
POLISH BILINGUAL PROGRAM



Bambi Daycare and
Polish Bilingual Out of School Care

PARENT HANDBOOK

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Glossary

- i. The Polish Bilingual Program – also referred to as “the Program” throughout this document
- ii. The Parent Handbook – also referred to as “the handbook” throughout this document
- iii. The Board of Directors – also referred to as “the Board” throughout this document

Introduction

“Witamy!”

Welcome to the Polish Bilingual Program. We are a not for profit childcare centre.

We service the families of St Basil School, Spruce Wood, neighboring communities and the Polish community as a whole.

We are glad that you have chosen our center for your child. Please read this entire parent handbook so that you and your child(ren) are aware of important information that may affect your family. We look forward to working with your child(ren) and developing a happy partnership between families and our program.

Should you have any concerns about the program or wish to discuss any aspects of your child's care, please speak with our experienced team members who are more than willing to help in any way.

We run three programs: Out Of School Care, Bambi Daycare and Hot Lunch. We accept children aged 1-12 years. The license allows us to have 57 children – 25 in OSC and 32 in Daycare.

Our Vision and Mission

Our Vision is to establish a foundation for children's lifelong learning together with parents and teachers of St. Basil School.

Our Mission is to offer a safe environment that encourages the unique expression of each person's talents and gifts and empowers them to explore their full potential.

Governing Structure



The centre is governed by a Board of Directors. The Executive Director reports and is accountable to the Board. Program Supervisors and staff are expected to report issues to the Board via the Executive Director.

As a parent of a child enrolled in our centre, you have an opportunity to play a direct role in determining our policies and our programs. The Board meets on the 3rd Wednesday of the month along with the Executive Director to discuss on going events and issues. All families are welcome to attend board meetings

We also host our AGM in October. The AGM is a time to voice your thoughts and to vote on pertinent issues. There are several positions on the Board that must be filled every year.

Our Philosophy

- Each child is an important individual with varying and changing needs, abilities, and interests. Each child is viewed as a “whole”, developing at different rates in all aspects
- Children learn best in an atmosphere of trust and encouragement and safe exploration using all of their senses.
- The parents have the most critical influence on the child’s development. It is essential, then, that all staff members develop a partnership with each child’s parents and their support.
- Play is an inherent tool for learning. Through play many of the necessary skills for later life are developed. Our planning is integrated so that children’s learning in all traditional subject areas occurs primarily through projects, exploration and learning centres.

Open Door Policy

Polish Bilingual Program has an open door policy. You are welcome to drop in for a visit anytime. Parents who are visiting are asked to respect the need for staff to give attention to the other children left in our care. Personal conversations unrelated to your child often take important time away from the other children who need attention from a childcare worker. If you have questions please watch for an appropriate time when staff are available and try not to interrupt their engagements with other children.

Parents are encouraged to offer suggestions and comments to enhance the program either verbally to the staff and /or Director or in writing by utilizing the Suggestion Box located on the program premises.

We are committed to following the guidelines of a high quality program and meet or exceed all Licensing and Accreditation Standards. We appreciate and value parents' suggestions and input to our program; attempts will be made to incorporate their suggestions. However it is at the discretion of the Executive Director and staff to evaluate the ability of these suggestions meeting the program standards. For example, "crafts" are not considered to be a developmentally appropriate activity in our program so parents should avoid bringing kits of that nature or anticipate that the kits will be disassembled so the children can build what they want with them. At no time is a child told what or how to make anything. If parents wish to donate supplies they are very welcome to supply materials that are open-ended encouraging child decision-making and creativity.

Fundraising

As a not for profit center we strongly rely on fundraising to be able to provide the children in our program the best opportunities. Fundraising helps us:

- Buy new equipment, games and toys
- Pay for field trips, special events and extra activities
- Apply for grants to support upcoming major maintenance requirements for example a fenced in outdoor play space. Funds raised potentially can be matched by grants
- Demonstrates commitment and support of our mission statement to provide quality childcare
- Maintain economical Parent Fees

With this being said we do fundraisers throughout the year to help raise money for our program all families are encouraged to participate so that we are able to provide your children quality childcare. Any fundraiser ideas are welcomed and appreciated!

