

LITTLE EXPLORERS

Child Care Centre

Parent Handbook 2020

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This handbook has been approved by:

Authorized by 1639017 AB Ltd Board of Directors

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Policies and Procedures for Parents

Introduction to the Program

Welcome to Little Explorers Child Care (LECC) and thank-you for your trust in us. We will strive to ensure your trust is well placed! LECC is a non-profit childcare center run by a volunteer Board of Directors ran in collaboration with Drumheller Community Church.

Please read through this handbook and use it for future reference in understanding the program. Should you have any questions or require more information, please do not hesitate to ask any staff member. We will be pleased to answer your questions.

LECC strictly adheres to all applicable policies, procedures, regulations and legislation. By signing the Child Care Agreement, located in your registration package, you acknowledge your agreement with LECC's adherence and enforcement of published policies, procedures, regulations and legislation.

Philosophy of Little Explorers Child Care

LECC's goal is to supplement the child's home life and social life through play and interaction with their peers and trained, compassionate childcare professionals, and by helping children care about each other, their environment and the world at large, all the while nurturing the child's ability to interact with family, friends and those in authority. The environment will promote creativity and individuality. A child should feel safe and know that they are loved and accepted for who they are. Our learning and play environments will reflect and embrace diversity and non-stereotypical roles and images. Our program is centered on your child's interests, background, preferences, needs and abilities and your child will be cared for in a safe, loving and accepting atmosphere. Every child is valued and will be treated with respect.

By actively promoting such skills as problem solving and conflict solution, we hope to encourage independent thought, creative thinking and awareness of self and others.

Our aspiration is to provide a program that is fun, inclusive, welcoming, understanding and supporting. We want our staff and families to be proud of what we have created together.

Parents are treated with respect and are entitled to childcare excellence they can trust. Parents are always welcome to observe and interact with their child while in daycare.

Goals of Little Explorers Child Care

1. Provide child care excellence you can trust.
2. Maintain a safe, loving and accepting environment for your child where they will be valued and treated with respect.
3. Immerse your child in age and developmentally appropriate activities and programs
4. Provide a high-quality food program that meets Canada's Food Guide
5. Build and maintain your satisfaction and trust in our services and operations

Registration, Fees, Scheduling and Room Placement

Registration

Registration will be considered complete when all the follow steps are followed:

1. Complete the **Parent Orientation** which includes:
 - a tour of our facility,
 - introduction to our team,
 - an overview of the program,
 - familiarization of policies and procedures
 - sign **Child Care Agreement**
2. Fill out a Registration Form and Child Information Form for your child
3. Schedule care for your child.

Registration and Child Information Forms

Registration forms are required for Licensing and must be kept current. Please ensure that you regularly review your forms and inform us of any required changes.

The Child Information Form is used to customize your child's care and experience. Again, please ensure its contents are up to date. You may view your child's form at any time during business hours or have the form emailed to you for review. Please speak with the Director or Supervisor who will be pleased to assist.

Fees

Fees are determined by and are reviewed annually by the LECC Board (1639017 Ltd Corporation) to offset the increases in staffing, food costs, utilities and other expenses of that nature. Fees may or may not increase on a yearly basis, the year being October to September.

Transition time into the program, with the parent in attendance, is arranged with the Director and full fees will be charged from the first day the child is in the program without the presence of a parent. At this time, fees may be paid by cheque, cash, debit, credit card or email transfer. Currently, LECC does not offer direct payment via credit card. Cheques should be made payable to "**Little Explorers Child Care.**" Fees are to be paid at the end of each month. For parents applying for subsidy, the full parent portion will be required up front. If there is uncertainty as to how much parents will qualify for, a deposit of half the full monthly fees will apply until LECC receives confirmation from subsidy. Any money left over from the deposit will be credited to the parents account.

Monthly statements are issued at month end for that month and fees are due on 15th day of the month after. After-15th business day a late charge of 5%, will apply for all accounts without payment. Under some circumstances, LECC will allow for alternate payment, but only after formally meeting for approval of the following persons: Accounts Administrator, the Board Chairman and/or Designate. After 30 days of late payment, childcare will be suspended until payments are made in full.

Full time and part time fees remain the same regardless of absence due to no-show, statutory holidays, vacation or illness.

