



World Of Wonders Daycare  
"A Home Away from Home"

# WORLD OF WONDERS DAYCARE

## *"A Home Away from Home"*

Maplewood Shopping Center  
52 Brentwood Blvd.  
Sherwood Park, AB  
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World Of Wonders Daycare

# Parent Handbook

(Updated Jan 2022)

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(Parent handbook is updated yearly or as needed)

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*“Welcome to World of Wonders Day Care center where our vision is that each individual child be offered the opportunity to explore and experience the world”*

## **PHOLOSOPHY**

Our daycare provides a **safe and nurturing environment** that promotes:

- Social, physical, intellectual, creative, and emotional development through a daily program of planned age-appropriate activities.
- The children will achieve self-awareness and confidence through personal exploration and growth.
- Our program includes multicultural activities that focus on the child’s complete development, so children will form a collaborative relationship with the people around them.
- They will explore the world & develop a positive attitude through various child interest-based activities.
- We encourage parents and staff to work together to provide a stimulating and supportive environment
- World of Wonders Daycare and its employee’s respect the family’s primary role in child rearing and their right to transmit their values.
- Childcare staff acknowledge and respect the family’s primary role in child rearing and their right to transmit their values, beliefs and cultural heritage to their children.

## **MISSION**

Our Daycare provides a safe environment where children are free to explore and experience the world.

## **DESCRIPTION OF THE DAYCARE**

**World of Wonders Daycare** center offers flexible and high-quality childcare to families who need daycare services for their children during day and nighttime. The center offers childcare services for children 0 to 12 years of age. World of Wonders daycare has a wide range of activities for each age group. In this facility, the children will be nurtured and supported in such a way that promotes positive self-esteem and provides the opportunity for optimal growth in all areas of development. All staff of the World of Wonders daycare are qualified, caring and trained to provide a quality daycare services. Daycare owner/Director is highly qualified and brings a complementary mixture of childcare knowledge and business experience.



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## ADMINISTRATIVE POLICIES

### Operational Hours and Schedule

- The Centre is open from 6:30 AM to 6:30 PM (Daytime) and 6:30 PM to 6:30 AM (Nighttime) and offer flexible timings (Monday to Friday). However, it is not recommended that you leave your child for 12 consecutive hours.
- We will be closed on all the statutory holidays including December holiday break.

### Day Care Fees Policy

World of Wonders Daycare fees varies for each age group please contact the Director for details at [wowdaycare@hotmail.com](mailto:wowdaycare@hotmail.com) or by visiting our website. Management will give minimum one month notice before making any changes in the daycare fees structure:

- Registration fee is \$50.00.
- Postdated cheques can be given at time of registration.
- Payment should be made payable to "DIXIT INDUSTRIAL SERVICES CORP".
- Payment method accepted is cash, cheques and email transfers.
- Childcare fee for the month must be deposited in advance along with the registration form.
- Subsidized parents need to deposit \$200 in advance with registration.
- **Monthly fee deposited is non- refundable:** If a child does not attend due to illness, family holidays, other reasons, or the daycare closes due to holidays or emergency measures - the monthly fee does not change irrespective of the number of days child has attended in the daycare.
- **Fee's due date** From 1<sup>st</sup> to 5<sup>th</sup> of each month. Thereafter a late fee of 7.00 \$/day (\$35 per week) will be charged. It is recommended to supply 6 months of postdated cheques.
- **Late Pick-up Charges:** Please remember to be on time when picking your child at the end of the day or night. There is a ten dollar (\$10.00) per 15-minute charge for pick up after the designated time agreed upon.
- **Services Charges on returned cheques:** A service charge of \$30.00 will be charged for any returned cheques.
- **Notice of Withdrawal:** It is advisable to give at least two weeks' notice prior to withdraw of your child(s) from the daycare. If you failed to give a two-week notice, you will be charged childcare fees for the two weeks of care whether or not your child is in attendance.



