



DreamLand
Childcare Centre
Parent's
Handbook

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Welcome

Welcome to **DREAMLAND Childcare Centre**! This handbook is intended to answer any questions you may have about our Center. Please let us know if we missed anything.

Mission Statement

DREAMLAND Childcare Centre is partnered with parents, educators, and the community. We exist to provide a safe, developmentally appropriate environment for preschool and school age children. The basis of our program is creating an educational learning through play environment. Our focus is to provide a stimulating early care and education experience, which promotes each child's social, emotional, physical, and cognitive development. Our goal is to support children's desire to be life-long learners within a multicultural, diverse, and stimulating childcare setting.

Program Philosophy

At **DREAMLAND Childcare Centre** we believe in the delivery of a high-quality childcare program in support of families within a multicultural community interested in the well being of children. The program is geared towards providing the maximum opportunity for the child to develop in all areas of growth: physically, socially, emotionally, and intellectually. The center provides a safe nurturing environment for each child and acts as a supplement by providing loving care and protection similar to what their parents provide. All interactions between staff and children and their families are guided by mutual respect for individuals and their special qualities.

Our program is intended to give the children awareness of their feelings and a means for expressing those feelings by the use of free choice and educational programming. Thus, providing an environment where the child learns to share and reflect on the needs and concerns of others. The program provides individual attention to each child's strengths and needs and provides an opportunity to participate in the decision making process: to change the physical environment, decide where to go on fieldtrips, decide how food will be served or to plan his or her own part in the center. Children are also encouraged to have a sense of autonomy and responsibility using a child-centered focus. Furthermore, we also encourage parental participation or involvement in all aspects of the program. The staff set the stage carefully in this program, and then act as a resource to the children rather than initiator of the program. It is our belief that children need love and nurturing, in order for them to grow and become successful individuals in life.

Hours of Operation

DREAMLAND Childcare Centre is open year-round from 6:00 AM to 6:00 PM Monday through

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Friday. We are closed on statutory holidays. A posted notice on the parent information board in the front hall or in the doorway entry will inform you of specific closure days.

Our Staff

The staff at **DREAMLAND Childcare Centre** is qualified, as required by Provincial Staff Qualifications. We are a family run business and our passion is to provide quality education and care for children while promoting self-esteem and empathy towards others. Our goal is to take an educational approach to childcare while creating opportunities for developmental growth of children through play and theme based activities.

All staff have their Child Development Assistant, Child Development Worker or Child Development Supervisor Certification, and have recent police/security clearance checks, and are trained in Child Care First Aid & CPR. The experience & knowledge of the staff at **DREAMLAND Childcare Centre** comes together to create an enriching learning environment for your child.

Fees

Monthly fees are set according to the fee schedule in effect, and the age group being contracted for. Fees are due on the first of each month. Fees remain in effect regardless of absences due to illness or vacation. There is an additional cost of \$10.00 per day, per child after the 5th of the month for late payment of fees, unless prior arrangements have been made with the owner. Non-payment of fees will result in immediate dismissal from the Centre. The current bank charge will be applied for any NSF or returned cheque plus a \$25.00 handling fee.

A onetime non-refundable registration fee of \$100.00 is charged to every new parent that registers their child into our center. This fee covers the cost of all new materials that will be used to secure a spot for your child including blankets, nap coverings, craft supplies, baskets for their cubby etc. This fee also ensures that a spot will be held in our center for your child.

Fees also apply if you pick your child up after 6:00 pm. A \$1.00 for every one (1) minute after 6:00 pm will be charged. These fees help to cover overtime wages for staff that remain to care for your child.

Subsidy is available for families who meet the criteria. If you have applied for subsidy & are not yet approved, half of the monthly fee will be charged until approval is obtained. You will be credited for the following month, as applicable. It is your responsibility to keep your subsidy up to date. If your subsidy expires & you do not renew it on time, you will be responsible for the full, non-subsidized fee. If your subsidy is renewed & backdated, your parent-portion will be credited.