Your fee includes the following services that occur on premises:

- program costs
- crafts and supplies
- breakfast for drop-offs before 7:30 am (if parent informs staff its required), AM snack, lunch and PM snack (if your child can eat the menu items)

Your fee does not include:

- field trips and related costs,
- baby food/ formula,
- diapers and wipes
- food items not listed on the menu i.e. special diet items

Account in Arrears

Your account is in arrears if full payment of the invoiced amount is not received on or before the 5th of the invoiced month.

Our policy for accounts in arrears is as follows:

- You will first receive a reminder from the Accounts Manager regarding the status of your account. This reminder may be in the form of a telephone call, an email, a written reminder placed in your child's basket or a direct face to face. Please speak the Accounts Manager if you have any concerns or questions regarding your account.
- If payment is not received or if you have not contacted the Accounts Manager within five days of receiving your reminder, then a Letter of Arrears will be drafted and delivered to you.
- As stated in the letter, child care service will be suspended until your account is settled in full.
- We desire to work with you to settle your account and will consider payment options until your account is referred to a collection agency.
- Your account will be referred to a collection agency thirty (30) days after the suspension date.

Scheduling

Full time spaces are reserved for those who have registered as full-time and whose accounts remain up to date. As full time, you are automatically scheduled for up to five days of child care a week. It is your choice to use as many or as few days as you need. **LECC will not refund fees for unused child care service.** If you are going on vacation or experiencing an extenuating circumstance that affects your required child care service, please speak with the Account Manager as far as in advance for options.

Although all the spaces at LECC have been designated for full time use, there may be times a space becomes available for part time use. This part time space will be allotted to a part-time registration who has submitted a child care schedule prior to the 20th of preceding month and has paid the invoiced amount. Once your schedule and payment has been accepted, you will be guaranteed that space for your scheduled dates.

LECC will not reimburse fees for scheduled part time childcare service that was unused.

Please note that part-time spaces cannot be guaranteed to be available every month.

Hours of Operation

LECC is open Monday to Friday from 6am to 6pm. Please ensure you do not drop off your child prior to 6am or pick up your child after 6pm.

It is of utmost importance that you are not late picking your child(ren) up from our care. **LECC is not licensed to provide childcare service before 6am or after 6pm.** If you are late picking your child(ren) up from care, you will be subjected to a late fee due BEFORE the child(ren) can return to the LECC program.

Fees for late pickup are as follows:

\$50.00 + \$5.00 for every minute late.

LECC will be closed for the following days:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labor Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Room Placement

LECC will place your child into an age appropriate room with other children of similar age and/or development level. Currently we separate children into the following age groups:

Daycare

- Infants 0 to 17 months (Pink room)
- 18 months to 2 years (Blue room)
- Toddlers 2 years to 3 years (Orange Room)
- Pre-schoolers 3 years to 4.5 years (Purple Room)
- ECS aged 4.5 years to 6 years (Yellow Room)

Out of School Care

- aged 6 years (grade one) to 12 years (Green Room)

Your child will usually transition from room to room after he/she has reached graduation age, is developmentally ready and in consultation with you. LECC reserves the right to transition your child to another room based on what is best for both your child and the program.

There may be times when your child is temporarily placed into a different room to comply with licensing requirements. This placement is only temporary, and your child will return to his/her regular room as soon as possible.

Pick-up, Drop off and Transfer of Care

Drop-off

LECC opens at 6:00am and each classroom incorporates a separate daily routine to accommodate their children's needs. Children are encouraged to participate in all planned activities. For children to fully take part in the daily activities, it is required that your child/children be at the center BEFORE 10:00 am daily. Your child will be deemed a no-show after 10:00 am and their spot for the day will be filled, therefore your child will be unable to attend for that day, unless prior arrangement has been made, i.e. doctor appointment, etc. You will still be charged for that day. If your child is not able to be here by 10:00 am by prior arrangement, it is your responsibility, as the parent/guardian, to decide to meet your child's classroom at their destination. It is important to note that LECC does not have room in other classrooms within the center to accommodate children who arrive later than 10:00 am. It is also required that parents call the day care to report any absences for their children.

All children must be fully and appropriately clothed upon arrival and dressed for the season. All clothing should be labelled with the child's name.

Children must be brought to the designated daycare room by the parent/guardian and signed into the room via sign sheets located on a clipboard beside the door. Actual hours of care must be accounted for due to licensing, accreditation and staffing purposes.

