



“Early learning and development center”

“Need-To-Know” Guide

Introduction

Welcome to the Play 2 Learn Child Care Center. This “Guide” has been designed to provide you with information about our programs and some of our policies. Please read it and keep it for future reference. For a complete copy of our policies and procedures please see one of our staff members and they will be happy to get you a copy. Open, two-way communication is important to our success in caring for and educating your child. If you have any questions, concerns, ideas, or comments concerning the Center, please feel free to speak to our staff, the Director, or Management.

Play 2 Learn Child Care – Refers to all programs run under Play 2 Learn Child Care Ltd. Including Kidz Klub out of school care and our new ½ day Preschool program.

Philosophy

The philosophy of Play 2 Learn Child Care Center is based on the following beliefs:

The Children...

We believe that every child is a special individual. Our programs are created to fulfill a child’s social, emotional, intellectual, and physical needs. We provide developmentally appropriate programs that focus on the process of learning through

play and help children enjoy successful experiences. We encourage child directed play and curiosity of learning while they explore their world around them. We encourage play as a means of developing their love of learning.

The Parents...

We believe parents are the most significant adults in a child's life. We strive to create mutual respect between parents and teachers. We encourage daily communication between parents and center staff. Our doors are always open to parents. Play 2 Learn Child Care is an organization that values people: the children in our care, their parents, and our employees. We continually work to earn the trust you as parents place in us. We strive every day to be the best provider of early childcare services.

The Environment...

We believe in providing a physical environment that is safe, clean, and healthy. Classrooms are situated to offer challenging play and learning choices at a range of developmental levels. Activity areas allow children the opportunity to explore, experience, and succeed. Toys and play materials are cleaned regularly to help prevent the spread of germs.

Our Staff, Our Teachers...

We believe that the strength of our program is in the dedication and stability of our childcare staff. We allow our teachers the freedom to create a unique learning experience for children. We provide many opportunities for teachers to work together, sharing ideas. They attend workshops to stay on top of news ideas and our teachers provide a caring and nurturing atmosphere and foster each child's creativity and positive self-image. We have adopted the learning strategies of *Play, Participation, and Possibilities: An Early Learning and Child Care Curriculum Framework for Alberta by Makovichuk,L., Hewes, J., Lirette, P., & Thomas, N., is licensed under a Creative Commons Attribution – NonCommercial-NoDerivatives 4.0 International License.

Based on the work found at www.childcareframework.com.

We encourage and require a commitment to learning by providing any support we can to help our staff continue their education so that all staff members obtain a child care supervisor certificate of qualification.

Our cook follows the Canada Food Guide and a planned menu by a qualified nutritionist to ensure all snack and meal times provide children with the nutrients and energy they need to grow and learn.

Mission Statement

The mission of Play 2 Learn Child Care is to enrich the quality of family life by providing parents with the peace of mind of knowing that their children are in a safe, reliable, learning, fun, loving environment. We will provide opportunities for emotional, intellectual, social and physical development leading to greater self-reliance and a positive self-image.

Programs Goals and Objectives

We offer several different programs at Play 2 Learn. We have 4 Full Day Programs: The Infant Program for new-born – 18 months, The Toddler Program is a program for children ages 19 months-36 months, a full day Preschool Program for children aged 3-5 years, and a 1/2 Day Preschoolers Program for children 4-5 years of age.

The classroom schedules include daily staff supervised group activities, nutritious snacks and lunch, outdoor and indoor play, a two hour rest period (for some programs), art exploration, music class, introductory computer time and free play sessions. The daily routine is flexible and responsive to the needs of the children and the program.

We offer a before and after school program for school aged children attending Elk Point Elementary School.

Hours of Operation

Play 2 Learn Child Care Center is open Monday to Friday from 7 am-5:30 pm. Staff: Child ratios will be fulfilled at all times, including breaks. You will identify regular arrival and departure times at enrolment. These times are expected to correspond to your working/school hours. In the case of a non-working parent, we recommend a core hour program of no more than 8 hours. Notice of changes, which will affect arrival and departure times, should be directed to your child's teacher.

Regular arrival and departure times are important for your child's routine and the Center, since child/staff ratios must be met at all times.

Holidays

If any day designated a holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. The Center is closed on the following days unless otherwise notified.

1. New Year's Day
2. Family Day
3. Good Friday
4. Easter Monday
5. Victoria Day
6. Canada Day
7. Labour Day
8. Thanksgiving Day
9. Remembrance Day
10. Christmas Day
11. Boxing Day

Storm Days

The Center does not close for winter storms. If you decide to keep your child home, please call the center to inform us. In extreme cases when power is knocked out, the center must close after two hours if power has not been restored. Without power, there is no heat or water. This causes health and safety concerns and is the cause for closure.