DREAMLAND Childcare Centre requires parents to provide one month's written notice of their intention to withdraw their child/ren from the centre. Parents will be responsible for paying the full month's fee if less than one month's written notice is not given. In the case of subsidized families, parents will be responsible for the FULL monthly parent fee if they choose to leave and the centre does not receive the fee from the subsidy office.

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Please note that notice MUST be in writing. Simply informing a staff member of your intentions to remove your child/ren from care is NOT sufficient and will not be accepted. **DREAMLAND Childcare Centre** requires a written note stating your intention to cancel enrollment, the child/ren's name/s, the date you expect to leave and the notice must be signed and dated. This will provide clear intentions and dates allowing us to move forward and fill the available space/s.

Child Guidance Policy

Please note that this policy applies to the Toddler, Preschool, Kindergarten and Out-of-School Care age groups.

DREAMLAND Childcare Centre provides a safe environment in which children are expected to be respectful of themselves, others, belongings & property. Providers must help children feel secure and loved, by teaching them appropriate behavior management. Behavior management is the process by which a child is guided and encouraged to act in appropriate ways. Appropriate behavior management is used to guide, protect, and enhance self-esteem. Both preventive and intervention strategies are used to encourage positive behavior. Preventive methods begin with role modeling by the caregivers—when caregivers are polite to, and understanding of others, they lead by example for everyone in the centre. The caregivers must also recognize individual needs, levels of development, family experiences, and cultures in order to encourage appropriate behavior. Consistency is the key when explaining logical consequences and setting limits.

Staff will assist all of the children in dealing with their frustrations in a positive and constructive manner. We strive to create an environment that fosters positive social behaviors, which is accomplished by these positive and preventative strategies:

- ✓ Use positive statements with children, directing them as to what they can do instead of what not to do
- ✓ Provide appropriate choice opportunities to encourage independent decision- making
- ✓ Provide logical and natural consequences to actions and choices
- ✓ Model appropriate ways of interacting
- ✓ Model/teach problem solving skills
- ✓ Involve children in establishing classroom rules and giving them ownership of ^[SEP]logical and simple rules.
- ✓ Provide positive reinforcement for acceptable behavior
- ✓ Be an active listener
- ✓ Anticipating problem situations before they occur and making necessary changes
- ✓ Structuring the environment by providing curriculum that is interesting, and ^[SEP]stimulating for the children.
- ✓ Providing predictable guidelines and routines, and appropriate spaces ^[SEP]for productive play
- ✓ Giving a few minutes advance notice before changing activities
- ✓ When unacceptable behavior occurs, the following intervention strategies are implemented, not necessarily in order. At all times the child's dignity is kept intact:

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- o Redirect children to acceptable options when engaged in an unacceptable activity
- o Gaining the child's attention in a respectful way, such as eye level contact
- o Asking the child to try to use their words to explain how they feel about the situation
- o Gently reminding children of classroom rules
- o Moving close to the situation helps the child re-establish self-control
- o Acknowledging the child's feelings
- o Asking the children what they think would solve the problem, giving suggestions and modeling problem solving skills as necessary
- o Redirecting the child to another activity, removing the play option
- o Directing the children to a place where they can "re-group"
- o Providing opportunities for the child to make amends

Please note that **DREAMLAND Childcare Centre** holds a zero tolerance policy regarding violent behavior. Kicking, hitting, biting, pinching, etc. is not allowed, and will result in immediate removal from the group or activity. Continued violent behavior will result in termination from **DREAMLAND Childcare Centre**, after discussion with the child's parents.

Infant Guidance Policy

Our goals for infants are the same as for other children in the centre: to develop the behavior necessary for successful living, including self-control, and self-discipline. Due to age and stage of understanding, strategies used in the infant room will vary somewhat from those indicated above.