Casino Fundraising Policy

Polish Bilingual Program/Parent Advisory Society families will engage in fundraising activities which enhance the program and ensure the Society's financial health.

Procedure

1. The biennial fundraising will happen as directed by the Alberta Gaming and Liquor Commission
2. Participation in the fundraising program is mandatory for all families enrolled in our programs. Each family will be responsible for volunteering a minimum of one person per casino.
3. Families with a child or children enrolled in daycare or out-of-school care programs with the Society must pay a deposit of \$200 per fundraising year (years ending in odd numbers – 2019, 2021, 2023 etc.) by September 15th of that year.
4. Each family will be reminded of the fundraising deposit by June 15th of the same year.

Fundraising Deposit Reimbursement Procedures

1. Each family that does not complete their fundraising commitment will forfeit their deposit.
2. Each family that does complete their fundraising commitment will be reimbursed their deposit within one week of completion of the shift.
 - a. Families that volunteer for additional shifts where other families have defaulted, will be eligible for compensation in addition to the refund of their deposit.

Closure Dates

Recognized Alberta General Holidays

New Year's Day	Alberta Family Day
Good Friday	Victoria Day
Canada Day	Heritage Day
Labor Day	Thanksgiving
Remembrance Day	Christmas Day

Extra Program Closure Dates

Updated Sept 2018

Christmas Closure

Dec 24-28 2018

Easter Monday

Summer Closure OSC

Announced annually and is based on business need

Program's Hours of Operation

Polish Bilingual OSC:

Monday, Tuesday, Wednesday, Friday: 6:30-8:40 3:00-5:30
Thursday: 6:30-8:40 11:55-5:30

Daycare 'Bambi':

Monday through Friday: 6:30-5:30

Hot Lunch Program:

Monday through Friday (except Thursday) 12:20-1:00

Late Pick-up Policy

Our center closes at 5:30. Late pickup is any time after 5:30 and this time is determined by the clock in the room. The director will take into consideration late pickup due to unusual circumstances (e.g. accident, excessive snow storm, vehicle breakdown)

If you are going to be late we ask that you please call to inform us.

There is a charge of \$2.00 per minute per child that must be paid in cash within 3 business days. This money goes directly to the staff who were required to stay late.

If you have not contacted us by 5:45, every effort will be made to contact the parents. If contact with parents cannot be established emergency contact people will be called, then social services.

Snacks & Lunches

Updated November 2018

Polish Bilingual Program supplies a morning snack, hot lunch (if child is registered) and an afternoon snack. The menu is posted on the parent information board, and is also written out on the white board outside the kitchen. The menu plan was developed by staff and is in accordance with Canada's Food Guide. AM snack consists of at least 3 food groups and PM snack consists of servings from at least two food groups, while lunch consists of servings from at least four food groups as per the Canada Food Guide.

Meal times are as follows:

Morning Snack	Lunch	Afternoon Snack
OSC: 7:00 – 8:15 a.m.	OSC: 12:25	OSC: 3:30 – 4:00 p.m.
Daycare: 8:00 – 8:45a.m.	Daycare: 11:30-12:00 p.m.	Daycare: 3:00-3:30 p.m.

All snacks and lunches are offered in sufficient quantities in accordance with the needs of the child as per the Canada Food guide. Children are not obligated or pushed to continue eating if they feel they'd had enough or do not like what is being served.

We provide meals according to Canada Food guide taking into consideration dietary restrictions and allergies.

Allergies

Updated November 2018

Our program recognizes the possibility of the severe threat allergies can have on the health of some children.

- Our Program will collect information of all children's allergies on the Registration Form. All programs will maintain active information on the children in that program. Allergy information will be posted in appropriate areas.
- Appropriate medical equipment is available to employees in the event of an emergency.
- Employees will be trained in the use of emergency medical equipment as needed.
- Because of the severe allergies and dietary restrictions in the Program parents shall not bring any food to daycare.
- WE ARE A NUT FREE CENTER.