Enrolment and Service Termination

A fully completed registration form must be received by Play 2 Learn Child Care prior to the child's first day.

Play 2 Learn Child Care requires written notice of intention to withdraw a child, to be received by the Director two (2) weeks prior to the date of withdrawal. The parent/guardian is responsible for payment of full fees for a period not exceeding two weeks in lieu of such notice

Fees, Payment schedule and child Absentees

- All fees are to be pre-paid. Full time care is pre-paid monthly. Part time care is pre-paid as per booked for the month.
- Part time schedules **MUST** be submitted by the start of second to last business day of the previous month. Any schedules submitted after this date will be subject to the Drop in rate.
- A child who has 14 days or more, and/or over 99 hours per month, will automatically be considered full time and charged the full time rate.
- All payments are due by the 5th of the month.

- Late payment charge of \$25.00 will be applied to any account not paid in full by the 6th of each month.
- Fees shall be paid for all absent days that 24-hours-notice has not been given to Play 2 Learn Child Care. This includes sick days, vacation days, and/or other absences for any other reason.
- Full time spots are guaranteed child care.
- Part time spots **are not guaranteed** child care.
- Late pick up: if a child is picked up after 5:30 p.m. there will be a \$1.00 charge for every minute past 5:30 p.m.
- Fees are reviewed periodically and remain subject to change. Parents will be notified at least 2 months in advance of such changes.

Your Child's First Day

This is a very important day for your child. Children who are introduced to a childcare setting with the help of their parents/guardians tend to cope better with their new situation. The introduction helps to open lines of communication between parents and staff, so that special information about your child can be shared. In addition, you and your child become familiar with the environment, the staff, the routine, and the activities at the Center.

We suggest the following ideas for your child's introduction to our center:

1. We suggest that you and your child visit the center together the first day. This should be a brief visit with you in attendance for the first hour or so. Your child's first day should not be overwhelming or tiring, so a half-day is recommended.
2. If taking the time off is not possible for you, we suggest bringing your child in early for the first few days and spending that time together in the classroom.
3. We suggest that your child's first few days be shorter than normal, so that his/her days are not too overwhelming and tiring.
4. If this is your child's first childcare experience, you and your child may want some extra support. The staff and Director will assist you and your child through the transition. Please feel free to share your concerns and feelings with them.

Arrivals and Departures

Arrival:

1. You must bring your child into the center. His/her outerwear must be removed in the entrance area and placed in her/his locker or otherwise specified by staff.

2. You must escort your child into the playroom. Our responsibility for your child does not begin until s/he is in the care of a staff member. Children are not to be left at the door or in the locker area.
3. You are responsible to mark the attendance sheet, noting the time of arrival. This allows us to see who is on the premises in the event of fire drills and emergencies, and to keep accurate attendance records.
4. Please notify the center before 9:00 am if your child will not be attending, or will be late (please give approximate arrival time)
5. Your child is to be at the center by 9:00 am. This enables your child to participate in all planned activities and allows the cook to adequately prepare for lunch. In addition, any scheduled field trips may start at this time.
6. We cannot guarantee supervision at the center after 9:30 am when there are planned outings. We cannot wait for late children, and will leave for outings promptly to be back for lunch. You may be able to meet us at our destination or you may have to wait until we return to the center.

Departure:

1. We expect you to pick up your child. In the event that you are unable to do so, notify the center in advance regarding who will be coming for your child.
2. You are responsible to sign out your child on the attendance sheet indicating the time of pick up and initial the sheet.
3. Staff members will only release your child to those persons listed on the authorization form at time of enrollment. Please keep us updated with any changes to this authorization list.
4. If you want someone not listed on the authorization form to pick up your child, you must inform us in writing. If this is not possible, we must be able to contact you for authorization, or we will not release your child to the person.
5. We will not release children to anyone under sixteen years of age.

Your Child's Needs

Play 2 Learn's programs are designed to encourage and facilitate active learning and development through exploration and play.

1. Children should wear inexpensive, comfortable clothing to enable them to participate in all aspects of the program.
2. All items of clothing should be clearly labeled with your child's name or initials.
3. While every effort is made to prevent your child's clothing and possessions from getting lost or damaged, the center cannot guarantee that this will not happen. Please check the lost and found box regularly.
4. Your child will need a pair of indoor shoes to be left at the Center, and a complete change of clothing.