No infant "acts up" on purpose. Infants often communicate their needs through crying. Therefore, staff must listen and watch for crying or other cues to evaluate the needs of the infant. Infants need to explore using their senses. They need to see, feel, taste, hear, and smell the world around them. Consequently, the staff will ensure that safe opportunities to discover their world are provided. At the same time, infants can be over-stimulated by too much noise, action or color. Therefore, it is also important for caregivers to engage in quiet time with infants whether it be holding them or rocking them in a rocking chair. It is typical for infants to experience separation anxiety or stranger anxiety, especially in the first weeks of care, staff members will likely need to spend a lot of time in close contact with infants in order for them to settle in. As well, the infant who is going through a stage where they are anxious around strangers will need additional attention when they are participating in playgroups or other activities. Infants are always talked to and encouraged in a positive manner. Staff will promote the use of eye contact and positive statements to promote learning and independence. Infants love to make messes, throw food, bang cups, and may even "explore" others through pinching, biting, and pulling hair. Occurrences of misbehavior are a very normal part of a child's development. Positive child guidance requires the use of methods that guide rather than punish. The goal of discipline is to help children build their own self-control, not to have them behave through adult-imposed control. Redirection is a technique that is most effective if used in a way that maintains or enhances the child's self-esteem.

Redirection

Infants are usually fairly easy to distract. Giving a child something interesting to look at or do will usually stop unwanted behavior. For instance, a staff member can redirect an infant who is throwing blocks, by sitting down on the floor with them to help them build a bridge or by giving them some direction to put the blocks into a basket or bin. A staff member can also remove an infant from a situation in which he or she may be harmed or may harm others. For instance, if an infant is biting or pulling another infant's hair, the staff member can pick up the infant and redirect him or her to another activity.

Nutrition Program

DREAMLAND Childcare Centre provides a nutritious lunch program for free. The children are encouraged to try each type of food in order to develop a taste for a variety of foods. We choose to try many different foods from many different cultures. You may choose not to participate in the lunch program and send a lunch from home with your child. Please do not send gum or candy as we promote healthy choices for children. Menus for lunch are created with Canada's Food Guide in mind. Portion control is practiced, in accordance with the Canada Food Guide. Every effort is made to ensure lunches are healthy and nutritious. The weekly menu is posted on the parent information board in the front hallway.

If your child is an infant, it is your responsibility to supply their snacks. Children, as well as staff, must be calm and seated at the table before eating their snacks or meals. All children's hands are washed before and after they eat snack and other meals. All of the lunch and snack dishes are returned to the kitchen for washing and sterilizing or sanitizing. All sippy cups, bottles, and water bottles are clearly labeled with each child's name and are sent home with the child at the end of the day.

Illness Policy

If your child becomes ill while at the center, they will be isolated from the other children. A staff member will call you to arrange for your child to be taken home or to a doctor for a note confirming that your child is healthy & not contagious. If your child is school-aged, and they become ill while at school, you must pick your child up from school, and call the center to let us know that your child will not be in attendance. We do not allow children to come to the Centre from the school to await arrival of their parent.

Your child will be excluded from the Centre if they display any of the following:

- Nausea, vomiting, diarrhea, persistent pain
- Fever of 38°C or higher
- Infected discharge from the nose (yellow or green mucous)
- Persistent coughing (e.g. 3 – 5 times per hour)
- Communicable disease (pink eye, strep throat, etc).
- Unexplained tiredness that is not typical for the child

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Undiagnosed skin rash
Head lice

Your child may return to the center when the symptoms subside for a period of 24 hours (without the use of Tylenol or related products), or when your child has received antibiotic therapy (if applicable) for 24 hours. In the case of vomiting or diarrhea, the symptoms must be gone for 48 hours before your child returns to the center. In the case of more serious illnesses (including but not limited to: chicken pox, measles, hand foot and mouth disease, etc.) your child may be required to be away from the centre for up to two weeks. The owners or directors will inform you of your required absence based on the illness and severity.

DREAMLAND Childcare Centre will keep on file:

- ✓ Your name, home and work number or any other number at which you can be reached.
- ✓ Name and phone number of a family member or friend who can be reached during the day and is prepared to pick up your child on short notice.
- ✓ Your child's Alberta Health Care Insurance number.
- ✓ Name & phone number of your child's family physician or pediatrician.
- ✓ Details of any chronic condition, allergies or illness and any special needs your child may have.