Parents are always welcome to stay to observe/interact with their child in the daycare.

Pick-up

LECC closes at 6:00 pm and you must pick your child up any time **BEFORE** 6:00 pm. If a child is not picked up by 6:00 pm, parents will be charged a \$50.00 fee plus an additional \$5.00 per minute for every minute after 6:00 pm. It is imperative that your child be picked up before 6:00 pm. Any parent who is late picking up their child will need to pay the fee **BEFORE** their child can return to the center. Please note that this fee will apply each time there is a late pick-up. However, after 2 two late pick-ups, the child will be discharged indefinitely.

A parent is considered a NO-SHOW when she/he does not appear on-site at LECC thirty (30) minutes after her/his scheduled pick-up time without contact from the family. In the event of a NO-SHOW, the Director or designated staff member and child will remain on the premises. If it is necessary, the Director will phone the emergency contact on file to pick up the child or Child and Family Services may be contacted.

LECC takes the pick-up of children very seriously. Only people authorized on registration forms and the ER contact can pick up a child. Parents **MUST notify the office if someone other than themselves will be picking their child up.** After arrangements have been made, the person picking the child up will be required to produce Government issued photo identification. **If someone else comes to pick your child up, the office will phone you and confirm this, before releasing your child into their care.**

If a staff member has reason to believe that a parent/guardian/emergency contact is under the influence of drugs or alcohol, they will immediately notify the Director or Supervisor in Charge, who has the authority to refuse to release the child/children into the parents/guardian/emergency contact's care. If it is necessary, the Director will phone the emergency contact on file to pick up the child or Child and Family Services may be contacted.

Transfer of Care for Out of School Children

If your child is registered in the out of school program and uses the school bus, LECC will sign your child out of the program once they board the bus to go to school in the morning.

Conversely, LECC will sign your child into the program once they are dropped off by the bus. If your child is expected to attend the program and does not arrive, you or your emergency contact will be telephoned.

You are required to follow the drop-off and pick-up procedures for all other times.

What to Bring to Daycare

Please ensure all belongings are clearly marked with your child's name. LECC will not be responsible for lost, stolen, or damaged items including high value items such as electronics. There is a lost and found box in the office.

The following list will identify what you are responsible to supply for your child. If your child arrives without the following items, you may be required to return to the daycare with the items or remove your child from care.

Infants/Toddlers

Please ensure all belongings are clearly marked with your child's name.

- diapers, wipes and diaper cream (if needed)
- 2-3 complete changes of clothing
- feeding bottles and formula
- baby food (if your infant cannot eat from LECC's menu)
- one water bottle (only used for water) for toddlers
- two sippy cups for infants (one for milk and one for water)
- sunscreen and bug spray if required
- weather appropriate outdoor clothing (toque, mitts, snow pants, rain pants, sun hat, etc.)
- swimsuit/swim diaper and towel for summer time activities
- crib sheet (infants)
- blanket for nap time
- non-plastic, closeable bag for your child's items i.e. sports bag
- Stuffed animal or doll to sleep with if used.

Preschool Aged

Please ensure all belongings are clearly marked with your child's name.

- Indoor only shoes sneakers or running shoes (required to be worn in the premises)
- 2-3 complete changes of clothing
- weather appropriate outdoor clothing (toque, mitts, snow pants, rain pants, sun hat, etc.)
- one water bottle (only used for water)
- sunscreen and bug spray if required
- Swimsuit and towel for summertime activities
- blanket for nap/quiet time
- non-plastic, closeable bag for your child's items i.e. sports bag
- Stuffed animal or doll to sleep with if used.

School Aged

- Indoor only shoes (required to be worn in the premises)
- weather appropriate outdoor clothing (toque, mitts, snow pants, rain pants, sun hat, etc.)
- one water bottle (only used for water)
- sunscreen and bug spray if required
- Swimsuit and towel for summertime activities

Please refrain from allowing your child to bring additional items to the daycare unless requested by your child's teacher for special days. **We ask that no electronics or toys are brought to daycare at any time.** If you desire for your child to bring additional items, please discuss with your child's teacher prior to bringing the item. Should there be a concern with the item, the matter will be brought to the Director who will make the final decision. Any items that are being misused or deem inappropriate for the group, will be placed with your child's other belongings and banned from further use.