Although our policy is that we ask parents to not bring food items from home, we do know that in the OSC some children may bring snacks, please check to ensure they are nut free. If we find an item is brought in with nuts, we will be unable to serve them.

Birthdays and Special Occasions

Added November 2018

As we are not able to confirm cross contamination we are not able to serve home baked items when you bring treats for birthday parties and other special occasions. You are welcome to bring store bought items that are confirmed nut free.

Payment Policy

updated November 2018

All payments are due by 5:30 p.m. by the 1st day of each month. Postdated cheques need to be submitted at the beginning of the year for the full year for the 1st of every month. If paying by cash, credit card or e-mail transfer money, if the 1st falls on a weekend, payment is expected on the Monday following that weekend. If payment is not made by 5:30 p.m. on the due date termination of childcare will occur and deposit will be collected.

NSF cheques are subject to a \$30 fee and cheques will NOT be accepted after two NSF cheques.

All monthly payments stay the same regardless of some months being longer or shorter than others, and regardless of illness and vacation.

Yearly registration fees, as well as all additional costs that may come up (activity fees, field trips, etc.), must be paid in a timely manner.

All payments should be made to the Executive Director but may also be submitted to Program Supervisors. Receipts will not be given for any payments other than cash on a monthly basis unless requested. Official receipts for income tax purposes will be given out by the end of January for each year.

If extenuating circumstances exist that prevent parents from paying fees or paying them on time, it is the parent's responsibility to discuss these matters with the Executive Director **well in advance**.

If payment arrangements have not been made before the first business day of the month a 25.00 late fee will be imposed for any payments received after the fifth business day of the month.

If payment is still not received after the fifth of the month the society reserves the right to withdraw further care until fees are brought up to date.

As a non-profit run out of school care, all monies collected for childcare are used for the day-to-day operation of the out of school care. In order to maintain our facility it is crucial that **childcare fees are paid on time**

Deposit Policy

- We collect a deposit equal to a monthly fee (fee not including subsidy)
- The deposit will not be refunded and outstanding balance will be subtracted from the deposit.
- Parents can regain right to bring children back to the Program once outstanding balance and deposit is collected.
- Full deposit amount refund will be issued in case of kids' withdrawal from the Program if there is no outstanding balance.

Membership Policy

We collect an annual membership fee of 25.00. This fee is due on September 1 every year. This fee is non-refundable

Registration

Enrollment in the program is open to all children.

Priority is given to parents seeking full time care and have siblings already attending the program. Part time spaces will be filled but it is important to note that if a family requires full time care, you will be given first right of refusal on the full time space. If the part time family does not wish to take the full-time space, 30 days' notice will be given to the part time family

It is required that parents fill out a registration form upon enrollment into the program. The registration form must be filled out completely and all pertinent information added BEFORE the child can attend the center.

It is the parent's responsibility to ensure all information the centre has on file is up to date and correct

Please be aware of the following documentation that you are required to fill out:

- a. Registration Form (required)
- b. Parental Consent Forms (required)
- c. Payment Agreement/Policy Form (required)
- d. Severe Allergy Alert Form (if needed)
- e. Administration of Medication Form (if needed)

Children's Records

The children's records are kept up-to-date and on the program premises and are available for inspections by the licensing staff at all times and by a child's parent at reasonable times.

The records must contain the following information:

- a. A completed registration form
- b. The child's name, date of birth and a home address indicating who the child lives with, as well as an indication if the child has or does not have up to date immunizations
- c. The parent's name, home address and telephone number
- d. The name, address and telephone number of an emergency contact person (This person must be someone other than a parent and must reside locally)
- e. Any health/dietary information concerning the child – consent forms signed by a parent
- f. All consent forms
- g. Authorized pick up permission for the child

Arrival and Departure

All Children must be in the program by 10 am. Children may be dropped off at the center in the morning by their parent or guardian as long as the parent/guardian makes sure that the child enters the room. Children are NOT the responsibility of the center until they enter the room. At departure, a child will not be released unless picked up by the parent or other authorized adult as listed on the pick-up permission agreement.