Medication Policy

Medication will only be administered to your child if you complete and sign the medication form located by the sign in sheets. If you do not complete (with a specific time of administration) and sign the medication form, the medication will not be administered to your child. The form must be filled out each day that you require a staff to administer medication to your child. The staff that administers the medication to your child will sign the form each time they give the medication to your child. All medication, including over-the-counter medication, must be brought to the center in its original packaging and labels including dosing instructions. Medications will be stored in a lock-box in the top kitchen cupboard or in the kitchen refrigerator, if the medication requires refrigeration. The kitchen area is always monitored and children are not left unattended in the kitchen at any time. Medications will be returned to you when the authorization ends. Staff will monitor your child for any uncommon reactions to the medication after it is administered. All staff that administer medication have their first-aid certification.

Injuries or Critical Illness

In the event of an emergency or medical crisis involving your child, the Director (or room staff in her absence) will notify you and if you cannot be reached, the emergency contact listed in your child's file. If you or the emergency contact is not immediately available, or for serious incidents: emergency medical services will be initiated by staff. You are responsible for any costs incurred for an ambulance. The Director or room staff will transport your child to the nearest medical facility. The caregiver will keep in touch with you regarding your child's condition. An Incident/Accident form will be completed by the attending staff member, it must be signed by you, and will be kept in your child's file at the Center. We do not see every injury that the children receive, especially

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when a child doesn't draw our attention to the injury. If you have concerns, please bring them to our attention. Emergency numbers are kept in each of the rooms and are kept in the center's main office. When children and staff go outside, the cards in the rooms are taken out as well.

Biting

If biting occurs at **DREAMLAND Childcare Centre** a staff member will stop the action quickly and will tell the child that this is not acceptable behavior. The child that has been bitten will be given first aid and will be comforted. The parents of both children involved will be notified of the incident by the use of a written incident report. The identity of each child will be kept confidential. If any child is involved as a biter 3 times they may be removed from our program. This will be done on a case-to-case basis. Serious instances of more severe injuries will be judged on an individual basis and can lead to immediate removal from center. Our staff will work with all of the children to prevent biting.

Incident/Accident Reports

If your child requires first aid at the center at any time, or if an incident occurs that the staff thinks that you should be aware of, you will be required to sign an Incident/Accident Report. These reports will be kept in your child's file.

Promoting a Safe and Healthy Environment

Center-Wide Policies:

- ✓ The Center is inspected annually by the Health Inspector and for licensing renewal.
- ✓ Monthly fire drills are practiced.
- ✓ Children are supervised and accounted for at all times throughout the day by the use of sign-in sheets and head counts.
- ✓ When staff is taking children outside, they take a list of names with them, and leave a list with all names with the daycare.
- ✓ All appliances are kept in good repair.
- ✓ Toxic materials are stored out of children's reach.
- ✓ The use of aerosols are avoided.
- ✓ The use of pesticides are avoided. If necessary, pesticides are used only when the children are not present at the center and are used in a manner that their effect wears off before the children return. If this is not possible, children are kept away from where pesticides are used until the effect of the pesticide wears off.
- ✓ Caregivers remove any safety hazards daily such as broken glass, toys or equipment, or report them to the Director.
- ✓ Smoking is prohibited in the building at all times & outside when children are present. There is no smoking outside in the playground or in front of the daycare.
- ✓ Weekly planning positively reflects diversity.

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- ✓ Photos of children are only taken & used with parental consent.
- ✓ Daily use of videos is prohibited. Any videos used are previously viewed by staff ^[L]_[SEP] to ensure that they are age appropriate, educational, and theme related. Children are supervised during periods of time when videos are used. Alternate activities for children not watching a video are always available. ^[L]_[SEP]

Hand-washing, Toileting, & Diapering

- ✓ Children wash their hands before and after lunch, snacks, and after toileting.
- ✓ Caregivers wash their hands before handling food, after toileting and after helping children with toileting, after handling toxic materials and after handling anything potentially infectious, such as nasal discharge, vomit, feces, wounds, ^[L]_[SEP]infected eyes or after contact with animals.
- ✓ Diaper change surfaces are cleaned and sanitized after every use.
- ✓ Paper towels are kept in a dispenser near the sinks.
- ✓ Dirty diapers are wrapped tightly in a plastic bag and then put into closed ^[L]_[SEP]garbage containers. These garbage bags are disposed of twice daily.
- ✓ Toilets sink faucets and door handles are sanitized at the end of each day.