Food Program

Our food program meets Alberta Health Services' standards and conforms to the Canadian Food Guide's recommendations. The week's menu will always be posted on the board inside of the main entrance doors for your review.

- Breakfast, if parent informs staff it is required, is provided to children arriving from 6am to 7:30am
- Am snack is provided to children at 9 am
- Lunch is provided from 11:30 am to 12:30 pm
- Pm snack is provided at 3pm. Green room children may choose to snack once they arrive to their room.
- LECC provides whole milk to infants and 2% milk to other age groups

LECC adheres to the known allergy list that is created from the information that you provide for your child and every effort will be made to ensure that your child is not exposed to potential allergens.

You are required to provide your child with meals and snacks if, for any reason, your child can not eat the food that is provided by LECC.

Fire Procedure

Children must be signed in upon arrival into the center by their guardians. Each room will keep additional attendance on a white board located by the room's door. In the event of an emergency, the room designated caregiver will take attendance upon leaving. (This is to provide the fire warden or emergency personnel with a list of names if so necessary.)

Upon hearing the fire alarm, staff will guide children out of the center by means of the nearest exit and scan the room prior to ensure they have all the children in their attendance. Portable records are kept in the room backpack which must be taken at any point when leaving the childcare room with a group of children.

Fire Drill/discussions are practiced monthly and recorded on the designated form. Emergency procedures are visibly displayed in each daycare room and prominent areas of the Centre. Fire evacuations are practiced monthly by staff and children.

Emergency evacuation location: **St. Anthony's Catholic Parish**

No one will be permitted to:

- Stop and get items
- Go back inside of the center-even if someone is missing. This can potentially create a second victim in need of rescue.

In the event of an evacuation, parents/guardians will be notified immediately. If due to environment closures, staff and children will remain in the building until the parent or alternate designated person of pick up are here to pick up the child. This must be done as soon as possible. In extreme circumstances, and only if necessary, staff will take children with them, informing the parent of their name, phone number, and location. This decision is to be left to the Program director.

Emergency Closures

An emergency closure is defined as any situation that puts the health and well-being of our children, families and staff members at risk. This could include, but not limited to structural damage to the center, a serious outbreak, or power/water outages of more than 2 hours. Families will be given as much notice as possible to pick up or find alternative care for their children. Childcare fees will be waived for the affected days if the closure lasts longer than 2 days.

Medication and Healthcare

LECC staff are not formally qualified to make "judgment calls" as to when medications are appropriate, therefore only medication prescribed by a doctor will be administered. Medicine must be stored in its **original container and labeled** with the child's name, doctor's name, name of medication, dosage, and when and how often it should be administered. LECC cannot give any dosage other than what is prescribed on original bottle directions. A completed **Medication/Emergency Medication** form must be filled out with directions from the guardian and it will include:

- the last dose given prior to arriving at the center
- the name of medication as labeled
- label or prescribed dosage to be given and at what times
- the parent or guardian signature authorizing medication administration
- the dosage, date, time, and signature by staff when medication has been administered.

Medication forms will be stored in each room, in the hanging file folder located close to room entrance. A medication form will be filled out only for length of time that medication is prescribed for. The medicine will be stored in a locked container that is inaccessible to children, either in room refrigerator or on top shelf of teachers closet. All medications must be taken home once the prescribed date is completed, unless they are emergency medication (inhalers, epi-pens, allergy medications). A written record of when and how much medicine was administered by the staff will be kept on file. If a child requires medication daily, has allergies, or has a medical condition which may require care the Director will be informed in writing. If a child requires emergency medication (epi-pen) a permission form must be completed and left with the designated early childhood worker. This emergency medication will be stored in a place that is inaccessible to the children.

LECC may provide or allow the provision of health care only with your written consent. Examples of this include the application of medication or the simple changing of a dressing.

Accident, Illness, Safety

LECC will provide first aid and comfort to your child in the event of a minor accident or illness. An **Incident Report** will be created for you to review and sign when you pick your child up. If desired, you may direct LECC to contact you prior to pick-up regarding all minor injuries.

In the case of an accident or serious illness involving your child, we will ensure that you or your emergency contact is notified and that your child receives immediate first aid and comfort. If necessary, medical attention will be initiated by calling 911. LECC is mandated to report, to the appropriate agency, any serious illnesses, injuries or any other incidents involving your child that occur while attending our program.