Written permission must be received before the child will be released to anyone other than those listed on the pick-up permission agreement. Please provide written consent should you require anyone other than those listed in your agreement to pick up your child. Staff must ask for identification from anyone that they do not know.

Children are signed in and out by a teacher. Parents are responsible for dressing child and collecting belongings.

Staff will not release child to anyone who is intoxicated or is unable to meet the safety concerns of the child. RCMP and/or Child and Family Services will be notified at the discretion of the staff and management on duty.

Please contact the centre if your child will be absent for the day.

Program and Daily Schedule

Polish Bilingual OSC is licensed by Child and Family Services Authority for children in kindergarten through to grade six. Daycare is licensed for children 1yr-kindergarten.

The OSC and Daycare rooms consist of a variety of learning centers that encourage children to participate at their own pace and follow their own natural sense of curiosity and discovery.

Weekly Plans are based on learning objectives arrived at through observation of the children regarding their interests and developmental level.

Each week OSC and Daycare plans are posted in the classrooms.

A monthly newsletter is posted on the OSC & daycare information board.

Newsletters are also emailed out

Daily Schedule

The daily schedule is flexible as needed to meet the needs of the children. We ask that parents respect the daily schedule. When children adjust to the center's routine and quickly learn what the limits are, it makes their stay at the centre easier if their schedule is consistent. Daily schedules are posted in each room.

Nap Time

BAMBI Daycare sets a designated time of the day aside for nap and quiet time. Children under the age of three are encouraged to nap during this time. Optimal brain development occurs while children are sleeping and this age group is sensitive to this need. We understand that some children may not be having naps at home, however the center environment can be very stimulating and exhausting to children and they will require the nap. **It is asked that children NOT be brought in during this time as it can be disruptive and upsetting for their center routine.**

At 1:00 those children not sleeping will be invited to play at the table with nap time toys or to play with nap time toys on beds.

Parents are welcome to bring a favorite blanket or cuddle toy for their child during naptime. These items will be kept in the child's cubby. Unless transitioning to the environment or in the morning, children will not be able to have these items with them all day. Soothers should be labeled. Bottles are not permitted during nap time.

Toddlers quickly adjust to the center's routine and parents may be comforted knowing that it only takes a few days, then their child will adjust and be comfortable in this setting.

Potty Training

If your child is in the process of potty training, PLEASE advise the staff and ensure that the child has adequate changes of clothing, especially underwear, and pull ups for nap times. If a parent is prepared to start the potty training process the staff will be more than willing to help the family. The child will need to feel comfortable. Full participation from the parents must be established before the center can consistently help with potty training.

Toy Policy

Except for toys that are needed to help with an *initial transition* we ask that your child leave their toys at home or in the car. It creates conflict between the children and disrupts routines. The center is NOT responsible for any broken, lost or damaged toys.

No toy guns, violent toys, or toys that may cause harm are allowed at the Polish Bilingual Program.

Technology Policy

Updated Sept 2018

We understand the importance of technology in our lives. However personal electronic devices will be permitted ONLY on special days.

In both Programs we will may use electronic devices for educational purpose (nursery rhymes, movies). Movies and Games must be rated G.

In the OSC we may from time to time watch a movie rated PG as long as it has been viewed by a staff member for suitability.

The center is NOT responsible for any broken, lost or damaged toys/electronic devices.

Destruction of Program Property

Updated Sept 2018

We are responsible for providing materials and toys for all the children enrolled in our centre. Any willful damage to these items by children at the centre will become the responsibility of the parent to either pay for or replace.

We will provide a written account of the damage to the parents/guardians. Parents will be asked to either pay for the item or replace the item within 15 days of receiving the notice.