Outdoor Play Space

- ✓ Outdoor play structures comply with CSA Standards.
- ✓ Outdoor play space is checked for safety hazards, and tidied of garbage ^[L]_[SEP] immediately before the children use the space.
- ✓ Outdoor playground is protected by a six-foot wooden fence with a gate that is ^[L]_[SEP]locked. The gate is always kept closed.
- ✓ No toxic plants grow in the outdoor play space.
- ✓ There is a shed that is used for storage of tricycles, little push toys, and trucks that ^[L]_[SEP]children can ride.

Indoor Play Space

- ✓ No toxic plants are kept in the indoor play space.
- ✓ Garbage is kept in closed garbage containers and is disposed of twice daily.
- ✓ Cords to blinds are secured.
- ✓ Electrical outlets are covered with childproof outlet guards covers when not in ^[L]_[SEP]use.
- ✓ Utensils and appliances are supervised at all times in the presence of children. Hot ^[L]_[SEP]liquids are not allowed in the playrooms.
- ✓ Heating appliances and pipes are not accessible to the children.
- ✓ Children are permitted entrance to the kitchen only under supervision of a staff ^[L]_[SEP]member.
- ✓ Air Conditioning used as needed during the summer.
- ✓ Sinks and counter tops are kept tidy and clean.

- ✓ Play areas are brightly lit. Napping areas are dimly lit and calming music is played during nap time.
- ✓ Floors are swept and mopped after snacks and other activities. Carpet is vacuumed on a daily basis and as needed.
- ✓ Tables and chairs are sanitized before and after snacks and lunch or when having other activities at the table. They are also sanitized at the end of the day.
- ✓ Each child's bed and blanket are labeled with his/her number and is stacked in separate bags so that each child's bedding is kept separately.
- ✓ Bed covers and blankets are laundered weekly and the mat underneath is sanitized.
- ✓ Cubbies are kept free of clutter and are labeled with each child's name.
- ✓ Toys are washed routinely and also when they are rotated with other toys in that room.
- ✓ Each play room has its own toy cleaning checklist that must be dated and initialed by the staff member who cleans the toys and is double checked by the director.
- ✓ Sterilized play sand is used in the sand tables.
- ✓ Water tables are emptied, disinfected & refilled daily.
- ✓ Non-toxic, water-soluble art and craft supplies are used.

Child's Play Space

Our facility includes five spacious playrooms with bathroom access in each. We have a fully equipped kitchen and spacious outdoor play area that is larger than city and licensing requirements. Our license is issued to us based on the number of children, which may be accommodated in the measured area. We allow three square meters per daycare child and 2.5 square meters per Out-of-School Care child, not counting hallways, storage, space behind the doors, and kitchen or office space. This area unit is maintained at all times. During nap time, the children's beds are placed 0.5 meters apart for ample space.

Field Trips and Outings

- ✓ Field trips are a part of the Centre's enhanced programming component for your child.
- ✓ The consent form must signed by you if you would like your child to attend the field trip.
- ✓ Children are prepared before every outing: reminding them of the rules, the adults in charge and emergency procedures.
- ✓ Parents may be required to contribute to field trip costs.
- ✓ Parents are very welcome to accompany us on all field trips.

First Aid Training

- ✓ All staff has up-to-date Child Care First Aid & CPR Certificate.
- ✓ A fully equipped first aid kit is kept in every room.
- ✓ A first aid kit and emergency contact cards for each of the children are taken on all outings, including field trips, walks to and from the school and playtime in

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the playground. 