5. Your child's possessions will be stored in his/her designated locker. Please check here for notices, artwork, soiled clothes, etc.
6. If your child is not toilet trained, you are responsible for providing approximately 20 diapers per week, and any special toileting supplies that your child needs. Staff will keep you updated on your child's diaper needs.
7. There may be times when your child is asked to bring something from home when we have a special theme. However, we ask that all other personal possessions such as toys, books, and treats be left at home. This helps prevent possible problems associated with sharing these items with classmates, and possible loss or damage.
8. Your child may bring in a small, safe, quiet toy for rest period, such as a plush or stuffed toy, a doll, or favorite blanket or pillow.
9. Please send your child with the appropriate outdoor clothing for the day. We try to go outside at least once a day. Following are lists of suggested seasonal outerwear that your child will require:

<i>Summer</i>	<i>Winter</i>	<i>Fall/Spring</i>
Sun hat	Toque	Toque
Summer jacket	Snowsuit	Jacket
Waterproof rain boots	Winter boots	Rain pants
Sneakers	2 pair of mittens	Raincoat
Swimsuit	Sweater	Sneakers
Light sweater	Pants	Mittens
Shorts	Sneakers (indoor)	Sun hat
Rain suit		Sunscreen
Sunscreen		

Field Trips and Outings

Part of Learning is going out of the day care to experience new things. Play 2 Learn Child care will take the children on outings in and around the community. Parents will be informed of these outings well in advance and asked to give written permission for their child. Children are never transported in personal vehicles only by foot.

Health Policies

At Play 2 Learn we are concerned about the health and safety of all children and staff at the center. Staff is strict about enforcing health regulations. Infections can spread rapidly within a child center, so universal precautionary measures are taken at all times.

Illnesses

1. Please do not send your child if there is any question of illness, as we are not equipped to accommodate sick children. Children who exhibit the following will not be accepted for care:
 - a) Fever
 - b) Diarrhea
 - c) Vomiting
 - d) Infection
 - e) Persistent coughing
 - f) Swollen glands
 - g) Unidentified rash
 - h) Pain/aches
 - i) Chicken pox
 - j) Lice
2. If your child becomes ill while attending the center, you will be notified immediately and will be expected to have an authorized person pick up your child within One hour of the phone call.
3. Child may not return to the Centre till they have been symptom free for 24 hours.
4. Please inform the staff if your child has a contagious condition that has been diagnosed by a medical doctor.
5. You will be informed if your child has been exposed to any contagious condition while at the center.
6. Once diagnosed with a contagious condition, your child is not permitted to return to the center without a letter from your doctor stating that s/he is past the contagious period of the condition and is able to participate in all program activities.

Medication

1. The staff at Play 2 Learn Child Care are only permitted to give medication authorized by a doctor or parent.
2. All medication must be in the original container, with a readable label
3. You will be asked to complete an authorization form for each new medication (or provide a written letter of consent), stating your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instructions.
4. Over the counter medication will not be given by staff unless written instructions are received from the parent or child's doctor. These instructions are to include your child's name, date, nature and reason for the drug, complete instructions on administration and dosage, and any special instructions, and the parent or doctor's signature.
5. Please send measuring utensils along with your child's medication.
6. For safety reasons, all medications are to be directly given to staff, and not to be left in the child's cubby.
7. It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning to the center.

Universal Precautions

Play 2 Learn helps control the spread of infections by practicing proper hygiene and universal precautions. Children and staff wash their hands thoroughly with warm water and soap before meals, after toileting, before and after administering first aid, and throughout the day as required. Toys, dishes, and eating surfaces are sanitized daily. Floors are swept daily and as required throughout the day. The laundry, kitchen, and bathroom are cleaned daily, and as required throughout the day. Universal precautions adapted by the center are:

- Latex gloves are used whenever there is exposure to bodily fluids however if gloves were not on had hands are washed immediately after exposure to blood, and all other body secretions
- All cuts are covered with a sterile bandage until healed
- Disposable latex gloves are worn by staff treating open cuts
- Blood soiled surfaces are disinfected with bleach, which kills HIV
- Laundry stained with blood and other bodily secretions is washed separately in hot soapy water.
- Materials stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined covered plastic container.
- Use of aerosol sprays/deodorizers are not used whenever possible instead we use pump sprays.
- Use of pesticide, if needed, is only used during non-daycare hours. If a pesticides is used indoors children are kept away from the area for the recommended time deemed by local health authorities.
- Smoking is prohibited on the premises of Play 2 Lean Daycare

Emergency Information

Play 2 Learn Child Care is inspected annually by the Fire Department and by the Department of Community Services. We have monthly fire drills, and all permanent staff has been trained in First Aid and CPR. Please inform the center of **any changes** to your address, place of work, telephone numbers, and authorization list and of injuries that your child receives outside the center.

Accident Reports

Staff is required to complete an accident report form for any accident that requires first aid treatment by the staff. It will be signed by the staff member who administered treatment, and by the Director. It is then shown to the parents and signed by the parents before being placed in the child's file. Parents are to be informed of the injury at an appropriate time (depending on the extent of the injury), maintaining confidentiality of any concerned parties.