Outdoor Play

As required by regulation; children will have the opportunity to go outdoors daily to play, even if only for a very brief time. The only exception will be if it's raining heavily or extremely cold weather (colder than -20 °C with no wind) or extremely hot. DUE TO STAFFING RATIOS WE ARE UNABLE TO ACCOMMODATE PARENT'S REQUESTS TO KEEP THEIR CHILDREN INDOORS. If you feel your child is too sick to go outdoors then he/she should remain home. Please ensure you have the proper outdoor clothes for the proper season and the staff will ensure your child is properly dressed to go outside. Please label all your child's items.

Special needs/Inclusion Policy

We practice inclusive programming that celebrate each child's individual differences and orientation. Our programming supports and facilitates children with disabilities.

Our doors are open to children at all development levels, we want to help you get the proper assistance required to meet the needs of your child, to get you started with the process talk to our Director.

Children with special needs can receive support from the Inclusive Child Care Program in approved child care centres and preschools. Inclusive Child Care Programs create flexibility to meet the individual needs of children with special needs or disabilities within these child care settings. Support may include training for child care staff, consultation on programming or inclusion, resource and referral information and/or funding for additional staff.

Diversity Policy

Updated Sept 2018

We welcome families from all backgrounds and cultures. Cultural diversity is a part of our daily lives and we encourage children and families to respect cultural differences. All families, children and staff are treated fairly in environment that is free of any form of discrimination.

Health & Safety

Clothing & Personal Items

Children should always be dressed appropriately for the weather.

Please keep in mind the following guidelines:

- Children should be dressed comfortably for play.
- Children must wear close toed shoes at all times (no slippery-soled shoes)
- Children should not have dangling necklaces or drawstrings, which may become entangled in equipment

Please ensure that your child has a second set of clothing each day and that it is labeled with his/her name. This is important for all age groups as you never know when a accident may occur.

Sick Child Policy

Updated Sept 2018

It is not in the best interest of the sick child or the other children attending the center for the sick child to attend.

If a child arrives to the center and appears to be sick, or if their symptoms appear after arrival at the center, they be sent home in the case of:

- Temperature is 100 °F (38 °C) or greater
- Vomiting and/or diarrhea is occurring
- A unexplained rash or cough
- Communicable disease (pink eye, chicken pox, measles etc.)
- If the child has yellow or green discharge from their eyes or nose, or an extreme red/pink eye color and has not been seen by a doctor.
- Active lice or nits

Please notify the center the morning that you notice your child is sick and what symptoms they may have.

Children are NOT permitted in the center if they have a fever, diarrhea or vomiting.

ANY staff member has the authority to refuse your child if any of the above symptoms are noted in the morning when a child is brought in the center. Please avoid bringing your child to the center "to see" if they will feel better. We realize it can be an inconvenience for working parents having to take time off when their child is sick, however, we CANNOT have sick children at the center.

All children go outside on a daily basis. If your child is not well enough to go outside, please keep him/her at home.

If a child becomes sick at the center, you will be notified to pick up the child **as soon as possible**. This decision is made considering the optimal health of your child and the other children at the center.

Once your child is sent home they will not be allowed to return until they have been symptom free for 24 hours.

For example: If we call you at 4:00 PM on a Monday, your child will not be allowed to come back to the program before Tuesday at 4:00 PM unless you have a note from the doctor indicating it is safe for them to return.

Parents may be asked to bring a Doctor's note before bringing their child back to the center (this is at the discretion of the Director based on the situation)

It is not uncommon for children who are just starting at the center to become ill. Despite all the regular cleaning and sanitizing done at the center children new to the program tend to get sick in their first week or two. Please be prepared for this possibility as children will be sent home.

If an ambulance is required to transport your child to a medical facility, Polish Bilingual Program is not responsible for any charges incurred due to the transportation of your child.

Supervised Care for Sick Children

When a child becomes sick while he/she is attending the program, staff will contact his/her parent/guardian or an emergency contact person and seek medical attention if necessary.