LECC will not reimburse fees if your child leaves the program due to accident, illness or safety issue.

Immunization

If a parent has decided not to have their child inoculated, the following procedures then apply:

- Upon enrollment the daycare staff will ask for a current immunization record for every child.
- The parent will provide a signed and dated letter stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side effects and dangers of not being immunized.
- If an outbreak occurs, the parent will be asked to remove the non-immunized child from the center until it has been determined that the child's health is no longer at risk.
- LECC is not responsible should your child fall ill at our facility.

Illness

To ensure the health and safety standards of the childcare center, a constant awareness of the children's health is maintained. If a child is not well enough to participate in normal program activities, is showing signs of an infectious illness or a program staff cannot provide the care required; the child would be considered too ill to be a part of the program.

The child would be assessed in the following ways if a child appears to be ill; child's temperature will be taken over the

forehead using a thermometer. Staff will monitor children's health by observing to identify early signs of a fever, illness or unusual behavior such as redness in the face, clammy or hot skin or a lethargic child.

The program/license holder must ensure that the child's parent removes the child from the program premises immediately. Once sent home from the program, the child will not be allowed to return until the program received a note from the child's physician stating child does not pose a health risk to other children and staff or **the child has been symptom free without medication for 24 hours**. All communicable diseases will be reported to a health official for further instruction. Parents will be informed of this policy upon registration and will receive a copy of the policy included in the parent handbook.

Children who become ill at LECC and/or cannot fully participate in the program will be made comfortable in a separate area away from other children, and the parent will be contacted immediately. If the parent is unavailable the emergency contact will be phoned to collect the child. Person(s) named as emergency contact must be authorized for pick up. Children who become ill while in the program must be picked up as soon as possible and will be required to sign a Sick Child Report, which will indicate when the child can return to the program. All children play outside each day (weather permitting). If the child is not well enough to go out and/or participate, the child must be kept home. The Director and staff at LECC have the right to refuse a child if the staff member feels that the child is not well enough to be at the day care that day.

Parents are required to notify LECC whenever their child has been exposed to a contagious disease. When a child has been diagnosed with a contagious disease, the parents are asked to make alternative arrangements for their care and to please call LECC to inform staff of their child's illness. Minor cuts that happen at the Child Care Centre will be cleaned and bandaged at the center and an injury report will be written for the parent to read and sign. Children are not to attend the daycare medicated, unless it is prescription medication that has been used for 24 hours.

There will be no reimbursement of fees if your child leaves the program due to illness.

Child may not attend program when they:	Child may return to program when they:
Has a fever of 100.4 degrees (38C)	Fever has remained below 100.4 degrees (38C) for 24 hours without medication
Has consecutive bouts of diarrhea	Symptom free for 24 hours
Has skin infections, undiagnosed rash, or sign of contagious illness or infection	Has been examined by a doctor and has medical clearance OR has been on antibiotics for 24 hours
Has any form of untreated infestations such as lice or scabies	Has been treated/has no visible nits
Conjunctivitis	Has seen a doctor and 24 hours after first eye drops have been given
Vomiting	Symptom free for 24 hours
New or unexplained cough	Symptom free for 24 hours
Requires greater care and attention that the staff can provide and that will compromise the care of the other children in program	Symptom free for 24 hours
Has difficulty breathing	Symptom free for 24 hours
Any communicable disease	Doctor's note is required
Having or displaying any other illness or symptom that staff knows or believes may indicate that the child poses a health risk or concern to the persons in the program	Written notice for a physician claiming the child does not pose a health risk or concern

Diapering and Toilet Training

As the diapering of infants and the toileting of toddlers involves close adult-child contact, the care providers will (whenever possible) be responsible for changing diapers and assisting with toileting. As this is an opportunity for one-to-one time with the child, the care providers will involve the child by explaining what is being done and encouraging the child to interact/help as much as possible.

Guardians are required to supply LECC with diapers, wipes, and cream for diaper changing. Each child's supply of diapers will be labelled and used only for that child. When supplies run low, staff is expected to notify guardians to bring more. If a child does not have diapers or wipes at LECC, they will not be able to attend until the guardian brings more.