Daily Routines

Each room has a daily routine which show how the children's day is structured. These routines are used as guidelines that are flexible and adaptable to the children's needs. The routines of each room are posted on a poster board inside the room. Weather permitting, outdoor play and exercise is part of every routine in the center. The children are able to enjoy fresh air, sunshine, and are able to develop their gross motor skills. You must send clothing that is suitable for the weather. Children are provided with a variety of activities to do outside. Push toys, tunnels, and fixed climbers are provided along with bikes and cars that can be ridden on or in. There are also a variety of different toys in the shed in the playground that are at the children's disposal. There is also nearby playgrounds and parks that we walk to with the older children to ensure a diverse and enriching outdoor play experience. In the summer, indoor activities are often done outside if possible, books, blocks, art and manipulative toys are moved from inside to an outdoor shady area.

Water and sand play is also an integral part of the play at our center; we incorporate water and sand play into every day at the center.

Communication with Families

At DREAMLAND Childcare Centre we have an open door policy, parent and staff communication is extremely important for your child's health and happiness. Please speak to your child's caregivers regularly to compare what is happening at home and at the centre. Parents are also very welcome to speak to the owners/directors if they have any questions, comments or concerns. It is imperative that we learn from each other. Parents are invited and encouraged to participate in the program by volunteering or visiting the center. Notices and special messages are posted in each of the rooms and as well as on the parent information board in the front hallway. Newsletters are distributed every three months (seasonally) or when there is an important notice. Please take the time to read the newsletters, as they contain important and informative information. New policies are often communicated via our newsletters and it is your responsibility to familiarize yourself with any new policies. The owners/director are often available throughout the day but if you have any questions, comments, concerns, or kudos you can contact them during regular office hours, Monday through Friday by calling (780) 823 - 1212. For more pressing concerns feel free to call at any time. Families that wish to have a tour of the center prior to enrolment must schedule an appointment, to ensure that all rooms remain in ratio during visits.

When you bring your Child to the Center Please...

- ✓ Make sure your child is wearing comfortable, washable, play clothes. The children take part in daily activities that may involve paint, dirt, sand, glue, crayons, felts etc. While we use non-toxic,

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water-based arts and craft supplies, we cannot guarantee that everything that ends up on your child's clothes will come out in the wash. If you don't want a certain outfit to get dirty and possibly not come clean, do not send your child to the Center in that outfit.

- ✓ Bring a complete change of clothing for your child, as well as outdoor clothing and footwear that are appropriate for the weather because we go out daily weather permitting. As well, messes are a normal part of a child's development.
- ✓ Bring a pair of indoor shoes; in order to keep the children's play area clean. Outdoor shoes are not permitted in the center.
- ✓ Leave all toys and other games at home (except for items we have asked to bring from home for instances such as show and tell which must be labeled clearly with the child's name), as these often get misplaced by the child and may be difficult to find after the fact. Children can also bring books or other quiet activities from home for use if they do not nap. **DREAMLAND Childcare Centre** cannot be held responsible for lost or stolen items.
- ✓ In the summer, send sunscreen, hat, water bottle, and insect repellent. In the winter, send boots, mittens, a hat, and snow pants.
- ✓ Please send a supply of diapers and wipes if your child is still in diapers. Your child's caregiver will notify you when your supply is almost depleted.
- ✓ Send a nutritious packed lunch and snacks (we offer a morning and afternoon snack, but sometimes children prefer to have their own snack from home.)
- ✓ Send a sippy cup with your toddler that is clearly labeled with his or her name. All dishes and sippy cups will be returned to your child's lunch kit or backpack to be taken home and washed by you.
- ✓ Please label all clothing and belongings so that we can make sure things get back into the proper backpacks! 

We Expect Parents To...