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## **Child Care Subsidy**

- If you believe that you may be eligible for a childcare subsidy, please see the director for more information.
- Those who are receiving childcare subsidy must adhere to all rules of the childcare society. Parents need to make sure they apply for subsidy in a timely manner. If you need help completing or submitting the application, the Director will be happy to help you. If we provide any childcare that was not approved by the subsidy program, the parent(s) will be responsible for paying the full cost of the care. To get full subsidy, a child must have completed minimum 100 hours (per month) in the daycare. Any fees not covered by subsidy are payable by parents. Parents can also apply for extended hours subsidy during the application.

## **Handbook & Policies and Procedures Review**

We review all policies and procedures, the Licensing Program Plan and staff and parent handbooks annually and update as needed.

The process for reviewing the handbooks will include:

- The use of Licensing Standards and ELCC guidelines as a reference to ensure best practices are included in each policy and procedure handbook.
- Parents and staff are encouraged to give the center feedback on our policies.
- A notice will be posted on the parent board outlining any new policies we are considering.
- Staff will be informed and able to offer their suggestions or input at a staff meeting.

## **GENERAL PARENT POLICIES**

### **Open Door Policy**

At World of Wonders Daycare, we feel relationships are important, we encourage the development of partnerships with families. We welcome maximum parental involvement in activities at the center and parents are welcome to visit at any time.

### **Privacy**

Special events pictures are displayed within the daycare with the parent permission. Staff, family members and friends are not allowed to take daycare children's picture without pre-approval of the child's parents or guardians.



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## **Sign In/Out procedures**

All children upon arrival or departure must be marked in or out on the daily attendance sheet, indicating the time of arrival or departure. This must be done at the time when the child is released from the parent/guardian to the receiving staff upon arrival or from the supervising staff to the parent/guardian upon departure. All children who attend school, upon arrival or departure to school, must be marked in or out on the daily attendance, in addition to the recording of daily arrival and departure at the center. Daily attendance sheets must also record all children that are absent, on vacation, or absent due to illness.

## **Clothing**

Children's clothing for the daycare should be comfortable, easy to put on and remove, easy to care for, and labeled with your child's name. Parents are advised to send their child in play clothes.

We offer art activities, water, sand, and outdoor play, so children need to wear clothing that allows them to move freely and get dirty.

During cooler weather, it is necessary for each child to dress appropriately. Boots, mittens, a heavy coat, snow pants, and a toque will be necessary for winter play. Hat and Gym shoes (rather than sandals) are appropriate for the summer.

## **Parent and Community Involvement**

At World of Wonders Daycare, we feel relationships are important, we encourage the development of partnerships with families and community groups. We welcome maximum parental involvement in activities at the center e.g.: storytelling, playing (indoor and outdoor, going on a field trip and celebrating birthdays or holiday events). We invite parents to form partnerships with the center staff and encourage parents to work together to provide a stimulating and supportive environment.

- Parents are welcome to join our professional development days and attend classes at the center.
- Please note our child Guidance policy contained in all handbooks and our service plan.
- Also, please note that we update our policies and procedures and our parent manuals yearly and as needed. If you wish to contribute any suggestions or comments, please contact the Director.

## **Resources & Referrals for Families**

We have many resources available for parents. There is a support network that can be accessed on the web at [www.strathcona.ca/parentlink](http://www.strathcona.ca/parentlink). Resources and materials are available to parents at the parent resource area at the entrance to the daycare as well.



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Director or Assistant Director may refer families to support agencies if children or families may benefit for assistance. A record of all referrals will be recorded in children’s files.