LECC staff will:

- Follow Alberta Health Services recommendations for diapering and toileting procedures posted in the washrooms.
- Record diaper changes and toileting activities on the "What I did today" sheet.
- Encourage independence for dressing and toileting. Assistance and support will be given to the children to encourage these new skills.
- Encourage the development of healthy personal habits by ensuring that children wash their hands after using the bathroom.
- Be respectful of the child's needs.
- Sanitized the changing station after each use.
- Wash children and staff hands BEFORE and AFTER diaper changes and bathroom breaks
- Decide with the family when a child is physically and emotionally ready to start to learn to use the toilet.
- Be patient, supportive and understanding during this learning process.
- Check and change diapers at every transition time
- Take training children to the bathroom every 30 minutes and at all transition times.
- It is at the parent's discretion whether they use Pull-Up's or underwear at training time. If they choose underwear, they must bring a large supply of both underwear and pants.
- Expect accidents, as there are many distractions at daycare.
- During toilet training, please dress your child in "user friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists, or dresses. Try to avoid tight clothing, pants with snaps and zippers, and overalls.

LECC is not responsible for the cleaning of soiled underwear, pants, and re-useable diapers. They will be bagged and placed in the child's cubby. Parents are expected to take soiled items home immediately and return the next day with fresh clothing.

Reporting Child Abuse

LECC is mandated by law to report all cases of believed child abuse to Child and Family Services. This is not a judgement on you as a parent. This is for the wellbeing and safety of your child.

Communication

1. You are always welcome to speak directly with your child's teacher regarding instructions, concerns and/or compliments. As well, there will always be a Director and /or supervisor on duty should you need to speak with them instead. Your input is valued and essential and we encourage direct and consistent communication.
2. A **Parent Newsletter** will be emailed monthly to you, if desired, to announce program changes, special events and items of interest.
3. Our **Parent Boards** are located just outside your child's room in the hall. It is used to share events, activities as well as general and more detailed information regarding your daycare.
4. The **Meet Our Team** board is also located inside the main door. We use it to provide information about our amazing team.
5. Parents are welcome to use the **Communication Binder** located in the staff room to pass on information pertaining to their child i.e. a change in schedule. Alternately parents can also inform any staff member who will be pleased to assist.
6. Your child's teacher will complete a **What I did today** sheet to provide you a brief synopsis of your child's day. LECC policy requires you to initial this sheet prior to picking up your child.

7. Just inside the main door, is a **Child & Family Resource** area to provide information to interested parents regarding community resources and available assistance.

8. At least annually, you will be asked to fill out a **Parent Survey** regarding our daycare program. Your input is essential and the information is used to improve our program and meet applicable regulations. We thank-you for your timely completion and honesty.

Parent Advisory Committee

LECC encourages all interested parents to volunteer for the parent advisory committee; whose purpose is to advise the Director on improvements to the program and on solutions for challenges that are being experienced. This is the forum for all your great ideas. Please speak with the Director if you are interested.

Conflict Resolution

Should you experience a concern or conflict within the daycare, you are encouraged to speak with the applicable party and the Director or to the Director alone to resolve the issue.

If an agreeable resolution cannot be found, you are invited to arrange a meeting, through the Director, to speak with a member of the Business Operation Committee. This member will then conduct an inquiry and respond with a written decision to the applicable parties in a timely manner.

In the event, you are not satisfied with the written resolution, LECC may require you to find alternative child care for your child.

Behavioral Issues and Correction

Child Guidance

LECC encourages positive interactions among staff, and children, while promoting a supportive environment in which children's development, self-expression, and creative expression, can be stimulated. At LECC our focus is on the child, to praise their strengths and abilities, and to further develop their areas of need. LECC aims to assist children in the areas of development pertaining but not limited to:

- Respect for others
- Respect of self
- Self-control
- Self-confidence
- Self-discipline
- Sensitivity towards others

Children in care will be guided to accept responsibility for their own actions. Developing self-control and learning appropriate social behaviors are essential to children's social development. By encouraging children's self-respect and respect for others, caregiver's can help children to develop self-control and sensitivity in their interaction with others.

Preventive Methods

- Set a good example by modelling appropriate behaviour and problem-solving techniques. When caregivers are polite and considerate of others, they set the tone for everyone
- Recognize each child as a unique individual in terms of age, level of development, temperament, experience, family background and culture. All these factors affect children's abilities to understand and respond to your directions. For example, most children under three years of age cannot understand the concept of taking turns, so distracting them with a different activity is more effective than telling them to wait their turn.
- Respect each child individual needs and interests to encourage the development of children's self-esteem. For example, if a child needs a lot of alone time, do not insist she always play with others.