While waiting for the arrival of the parent or medical help, staff will try to keep the sick child away from the other children, ex: in the office under direct supervision or the child may lay down in the book corner or on the couch. The area where the sick child will rest will be closed to the other children.

When the sick child leaves the area, staff will sanitize the equipment that may have been used.

Communicable Disease Policy

When a staff member knows or suspects that a child may have a Communicable Disease, the parent or emergency contact will be notified immediately and the child must be removed from the center as soon as possible. Parents will be informed of the concern, and encouraged to seek early medical attention.

It is expected that the parent will inform the Director and/or the doctor will contact the Health Unit if any children are diagnosed with a communicable disease. This will enable other children to be protected by ensuring the disease is quickly contained and controlled.

A list of communicable diseases is available by calling the Health Link at 811.

Communicable diseases are: chicken pox, Tb, whooping cough, mumps, diarrhea, encephalitis, hemophilus influenza type B, German measles, poliomyelitis, hepatitis, RSV, meningococcal, rubella.

Medication & Herbal Remedies Policy

Updated Sept 2018

We are unable to give any medication that is not by prescription. Therefore, are unable to give Tylenol, cough medicines or herbal remedies.

Parents must fill out and sign a **medication form** whenever medication is required. Medication forms must be filled out completely. Prescriptions must include the **child's name, name of medication, time and dosage**. No exceptions. Children needing more than one prescription will need to have a separate medication form for each filled out by the parents.

Only a primary staff member will administer any medication or herbal remedy. All medications are returned to parents upon departure EACH DAY.

All medications are kept out of the reach of children and inaccessible, in a locked box in the fridge or cupboard with the exception of emergency medications such as inhalers and epi-pens. NO MEDICATIONS WILL BE KEPT IN A CHILD'S CUBBY.

Only a qualified first-aid trained staff member will administer any medications. Those who may require specialized health care (other than regular medication) will only have medications administered by a professional or a staff member who has been trained in administering that type of health care.

Children who have severe allergies and medications such as Epi-pens for those allergies will be required to fill out a **"severe allergy form"** and ensure the staff are giving the emergency medications each day.

Accidents & Incidents

Accidents and Incidents are written up as they occur. Parents are required to sign and date the written report. Signed original reports are kept at the center if parents would like a copy of a report please ask the staff or Director. It is not standard that copies are made of each incident or accident report. In the event of an accident the following procedures will occur: first aid administered, emergency contact or parent notified, and transportation to a medical facility if required. First Aid certified staff are on duty at all times. Please note that Polish Bilingual OSC is not responsible for any transportation costs incurred if your child has to be taken by ambulance to a medical facility.

Liabilities

The center uses due care and attention in looking after your children and their personal belongings. However, we are not responsible for any lost or damaged belongings. Please ensure appropriate play-clothes are provided to avoid damage to good clothing. In addition, please label all children's belongings to avoid loss and confusion.

We are not liable for accidents or sickness incurred while in our care, except in the case of negligence. Children with infectious colds or illnesses will be asked to stay at home. The welfare and care of your child, as well as the other children, is our number one priority!

Photo/ Media Policy

Updated Sept 2018

- Our program recognizes its responsibility to protect the privacy of children and parents/guardians. Therefore, we ask parents to not take pictures within our centre.

- We will also respect your right to privacy by not posting pictures of children on social media. Pictures are made available in a secure format on our website.
- Parents or guardians must complete the Photo/Media Representation Release Permission Form before any of our programs are entitled to use any media representation for promotional purposes.
- Parents or guardians may revoke their permission at any time.

Child Guidance and Positive Discipline Policy

As a means to create and maintain a safe, nurturing, and peaceful environment, child guidance will be regarded as a means to teach children through gentle direction. Patience, kindness, love, understanding, and tolerance will be encouraged throughout the program.