## Parent Responsibilities

Following are some of the points helpful for the parents for their understanding of their role and positive contribution for the daycare function:

- Parents are requested to read the bulletin boards, notices and newsletters that are sent via email or posted on website. Important information is shared with you on a regular basis.
- Please give your child time to adjust in the daycare before leaving. Parents can help set a positive tone for the rest of the day by taking a few minutes in the morning to greet the teachers and help involve your child in an activity. Please be sure to **sign your child’s sign in sheet**. These sheets are imperative when doing fire drills or in the event of an emergency.
- Please value staff members and show them common courtesy. Caregivers are more than just babysitters. We employ teachers who have training and education in child development with CPR/First Aid certified. They are well trained for their job with all the backgrounds checks completed. Show respect for their position as an important part of your child’s development.
- Focus on your child when you pick him/her up. Take time to greet staff and your child and see if there is anything the teacher wishes to communicate before you leave.
- Be respectful and support center policies. We understand that it is almost impossible to fully enforce the policies all of the time, but your respect for daycare policy is appreciated.
- Make sure your children follow daycare rules. Please don’t allow them to run away from you, climb on furniture, etc. Your child’s safety and well-being is our primary concern.
- Make sure your child is wearing appropriate clothing. Children may get dirty in childcare sometimes due to different activities. Please ensure clothing is easy to remove if your child is in diapers or in the process of toilet training (don’t send them in overalls).
- Keep a sick child home. Capital health mandates health regulations to prevent spread of infectious illness. Although it may seem inconvenient at times, these rules also keep your child from being infected by others as well.

## What to Bring on First Day

1. Registration Form, Emergency and Personal Info submitted online or paper form
2. Photocopy of current immunizations
3. Crib sheet (for babies) and small blanket for naps
4. Baby food, formula and milk bottle.
5. Diapers and wipes cream etc.
6. Extra set of clothes
7. First month childcare fees (due in advance)
8. Winter jacket, snow pant, mittens, scarf, toque, and snow boot
9. For summer season hat and sun cream
10. Two pair of shoes (Outside and Inside)





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## **Tips for a smoother drop off on the first day**

We understand your concern and feelings on the first day at our center. We know it is hard for you to leave your lovely child on his/ her first day in the daycare. Please have full faith on our staff, they are well trained for a smooth transition. Here are some of the tips for you, for a smoother transition on the first day:

- Bring your child to daycare for a visit and stay with them if possible, prior to their first day in the daycare.
- Bring pacifier, favorite animal, blanket etc. to ease the transition.
- Remind child when you will be back (ex: Mommy/Daddy will back after nap).
- Form a routine at drop off (ex: take child's shoes off, walk into playroom, give kisses, say goodbye and leave promptly).
- Feel free to call daycare to check on your child.

## **Parent or Community Concerns & Grievances**

Any problems or complaints should, if applicable initially be lodged to the Director, who will deal with the issue. The Director will investigate the problem or complaint by questioning those involved and discussing issues with staff. The time frame will be as short as possible but will depend on the seriousness of the problem or complaint. The Director will then report back to the complainant by face-to-face meeting and if needed have staff involved. The end result of the conflict will be recorded and stored in the child's file.

### **Grievances Procedures – Parents**

The center fosters positive relations between all parents and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day-to-day well-being of the center in a fair, prompt and positive manner. We have an open-door policy, and all parents are welcome to share any concerns at any time.

#### **How the Policy will be implemented**

- All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.
- The complainant's names will remain confidential between the Director and the person/s to whom the complaint is directed.



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### **Procedures**

Grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When grievances cannot be resolved informally by the persons directly involved, a formal grievance process should be provided.

#### **Procedure for Dealing with Parent/Staff Conflict**

- The parent should discuss the problem with the relevant staff member concerned
- If the parent still feels action is necessary after discussion with relevant staff member, they should take the matter up with the Director
- If the parent is still unhappy with the situation the Director will become involved and other options can be discussed

**Fund Raising** – The daycare may organize a fund-raising events occasionally. Before organizing fund rising event, daycare staff/ management will discuss the plan with all parents for their advice and support. The staff and management of the daycare will actively participate in all fund-raising activities.

