important aspect of our program. While it is natural for a parent to express concern regarding another child's behaviour, please keep in mind that we CAN NOT discuss detailed information regarding another child. The staff at "Kids Campus Daycare" are always working with individual children along with their families and their information is kept confidential. We do not share information with student practicums or volunteers. Parent volunteers are required to sign a Confidentiality Form. All children's files and record are kept in a locked filing cabinet in the office accessible only to the staff at Kids Campus Daycare and program license officer.

Withdrawal from Program

If a parent wishes to withdrawal their child from the program, they MUST give a ONE MONTH written notice on the first of the month; otherwise the parent agrees to pay one full month fee.

Conditions for Termination of Care

If the centre gives termination of childcare service, the centre will and MUST GIVE TWO WEEKS written notice.

- *Consistent violation of centre policies and procedures, parent handbook and program expectations
- *Failure to make childcare payment for more than 10 working days after payment is due
- *Failure to pay subsidy fees due to loss of subsidy status
- *Uncontrolled child's aggressive behaviors with potential danger to self and others

When Your Child Becomes Ill

To maintain a healthy environment for all the children, certain illness calls for exclusion periods. For example, fever of 38 degrees Celsius, unexplained rash, vomiting and diarrhea. This means that your child will need to be kept home minimum of 24 hours to receive more affection and medical care for a quick recovery and to minimize the spread of communicable illness within the centre, if applicable. Please check our Policies & Procedures handbook for more details. We will not medicate your child with Tylenol or any such medication that is not doctor prescribed/and labeled. Please keep your child at home if he/she is not well enough to participate in both indoor and outdoor activities.

Program Evaluation

- Ongoing evaluation is done at our **monthly parent-staff meetings**. Potential changes to program offerings are discussed and feedback received informs us about general centre operations.
- A **suggestion box** is available at the centre for staff and parents to drop in anonymous notes about ideas and /or concerns.
- **Annual review of our handbooks** is done with input from both staff and parents.
- A **parent and staff survey** is conducted annually and response summary is used to sometimes make decisions that may affect your family. We encourage all parents to complete surveys when they become available. In the event of a need for immediate amendment, a memo will be sent out to communicate change(s).
- Ongoing Monthly Review of our QEP (Quality Enhancement Plan) is done at our Parent-Staff Meeting. We look at goals that have been met, and goals that are still needing to be met. We discuss any changes that we want to make to the QEP including adding goals and or removing ones we do not see working for our program

Smoking

SMOKING IS NOT PERMITTED ANYWHERE NEAR THE CHILDREN, AND / OR BY OUR PROGRAM PREMISES. Our washroom is not suited for cigarette butt disposal.

The Staff

The centre is staffed with professionals who have Early Childhood Certificates or Diplomas. Staff certification, photos, first aid/CPR certification, are posted onsite. If you have any concerns or questions, please feel free to bring them forward. We do have various practicum students throughout the year from local community colleges, however, they are only here for educational purposes and do not count in supervision ratios. Inspection reports about program will always be posted for your review on our parent board.

Practicum Student Placement-Class Video Observation

We provide support to students in higher institutions within our community who need practicum placement as part of their course requirement. We typically get students from the Lethbridge College and the Bow Valley College. During placement, students are required to complete observation reports. In the past students had the recording on an SD card or DVD (student instructor/supervisor recorded using a video camera) and they used this to write their self-evaluation. Recording was deleted by the student as soon as the written assignment was completed. The decision to move to the use of the students' personal phone camera is to support the maintaining of confidentiality of the recorded segment. In the past students have lost or mis-placed the SD cards or DVDs. Having the recording stored on their phone temporarily (which is rarely out of their sight) and taking up storage space creates immediacy to removing the recording. The students are required to sign a confidentiality form with the College and attend a practicum seminar about the critical importance of maintaining the confidentiality of the program, and families they work with. They are required to delete the segment as soon as they have reviewed it and written their self-evaluation (which is due to their Instructor within 7 days of the recording). Your child's participation is strictly voluntary. If you do not want your child to be observed in this manner please notify us in writing on the Handbook agreement form.

The staff wants you to remember the following:

- We want you to be satisfied with the care
- We want you to talk to us directly whenever possible

- We want you to be assured that if you raise a concern, your child will not be affected by it
- We are here to guide your child in quality learning interactions and experiences and model socially acceptable behaviors

Staff Code of Ethics

Obligation to Children

This code of ethics contains the principle to which members of the Early Childhood Development Association adhere while working with children.

- An early childhood educator’s first obligation is to the children in his/her care.
- The early childhood educator respects and accepts each child, as they are, regardless of their race, creed, emotional or physical appearance.
- Early childhood educators consider the child’s interests, needs, and abilities and utilize them to fulfill the child’s potential.
- Early childhood educators create an environment, which helps children develop self-confidence and trust in themselves and others.
- Early childhood educators facilitate the development of the whole child.
- The early childhood educator has a moral and legal responsibility to report suspected cases of child abuse.

Obligation to Families

Families are of primary importance in children’s development. The term family may include others besides parents, who are responsibly involved with the child. Early childhood educators acknowledge a responsibility to collaborate with both the home and school.