Emergency Medical Treatments

It is the staff members' responsibility to handle emergency medical treatments for which they are trained. Each staff member will keep updated training in Emergency First Aid and CPR. If a child requires medical treatment, the parent will be called at an appropriate time (depending on the extent of the injury) and required to take the child for professional medical attention. If the parent cannot be reached, an authorized person will be called to fulfill this responsibility, and contact with the parent will continue to be made.

If contact with the parent or authorized person has not been made and your child requires **immediate** medical attention, a staff person will accompany your child to the Elk Point Health Care Center. Center staff will continue to attempt to reach contact person, who will be expected to meet the child at the hospital. Staff must return to the center as soon as possible. If your child requires **emergency** medical treatment due to life-threatening incident, an ambulance will be called and a staff member will accompany your child to the hospital.

Emergency Evacuation

In the event we have to evacuate the center due to fire or other emergency and the center must close, you or an authorized person will be contacted immediately and expected to pick up your child **immediately** at the designated emergency location.

Nutrition and Food Handling

All kitchen staff must have a current food safety course and must adhere to Alberta Health and safety regulations.

Play 2 Learn's menus are approved by the Department of Health, Nutrition Services, and follow the Canada Food Guide for Children. Our menu plans run on a four-week rotation, and include a wide variety of foods. The week's menu is posted for your information. We employ a part-time experienced cook for all food preparation. We provide a morning and afternoon snack that each includes foods from at least two food groups, and a full course lunch including all recommended food groups. If your child requires supplements or special foods due to medical condition, you will be responsible for providing them. The staff does not force children to eat, or withhold favorite foods for inappropriate behaviors, but encourage children through positive modeling and reinforcement to try new or other foods. Please keep us informed of any food allergies.

Rest Period

Play 2 Learn has a two-hour rest period as part of the day's schedule for all classrooms. All children are required to rest on their mats for a age appropriate period of time, including children who do not sleep. After this time, these children may engage in quiet activities for the remaining time in the designated Awake Room.

Child Abuse Policy

As per the protocols outlined by the Child and Family Services for the prevention and reporting of child abuse, the center staff is legally required to report cases of suspected child abuse.

Supervision

- Child staff ratio is always maintained this ensures that there is proper supervision for children
- The primary Staff is responsible for constant and vigilant observation of all children during indoor and outdoor play
- Staff does physical environment safety checks to ensure child safety every time upon entering any play area. (See Environment safety checklists)
- Continuous head counts are made though out day in and out doors
- Staff know exactly how many children they have in their room at all times
- Children are separated by age and developmental abilities to ensure that supervision is appropriate for their needs.

Behavior Guidance Policy

Play 2 Learn will follow the guidelines outlined in the Behavior Guidance Policy from the Department of Community Services. The following policies are designed to help each child develop self-control and self-confidence so that s/he will have the ability to act appropriately in given situations.

1. Play 2 Learn recognizes that a well-planned program with interesting activities helps prevent many inappropriate behaviors. We structure our program with a variety of developmentally appropriate and interesting activities that encourage children to participate with appropriate behaviors.
2. Behavior Guidance Techniques used by the staff at Play 2 Learn include:
 - Acceptable alternatives for unacceptable behaviors (explanations of appropriate behavior and reasons why some behaviors are inappropriate, focusing on the behavior and not the child, such as “When you throw sand at Johnny, it hurts his eyes. Please keep the sand in the box.”)
 - Positive reinforcement (recognizing/rewarding appropriate behavior with praise)
 - Positive directions (positive statement of expected behavior: “walk please” instead of “don’t run inside”)
 - Real choices (child is given a choice of acceptable alternatives, such as “Do you want to help clean up Lego or the playdough?”)
 - Modeling by staff of appropriate behaviors

- Age appropriate limits (staff set limits in a positive way, and periodically remind children)
3. Under certain circumstances, the staff may use physical contact to guide behavior, in such instances as holding a child who is in danger of injuring him/herself or others.
 4. When a child's inappropriate behaviors become a concern, staff and parents will meet together to determine a consistent behavior Management Plan for use at home and at the center.
 5. Staff will **not**:
 - Use corporal or physical punishment in any form.
 - Use harsh, humiliating, belittling, or degrading responses of any form, including verbal, emotional, or physical.
 - Confine or isolate children
 - Deprive a child of the basic needs, including food, shelter, clothing, or bedding
 - Use harsh, humiliating, belittling, or degrading responses of any form, including verbal, emotional, or physical.
 - Confine or isolate children
 - Deprive a child of the basic needs, including food, shelter, clothing, or bedding

Personnel

All staff is trained in First Aid and CPR. All staff that will have direct contact with children require an Intervention Record check through Child and Family Services and a Criminal Record check through the RCMP.

Withdrawal

Parents wishing to remove their children from the Center must give 2 weeks notice in writing to the Director or Management.