### **Social Media**

The posting of any information or pictures of the children, parents, or staff members of WOW Daycare & OSC on social media (e.g. Facebook, Instagram, Myspace, Twitter etc.) will be done to promote awareness within the community and allow parents to see the activities the children are involved.

If center would like to use photos of children outside of the Daycare & OSC, the Director will provide details of where the photos would be used and obtain written permission from Parents.

The posting from WOW Daycare & OSC, whether online or otherwise, will be done upon approval from the Director.

## **PROGRAM POLICIES**

### **Child Guidance Policy**

The child guidance policy of World of Wonders daycare is the governing principles of child management in the daycare. These principles will be informed to all parents at the time of registration and staff members at the time of their employment. The director of the daycare will ensure the implementation and the review of these guiding principles.

Following discipline techniques are strictly prohibited in the daycare:



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- Any type of humiliation, verbal and physical abuse, neglect and abusive treatment.
- Depriving children with meals or snacks.
- Force feeding children.
- Discipline a child for soiling, wetting or not using toilets
- Spanking and any type of corporal punishment of children.

Staff should proactively adopt the following **child guidance** method:

- A plan for appropriate behavior through the environment by arranging home room, furniture and other materials to encourage active learning and independence.
- A plan for daily scheduling that prevents boredom and a feeling of being rushed but leaves children with time to relax and enjoy activities
- Daily routine should be planned with ample opportunity for children to select activities and move between them at their own pace and give children ample notice of transition ahead of time.
- Provide children with expectations that are clear, age-appropriate and applied in consistent way.

### **Child Guidance Policy (Infant/Toddler)**

- Staff never use physical punishment or severe discipline. Staff help children understand the effects of their own actions on others (Ex. Call attention to other child’s crying face; explain child’s anger when her block structure is knocked down).
- Staff usually maintain enough control to prevent problems (Ex. Children hurting one another or endangering themselves: being destructive). Staff help children learn to use communications rather than aggression to solve problems (Ex. Provide words for non-talkers; encourage verbal children to use words).
- Expectations are generally realistic and based on age and ability of children (Ex. Sharing is not forced although it may be talked about: children not expected to wait for long periods.)
- Staff seek advice from other professionals concerning behavior problems if needed.
- We do not practice time outs. Staff will identify what is guiding the child behavior, rather than treating the behavior in isolation. Staff will redirect children by providing interesting activities in a warm and caring environment.

### **Child Guidance Policy (Pre-School/Kinder)**

- Staff do not use physical punishment or severe methods. Staff actively involve children in solving their conflicts and problems (Ex. Help children talk out problems and think of solutions: sensitize children to feelings of others).
- Staff usually maintain enough control to prevent children from hurting one another.



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- Expectations for behavior are largely appropriate for age and developmental level of children.
- Peer interaction encouraged (Ex. Children allowed to move freely so natural groupings and interactions can occur). Staff use activities to help children understand social skills (Ex. Use storybooks and group discussions with children to work through common conflicts).
- Staff stop negative and hurtful peer interactions (Ex. Stop name calling, fighting).
- Some positive peer interaction occurs. Staff provide opportunities for children to work together to complete a task. (Ex. A group of children work to cover a large collage with many pictures; make cookies with many ingredients; cooperate to bring chairs to the table).
- Staff seek advice from other professionals concerning behavior problems.
- We do not practice time outs. Staff will identify what is guiding the child behavior, rather than treating the behavior in isolation. Staff will redirect children. Staff will explain the rules. Children will be given behavioral choices whenever possible.

## **Program Planning**

### **Meeting the development needs of children:**

‘Fun activities which foster and support children’s growth’

As well as

‘Social, physical, intellectual, creative, and emotional development’

i.e.

‘Games, projects, arts & craft, storytelling & reading, music, videos, cooking, walks, playground, field trips etc.