- Plan a program of varied and developmentally appropriate activities that maintain children's interest and all them opportunities to choose among enough activities and equipment. Children who are busy and involved are less likely to misbehave, but if they often must wait for toys and equipment, they are more likely to get bored and into trouble.
- Know the group and plan for difficulties to prevent problems for occurring. For example, have the slower dressers begin earlier than the rest of the group, so they others will not get bored and restless waiting for them.
- Plan transitions between activities so that children know what is coming, have enough time to finish what they are doing and can "switch gears" for a new activity.
- Organize the indoor play space to distinct activity center to reduce large free-flow traffic areas and prevent inappropriate running and chasing. Schedule time for children to "burn off steam" by running around during outdoor or large muscle indoor activities., In order to reduce conflicts, clearly designate areas for children or staff, individual or group activities.

Setting Limits

- Encourage the behaviour you want to continue with words or gestures; "You two are sharing those trucks".
- Establish clear limits that are understandable to children and be consistent in applying these limits: "we use our walking feet in the classroom". Children will understand a reasonable explanation for rules but can't learn what is expected if the rules are constantly changing.
- Use simple forward statements of expectations when setting limits. These statements should not be in the form of questions.
- Focus on what to do, rather than what not to do.
- Explain the natural consequence: "If you put the blocks away where they belong, you'll be able to find them easily next time."
- Explain the logical or adult-constructed consequence: "when you push on the stairs, it tells me you need to hold my hand to be safe".
- Give children a choice only when they really do have a choice and be prepared to follow through on their decision.
- Give children time to respond to expectations. Young children have short memories and sometimes they need to be reminded of the rules.
- Ignore minor incidents, set some basic rules that help distinguish minor incidents from those needing adult intervention.
- Help children learn to solve their own conflicts by teaching them how to problem-solve. For example: clearly state the limit, "Hitting hurts." Then offer to help the child find the appropriate words, "If you would like the doll back you can say 'I would like the doll back please'".
- Deal with the incident that has just occurred and do not dwell on past problems or incidents. Children need to be praised for appropriate behaviour not nagged for past mistakes.
- Let children know they can come to you for further direction if they need it.

Intervention Method

When undesirable behaviors occur and children need to be stopped or redirected, the following methods may be used:

- Stay calm- gain the child's attention by stating their name, bending down to their level, establishing eye contact and speaking in a calm, controlled voice.
- Move close to the child to help him gain self-control, kneeling and placing your arm around him may provide needed assurance.
- Acknowledge the child's feelings and remind them of the limits in simple straight forward language.
- Focus on the behaviour as unacceptable, not the child or his character. Protect the child's self-esteem by telling him that his behaviour is not appropriate.
- Reassure the child, physically and verbally, that there are valued and cared for, despite the actions. A hug or smile does wonders.
- Redirect or distract a younger child.

- Offer a choice of appropriate alternative activity
- Consider the child's age and level of development before you set limits.

Time outs must never be used since it can be a form of isolation. If a child requires quiet time, then let a child return to the group when they are ready.

Child shall never feel isolated. If a child is upset, aggressive, disruptive or unable to maintain control while in area of other child, the child will be guided to a quiet area to calm down and staff will explain the expectations and options. Then the child is ready to join the activity again, they may do so.

If the child's behaviour continues to be inappropriate, they will be directed to another activity. A staff will then notify the guardian upon pickup. Staff at the center will work with the child as much as possible to help aid and correct behaviour. We strive for the success of the child before all else.

Corporal Punishment

Corporal (physical) punishment of children, including hitting and spanking is NOT an appropriate method of guiding behaviour. Regardless if the techniques used by parents in the home, corporal punishment must NEVER be used in a childcare setting.

Other discipline methods that are not allowed include harsh verbal or physically degrading measures that humiliate or undermine a child's self-respect, isolating a child, threatening a child or withholding food, shelter, clothing or bedding. If staff, students, volunteers and outside organization do not abide by this discipline policy, depending on the situation, it may be grounds for dismissal.