Polish Bilingual OSC will take a proactive and preventative approach to child discipline. The following guidelines will be adhered to:

- Children will be supervised at all times by appropriate caregivers.
- Staff will guide children through the use of
 - Praise
 - Respectful Communication
 - Establishing Consistent Expectations
 - Positive Verbal Guidance
 - Setting Appropriate Limits
- Children are encouraged to solve their differences by talking with one another in a non-threatening, non-violent and non-aggressive manner.
- Should a child become frustrated or over stimulated, the staff member will proceed with the follow:
 - State expectations in a clear and positive manner
 - Use short, clear and simple sentences, which are developmentally appropriate to the child.
 - Use logical and natural consequences (consequences of behavior will be experienced by the child in a non-punitive manner with the safety of the child taken into consideration)
 - Redirection - inappropriate behavior will be redirected to more appropriate behavior. Staff members should ensure enough time is allowed to assist the child to focus on a positive activity.
 - Active Listening and Reflecting on Feelings (frustration, anger and other feelings will be recognized and the child will be given words or other means of expressing his/her feelings. The child will be responded to in a non-judgmental, and open manner to allow for the expression of feelings and the opportunity to resolve his/her own problems)

- Structuring the environment - adequate space and equipment will be provided to help minimize conflicts; necessary time will be given for smooth transitions which meet individual needs.
- Modeling - consistent staff modeling of: setting limits, appropriate language, problem solving and compassion (towards adults and children) will reinforce and clarify expectations of alternatives for the children.
- Offering choices - children need to be given choices to learn autonomy, which is the development of independence. Giving choices in a supervised setting will help children to make positive choices and avoid undue conflict.
- If further guidance is required, the staff may as a last resort remove a child from the area of conflict. The following method will be adhered to:
 - Child will be gently escorted to designated "quiet space"
 - Allow child to calm down at his/her pace
 - Discuss the situation in an age appropriate manner; be sure to include possible solutions to behavior
 - Reintegrate child into the program

Prohibited Discipline

At no time will corporal punishment, embarrassment, shame, and/or other negative reprimands be conducted by staff members under any circumstances:

Corporal Punishment:

- Striking a child directly or with a physical object
- Shaking
- Shoving
- Spanking of any form of aggressive contact

Unacceptable:

- Harsh, humiliating or degrading responses of any form, including verbal, emotional or physical
- Food will NOT be used as either reward or punishment
- Prohibitions from activities and friends will NOT be put in place
- Shaming or assigning guilt to a child for any reason to create embarrassment

In event of ongoing behavioral issues, parents will be notified. If the Director feels there is an area of concern outside the limits of what the Out of School Care is able to do to help that child, it may be necessary to bring in outside assistance.

Parents refusing to cooperate or support the center's need to bring in outside assistance to help their child will be asked to find alternative child care options for their child; the center is therefore unable to meet the needs of the child.

Child Abuse & Endangerment

If we suspect child abuse or endangerment, we are required by law to report this. We are restricted from notifying the parents or guardians. It is the responsibility of the Department of Social Services to investigate and decide if abuse has occurred. Our concern is the safety and well-being of the child.

Termination & Withdrawal

Polish Bilingual Program reserves the right to terminate enrollment for the following reasons:

1. Non-cooperation of parents/guardians
2. Abuse of the policies outlined in the Parent's Handbook
3. Unsuitability of the program to meet the child's or parent's needs
4. Non-payment of fees as set out in the fee schedule
5. Extreme behaviors that are unsafe or dangerous towards other children and/or staff
6. Verbal abuse or bullying towards staff
7. Refusal from parents in cooperating with the center in accessing outside support to be able to meet the needs of their child

In either situation the center will give the parents written notice.

The Executive Director requires 30 days **written** notice if parents wish to withdraw their child(ren) from the program.

If 30 days written notice is given payment will be applied toward the final month of care.

If written notice is not given parents are required to pay for the final month and will forfeit the deposit.

Conflict Resolution Policy

Our program is committed to a fair, equitable, accessible and structured process to receive, investigate, respond to and document the outcomes of staff/parent grievances. A grievance is any dispute or complaint arising between a parent/ staff participant and our program. Our program supports participants to resolve conflicts effectively.