We focus on learning through play, which helps the child’s developmental needs. We provide them with variety of play facilities i.e. sand and water play, play dough, educational toys, arts experience etc. This enhances the children’s creativity imagination and the development of their motor skills. Our weekly planning is based on child interests and observations during play.

We use a weekly planning sheet. The planning sheet calls for identification of each activity and areas of development it supports using S.P.I.C.E. Daily planned activities reflect the developmental needs and interests of the children. Parents are encouraged to share ideas and participate in program planning

Programming criteria includes:

- A time is set aside each week whereby each staff is responsible to create weekly planning based on the child’s interests (child observation)
- Planning forms and child observation sheets are provided to each staff



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- Planning is based on staff observations of the children during play and discussions with children
- Program plans are posted in each room. Staff invites any suggestions or input that parent may have regarding program planning

### **Child Directed Play**

Having *self-directed* play time is important because it is during this type of activity that children learn to make their own choices, interact with others, and use their imagination. Staff can enhance free play by providing the child with the opportunity to select materials and choose companions, and children to manage play independently. *Child directed* play means children follow their interests and work on the skills they really need to develop.

*Child directed* play does not mean “free for all” with no rules and “anything goes” Instead, it requires an organized structure, where the choices are clear to children, safe options are plentiful, and staff supervise carefully to ensure productive and engaged behavior.

### **Home Rooms**

The center is licensed for 58 full time spaces divided in to 3 home rooms. Each child is assigned to a peer group with a home room. Primary caregiver will be responsible for maintaining close contact between center and families, through personal contact, weekly log and conferences. Children will eat, sleep and play in their home rooms. During play time children will choose their play, while the primary caregivers are responsible for supervising specific areas of the home room. Special furniture designed according to the children’s convenience. Books and toys are placed on the reach of the children.

### **Outdoor Play Policy**

Children will be exposed to a variety of outside activities. Our center will provide minimum one hour every day for outdoor play- if weather permitting. (We do not take children outdoors when the weather drops below -18 °C with the wind chill and limit outdoor time when the temperature is above 30°C). Outdoor play activities will be conducted in the daycare play area and the two adjacent community parks situated within the walking distance. All children who are well enough to attend the center are well enough to be taken outdoors for play. Parents are advised not to request for their child to stay indoors while the rest of the group is outside. Outdoor play is important in promoting good physical health.

The center recognizes the importance of staying current and updated with best health and safety practices.

Opportunities for indoor and outdoor play are crucial to providing important experiences and proper development of children from birth to five years.



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Fresh air and exercise are important factors in promoting good physical health. Outdoor play will be encouraged in all weathers, with the appropriate care taken to protect children.

The safety of children accessing this area is crucial, a full risk assessment will be carried out and reviewed regularly (Once a Month).

Prior to any child accessing the outdoor area a member of staff will complete a full 'daily check' of the area and all the equipment and remove any potential hazards. Although the principles of continuous outside play will be adopted, the safety and well-being of children will always be prioritized, and outside play may be temporarily restricted if this compromises children's safety.

All outdoor play structures comply with the standards outlined in the current edition of a Guideline on Children’s Play Spaces and Equipment, CSA Standards. The outdoor play area is free of toxic plants. Outdoor sand box has a tightly fitting cover, which is kept on when the box is not in use. Wading pools are deflated and stored inside the daycare. Children are supervised at all times. A minimum of two staff will be outside at any one time.

Staff are asked to keep their cellphones on them while outside so in the case of an accident or emergency, one staff can call whoever is inside the center for help while the other staff deals with the emergency.

A varied play experience will be provided outdoors as well as indoors.

To enable children to fully experience play opportunities offered parents are requested not to send children to the center in expensive clothing that could restrict play opportunities that children are able to participate in.