- ✓ Notify a staff member when your child arrives and when your child leaves the center. You must print the time you sign your child in and out (round to the nearest 5 minutes), and initial at the end of each day. In addition, at the end of each week you must sign your full signature. We use the attendance sheets as a part of our head-count process to ensure we account for all children in each room on a regular basis. Also, Alberta Children's Services checks the attendance sheets during their monitoring visits, so we appreciate your help with ensuring everything is complete.
- ✓ Please drop off/pick up your child during regular operating hours (6:00 a.m. to 6:00 p.m.), call the center if you will be delayed. If your child is not picked up by 6:00 p.m. and we have not heard from you, staff will call the contact/emergency numbers on your child's

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registration form. Any late pick-ups will be charged at the rate indicated in the fees section of this handbook.

- ✓ Inform the director or your child's caregiver if another person will be picking up your child. Children are not released to any person other than those indicated on the authorized pick-up list on the registration form. Please inform any new pick-up persons to bring a piece of picture I.D.
- ✓ Let your child's caregivers know of any situations at home that may cause your child to behave differently than usual (lack of sleep, parent out of town, death in the family).
- ✓ Please notify the center if your child will be absent or arriving later than usual. It is very important that you drop your child off at the center before 10:00 am to account for lunch and staff ratios.
- ✓ If your child will not be attending the center on any given day, please call us before 10:00 am. This allows for appropriate planning for lunch and staffing. On occasion, caregivers may take advantage of lower than expected attendance to take longer breaks or leave early. If you arrive late and haven't advised us, we may be forced to turn you away if we do not have enough caregivers on site to accommodate the child-to-staff ratio required for your child's age group.
- ✓ If your child will be away from the center for an extended period of time, please let us know at least one week in advance. Fees remain in effect regardless of absences due to illness or vacation.
- ✓ Please fill out all forms accurately so that we may reach you if necessary. It is very important that we are aware of any changes such as change in address, phone, emergency contact, etc.

Protocol for Handling Child Abuse

Under the provision of the Child Welfare Act, any person who suspects, or is party to any conversation or behavior that leads them to suspect that a child may be abused or neglected, has a moral, ethical, and legal obligation to report the matter immediately to Child Welfare Services. The person does so by calling the district office of Children's Services listed in the telephone directory under Government of Alberta, Family and Social Services or by dialing "0" and asking for the Child Abuse Hot Line. Further information is available in "Guidelines for Handling Child Abuse and Neglect in Day Care Services" published by Family & Social Services.

Emergency Evacuation

Once a month, a surprise fire drill is conducted. The Childcare Educators assisted by other center staff have an established Evacuation and Fire Drill Procedure. ^[1]At least once a year, an inspector

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 Unit #110 & #120
 85 Neil Ross Road
 St. Albert, AB T8N 7W1

from the City of Edmonton Fire Prevention Division checks that the drills are done on a monthly basis, that the correct procedures are followed, that the staff are aware of their duties, and that all electronics are functioning properly. In the case of an emergency evacuation we will immediately walk the children to Don Massey Elementary School. Parents will be contacted as soon as possible.

Termination of Enrolment

Should it appear that **DREAMLAND Childcare Centre** is not the center for your child, we will strive to help you and your child find alternate care. Please be assured that one month's notice will be given if we are unable to provide services for your child. The registration fee of \$100.00 will not be refunded.

Immediate Termination

Immediate termination from the Center will take place under the following circumstances:

- ✓ Abuse of any kind against staff or children in the center.
- ✓ Non-payment of fees. Immediate termination will take place after prior notice is given and the efforts to receive payment fail.

Thank you for registering your child with **DREAMLAND Childcare Centre**. Please let us know if you have any questions, or if you need further information. We look forward to lots of enjoyment and educational enrichment with your child!



Parent Contract and Acknowledgment of Understanding

I, _____
(parent's or guardian's name)

have read and understood the policies and procedures outlined in **DREAMLAND Childcare Centre's** Parent Handbook, and have received an orientation to the daycare that applies to my child and I :

(child's name)

I have also been given the opportunity to ask questions and have been notified that I can communicate with the staff and owners directly in the future, at any time, if I have any additional questions or concerns.

Signed:

(Parent or Guardian signature)

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(Date)

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(Director's Signature)

(Date)

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