- Early childhood educators recognize the role of parents as primary caregivers and educator’s roles as ones who are supportive to the family and the child.
- Early childhood educators respect the parents’ knowledge of their child.
- Early childhood educators maintain confidentiality regarding knowledge obtained in the daily dealing with children.
- Early childhood educators maintain open communication with the child’s family.
- Early childhood educators respect different family values and beliefs.

Obligation to One’s Self and Colleagues

Early childhood educators often rely on a team approach. Good relations with co-workers are essential to achieve quality service. It is important to establish and maintain settings and relationships that support productive work and meet professional needs.

- Early childhood educators make continued efforts to improve professionally by actively pursuing knowledge regarding developments in the early childhood education field.
- Early childhood educators respect other colleagues as professionals.
- Early childhood educators share knowledge with colleagues.
- Early childhood educators maintain confidentiality about colleagues’ views.
- Early childhood educators work in a climate of trust and confidence that empowers them to speak and act in the best interest of children.

List of Field Trip Parks and Addresses: Updated July 20

Park	Address
<p style="text-align: center;">Nicholas Sheran Train Park</p> <p>Amenities</p> <ul style="list-style-type: none"> • Playground • Swings • Paved trails 	

<ul style="list-style-type: none"> • Walking trails • Disc golf • Picnic shelter • Boating • Fishing • Outdoor skating • Open space • Edible orchard • Basketball • Public washroom 	<p>245 McMaster Blvd West</p>
<p style="text-align: center;">Nicholas Sheran school Playground</p> <p>Amenities</p> <ul style="list-style-type: none"> • Playground • Swings • Baseball • Basketball • Soccer • Open space 	<p>380 Laval Blvd West</p>
<p style="text-align: center;">St. Parick's school Playground</p> <p>Amenities</p> <ul style="list-style-type: none"> • Playground • Swings • Basketball • Open space 	<p>80 Rivergreen Drive West</p>
<p style="text-align: center;">Riverstone Park (William Pearce Park)</p> <p>Amenities</p> <ul style="list-style-type: none"> • Playground • Swings • Paved trails • Fishing • Open space 	<p>92 Grand River Blvd West</p>
<p style="text-align: center;">Gyro Spray Park</p> <p>It is open daily from 10 a.m. to 10 p.m., weather permitting, from late May to early September.</p> <ul style="list-style-type: none"> • the spray ground consists of multiple combinations of water nozzles 	<p>Behind Nicholas Sheran Leisure Centre 401 Laval Boulevard West</p>
<p style="text-align: center;">Varsity (Dalhousie Park)</p> <p>Amenities</p> <ul style="list-style-type: none"> • Playground • Swings • Paved trails • Open space 	<p>30 Dalhousie Court West</p>
<p>Dr. Gerald Probe Elementary school playground</p> <ul style="list-style-type: none"> • Amenities • Accessible playground • Baseball 	<p>120 Rocky Mountain Blvd West</p>

<ul style="list-style-type: none"> • Basketball • Soccer • Open space 	
<p style="text-align: center;">Galt Gardens- (Rotary Centennial Fountain)</p> <ul style="list-style-type: none"> • There are 97 Jets which dance to LED lights and music • On calm days jets at the center of the fountain will reach heights of 15 feet • Only fountain of it's kind in Western Canada 	<p>Located in the Rotary Centennial Plaza In the Heart of Downtown, Galt Gardens Corner of 3rd Avenue and 7th Street</p>
<p style="text-align: center;">Henderson Lake Park</p> <p>Amenities</p> <ul style="list-style-type: none"> • Playground • Swings • Paved trail • Open space • Boating • Fishing • SLP Skate Park • Tennis • Horseshoes • Outdoor skating • Outdoor pool • Picnic shelters • Public washrooms 	<p>2710 Parkside Drive South</p>

Neighbourhood walks: Updated July 2015

1. Field behind the Aperture Park Residence

Possible Activities:

Balls, Freebie, bubbles, running, catch, parachute, etc

2. Around the lake behind the daycare with a stop at a designated field.

- No stop at the rocks
- No throwing items etc into the lake

Possible Activities:

Picnic, parachute, balls, catch, bubbles, painting etc

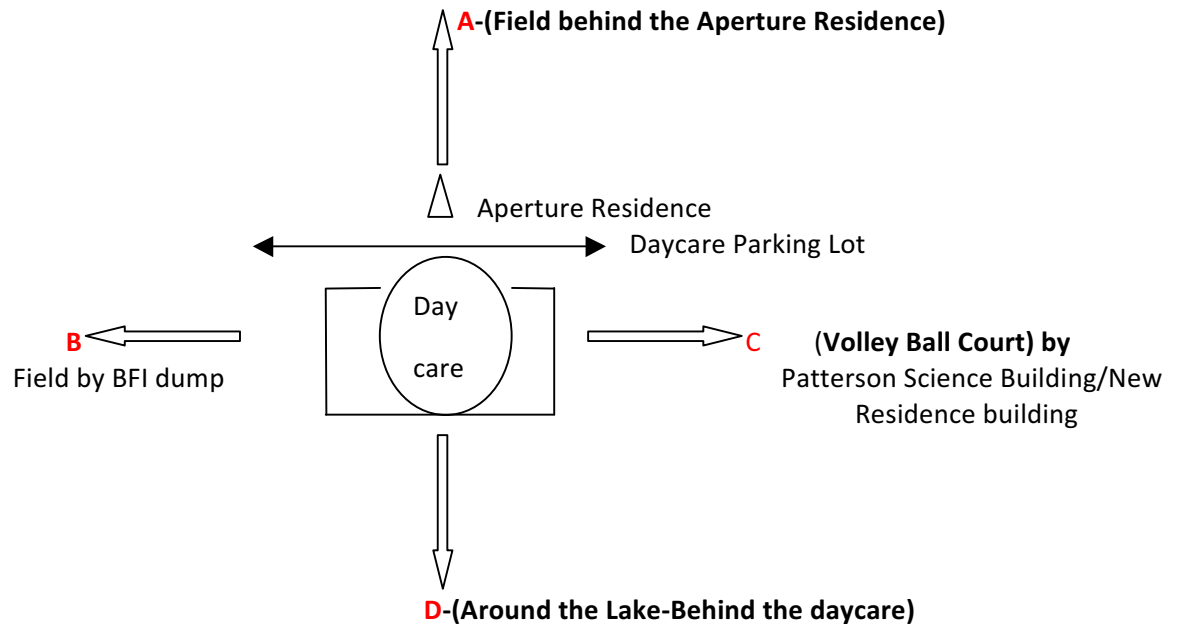
3. Volley ball Court-Behind the Patterson Science building –by the new student residence building (Mt. Blakinson)

Possible Activities:

Chalk, parachute, sand play, limbo, freebie, bubbles, catch, etc

4. Field left side of the Daycare beside the BFI

Possible Activities: Water plays, freebie, catch, picnic, parachute, etc



Parent Resource Guide

Alberta Child Care Program

Southwest Alberta Child & Family Services

#147, 200-4th Avenue South, Lethbridge, AB T1J 4C9

Telephone: 1-877-644-9992, or 1-780-644-9992 ; Fax: 403-381-5791; 403-381-5555 OR 403-381-5500

Fax: 403-382-4277 or 403-382-4423; Email: South.west@gov.ab.ca; www.child.alberta.ca

Hours of Operation: 8:15a.m.- 4:30 p.m. M-F; Closed: noon- 1:00p.m. M-F

- Provides information & access about licensing and Child Care Subsidy for Alberta families.

Child Care Subsidy Application

Toll Free: 1-877-644-9992

Children's C.A.R.E. Services

Children's C.A.R.E. Services, part of Alberta Health Services, works in partnership with families to support children with developmental challenges by providing:

*Community-based services; Assessment Services *Rehabilitation and intervention; Education and information

If you have concerns about the development of your child, call (403) 388-6575 or toll free at 1-888-388-6575 to discuss services and make a referral.

Catholic Charities Clothes Bank of Lethbridge

118 5 street South Lethbridge, AB T1J 2B2

Phone: (403) 327-0846, Fax: (403) 328-1524; Hours: 9:30 a.m. – 5:00 p.m. M-S; - Second hand clothing and furniture outlet.

Salvation Army Community and Family Services Center

1811 2 Avenue South, Lethbridge, AB T1J 0E8

Phone: (403) 327-8084 or 327-8092

Fax: (403)328-2098; - Second hand clothing and furniture outlet.

Lethbridge Family Services – Counselling & Education / DeCapo Program

1107 – 2 “A” Avenue North, Lethbridge, AB T1H 0E6

Phone: (403) 327-5724

Fax: (403) 329-4924

-Vocational, employment, residential day programs, community supports G.A.P.S.

-Individual, couple, and family counselling; -City FCSS subsidy is available from the agency to eligible clients

Lethbridge Family Services – Immigration Services

701-2 Avenue South, Lethbridge, AB T1J 0C4

Phone: (403) 320-1589 Fax : (403) 317- 7654; -Services provided to newly landed immigrants in Lethbridge and area

Family Centre Society of Southern Alberta

Suite 225, 200 - 4 Avenue S., Lethbridge Centre

Lethbridge, Alberta, Canada T1J 4C9; Phone: (403) 320-4232 Fax: (403) 329-7321 Email: info@famcentre.ca

YWCA Lethbridge and District (Harbor House, project Child Recovery, etc.)

604 - 8 Street South

Lethbridge, Alberta, Canada T1J 2K1

Business line: 403 329-0088

Hours of Operation: Monday - Thursday: 6:30 a.m. - 9 p.m.; Friday: 6:30 a.m. - 8 p.m.; Saturday & Sunday: 9:00 a.m. - 4:00 p.m.;

Closed on statutory holidays.; Crisis Lines: 403 3201881 or 1-866 296 0447; Email: inquiries@ywcalethbridge.org

Please feel free to ask our staff for other resources if needed. We would be happy to give you information we have, or help you find the information you are looking for.