Our program fosters a positive approach to resolve conflict in a climate of mutual support and cooperation. Most disagreements can be settled satisfactorily without third party intervention and the parties involved in the dispute are encouraged to do so.

If this is not possible, the following procedures will apply:

- We will identify the problem or concern.
- The director must talk to the employee/parent who was directly involved when the problem first arose.
- Failing to resolve the issue, the grievance procedure is initiated and it will be directed to the Board.

Grievance Policy

Updated Sept 2018

We respect the rights of parents and children to be heard. Should a concern about the program arise, there are appropriate steps to take in voicing these concerns.

- For minor concerns address staff members directly
- Speak to or email the program supervisor to address your concerns
 - The director may request concerns to be voiced in writing.
- For all major concerns please put the concern in writing and address it to the Director.
 - Be sure to make the written document as specific as possible, providing all pertinent facts and information.
- If the issue cannot be resolved with the Director, concerns may be addressed in writing to the president or vice president of the board. Please be specific and outline all steps taken thus far.
- If the issue is still not resolved, the parent may request, in writing, to meet with the Board to discuss the issue. We consider the board to be a fair representation of parents in the centre and the decision of the board is final. Any decision will be provided in writing.

Any feedback pertaining to licensing concerns that have not been adequately dealt with can be passed along to:

Alberta Child and Youth Services 7th Floor, 9942 -108 Street Edmonton Alberta T5K 2J5

Our Licensing Officer: 780-427-6390

When a complaint is made to Child and Youth Services please be aware the identity of the person making the complaint will not be divulged to the license holder

Resources and Information

Should you require any information, our program may be able to provide access to information and community resources

Subsidy Information

Updated Sept 2018

Government subsidies are available to families who qualify. Full time subsidy is provided for families who require 100 hours or more of child care during a month. Part time subsidy is also available for those requiring child care of 50-100 hours or more during a month

Parents are welcome to apply even if they are unsure if they qualify. Subsidy is not an "all or nothing" program. It is very common for some families to receive partial subsidy payments. It is based on family income as well as how many children in the family. Subsidy Guidelines and forms can be found at www.child.alberta.ca or by calling 1-866-714-5437.

Acknowledgement and Acceptance

I have read, reviewed and understood the contents of the parent handbook. I am aware of the program policies and procedures and will adhere to the guidelines while my child is in care at the Polish Bilingual Out of School Care, Daycare Bambi. I understand the consequences that will apply and my child will be terminated should I not follow the policies and procedures of the program.

Child's full name: _____

Parent Signature: _____

Date: _____

Director Signature: _____

Date: _____

Child's First Day Checklist

Hours of operation: 6:30 a.m. to 5:30 p.m. Monday to Friday

Please ensure you have provided the following BEFORE your first visit to the out of school care:

- Completed** registration package (to ensure that the registration is complete please give yourself enough time to have it and checked over by the staff and completed as necessary)
- First month's childcare fees + 1 month deposit fee
- 25.00 annual membership fee

Please ensure your child has the following items on their first day to the out of school care:

- Change of clothing (shirt, pants, underwear, socks) - Please label all items.
- Proper outdoor wear for season (children will be going outside to play each day - weather permitting).
 - **Winter items:** winter jacket, ski pants, water proof winter boots, hat, neck warmer, mitts without strings.
 - **Spring items:** Splash pants, rubber boots.
 - **Summer items:** sunscreen, sun hat, bug repellent, swim suit and towel
 - Please label all items.
- If required: one-month supply of diapers, wet wipes and diaper ointment. If toilet training, please provide extra pull-ups or underwear.
- Sippy cup if your child cannot drink out of a regular cup
- Two pairs of shoes (for indoor and outdoor)
- Blanket for nap time (Blankets are sent home on Fridays for laundering)

****Reminder****

- Except for toys needed to help transition we ask that your child leave their toys at home or in the vehicle. If an item is brought in we cannot be responsible for it and we ask that it be labeled and every attempt will be made to have that item left in the child's cubby.
- Please do not bring any food and drinks to daycare