Inappropriate and Unacceptable Behavior

LECC must ensure that the play and learning environment for all children is safe, respectful, and provides a model of proper behavior to all children within our care. We also must ensure that inappropriate and unacceptable behavior is addressed in a timely, consistent, and fair manner for the well-being of each individual child as well as the group. This policy will address our plan for Inappropriate and Unacceptable Behavior. Inappropriate and Unacceptable Behavior May Include (but is not limited to):

- * Aggressive, physical, or verbally threatening actions directed at another individual
- * Profane or abusive language (does not have to be directed at another individual)
- * Refusal to comply with a teacher's instruction or request.
- * Treating LECC (or another individual's) property with a lack of respect
- * Disrespecting another child or a LECC staff member
- * Self-Destructive Behavior
- * Other behavior determined by a LECC staff member to be unacceptable.

While in the care of our center, we teach children to respect themselves, their friends and teachers, their environment and materials. Most of the time, small behavior issues and concerns are communicated to the parents through routine interactions at drop off and pick up times. In some instances, children who are disruptive or continuously aggressive may need a behavioral plan put in place. A parent meeting will be requested if a behavioral plan needs to be put in place for any child.

Appropriate behavioral management methods serve to guide children's behaviour while protecting and enhancing their self-esteem. Knowledge and skill are required to ensure that the methods used always take children's self-esteem into account. Staff will employ measures to deal with situations where the children cannot reach a solution themselves. These measures will be:

- (1) Redirecting the child and/or the activity.
- (2) Assisting in the use of problem solving and/or language skills to help children reach a solution.

- (3) Quiet time away from the other children with the opportunity to talk one on one with a supportive childcare staff. A third incident will result in the child having a “cooling off” period in the Program director’s office. This step is ONLY to ensure all children feel safe and supported by removing the child from the room. During the child’s cooling off period in the office, the child will have the opportunity to express their emotions in any way they feel is necessary in a safe and nonjudgmental atmosphere. Once the child has calmed down, the child and director will have a calming discussion about the child’s emotions, what made them upset and brainstorm some ideas to solve it. An incident report will be filled out for negative behavior and given to the guardian with verbal explanation to read and sign. The document will be kept in the child’s file; a copy can be given to parents upon request.

Staff will encourage children to be responsible for their behavior by reasoning with the child and offering set limits.

A parent will be called to pick up their child should a staff member have trouble with a child’s behavior that shows a total disregard of a caregiver’s authority or hurting others physically. This behavior will not be tolerated, and management reserves the right to discharge a child from the program without notice, should the disruption persist.

Parents are expected to further address the issue with their child at home. In some instances, follow up with a professional for an evaluation may be recommended. If so, parents will be expected to cooperate for continued enrollment

- A parent meeting to discuss and implement a behavioral action plan, which may include additional professional services and assessments.
- The family can seek an alternate care arrangement for their child.

Photographs and Video of Your child

With your written permission, LECC requests to use photograph and/or video of your child for program purposes including but not limited to room decorations, crafts and promotional material for public website, brochures, posters and social media. Your child’s name will never be published for promotional reasons.

You may choose which purposes are acceptable and, in all cases, you will be consulted prior to the publishing of the materials. Use of photographs and video footage is voluntary and is contingent on your explicit written permission using the **Photo Permission** form.

Daycare/OSC- School-Community-Partnership

LECC encourages Daycare and OSC program’s participation in the community through proposed events and field trips such as visiting with seniors and involvement with community projects and will, from time to time, become involved in such community activities.

If desired and with your written permission, LECC can provide information regarding your child’s development to schools and other community agencies (speech therapy, occupational therapy, educational assistants) that you are currently accessing.

Termination of the Care Agreement

Every effort will be made to build and support our relationship with you. Although our priority will be to “make it right”, we understand that there may be situations when LECC is not the best choice for your child care needs.

You may terminate the Care Agreement for any reason by providing written notification or email. LECC will not reimburse child care fees if care has been provided within the month you terminate our service.

LECC may terminate the care agreement for any of the following reasons:

- your account is in arrears,
- it is deemed that your child cannot be safely or appropriately managed in a room with available resources
- LECC cannot satisfactorily resolve a problem with you
- it is deemed that you or an associate is a threat to or has threatened a child or staff member.
- you demonstrate non-compliance with any applicable policies, procedures, regulations and legislation.
- You are registered as part time and space no longer exist