The following factors that will be taken into consideration in different weather conditions:

### **Hot Weather**

- Children will be encouraged to play outdoors, however a risk assessment will be taken to determine if in the interest of children's safety outdoor play may be restricted at the hottest parts of the day.
- Shade will be provided in the outdoor area.
- Children will be encouraged to drink water regularly.
- Children will wear sun hats and sunscreen will be applied before children play out in hot weather.
- Staff will apply sunscreen to children no less than 30 minutes prior to going outside. (a parent consent form will need to be completed & signed prior to sunscreen been applied) Refer to Sunscreen Policy for further details.



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### **Wet Weather**

- Suitable waterproof clothing will be provided to enable children to be able to experience splashing in puddles, playing in the rain or snow.

### **Cold Weather**

- Children will be dressed appropriately with coats, hats and gloves before playing out.
- Where possible the center will try to build up a spare bank of additional clothing that can be used in emergencies to enable the children to continue to access the outdoors.

### **Staff Ratios**

- At all times, staff: child ratios (both inside and outside) will be maintained within. Whenever possible extra staff should be posted outside.

### **Field Trip & Excursion Policy**

Extra staff are always sent on a field trip and parents are welcome to join. For the safety of the children child/staff ratio will always be exceeded on field trips. The Director will notify Parents in writing of the field trip ahead of time and consent forms will be collected and in the field trip consent forms file. The center will use public transportation only. Emergency backpack containing each child's emergency information and contact numbers are taken on every outdoor activity including field trips and off-site activity and emergency evacuation.

The centre will take a child to an activity off the program premises only where:

- The child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and
- The child's parent has consented in writing to the child's participation in the activity
- The daycare must ensure that in the case of an activity off the program premises or an emergency evacuation a staff member takes the portable emergency record and first aid kits in respect of each child to be taken off the program premises
- Most of the field trips will not require additional cost but in some cases a small fee may be asked from the parents. Children will be return to the center at the end of the field trip



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**Staff Responsibilities:**

Each Staff is responsible for:

- Bringing the first aid kits for their room: containing child emergency information
- Bringing a list of all children going on the trip (the child’s sign in sheets)
- Being accountable for the children appointed to them during the field trip
  
- Applying sunscreen, ensuring each child has a sunhat
- Ensuring children are appropriately dressed for the weather
- Continually checking # of children to sign in sheets. If a parent picks a child up from the field the signing sheet must indicate the child has been picked up
- Ensures safety rules are reviewed with children and their chaperones prior to each field trip
- Carry the Daycare cell phone and a list of emergency contacts i.e Fire Department, Director and Astt. Directors Phone #
- Leave a list of all children attending the field trip at the center with Director or Astt. Director
- Staff prepare children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to

**Volunteer Responsibilities**

- Continually check the sheets to ensure you have all the children.
- Hold doors open for staff and children.
- Help Children on the bus.
- Assist with child supervision.
- Help to dress the kids for outdoors.
- Ensure children stay on the sidewalk, enter the crosswalk before the children and staff ensure crossing safety.

**Pets**

From time to time we may have a pet for the center. All pets will be cleaned after by staff only. Children will wash or sanitize their hands immediately after handling the pet. Proof of pet shots will be required before bringing any pet into the center.

Parents will be notified when the center is considering the purchase/visit of a pet. The center will take into consideration any allergies a child may have.





## **Use of Computers, TV, Videos & Media**

We currently have no computers for the children. If we bring in computers, the children will have a maximum of one 15-minute session per day. The games played on the computer will be educational in nature. There will be no access to the internet and all computer use will be monitored by staff. In the event that a parent does not want their child to access the computer alternative activities will be provided for that/those child.

We do not watch television at the daycare and children under 2 are not permitted to watch TV. The children are permitted one movie per week, and it will be of educational value.

## **Developmental Screening & Referrals Policy**

Preschool Children's progress will be documented in child journals in each room.

Staff will complete quarterly progress reports for each child in the playrooms. A copy of the most recent progress reports will be kept in the child's file.

Nipissing Developmental Screening will be completed on each child's birthday. For children under the age of three, screening will be done every six months. (On their birthday and six months after.) A copy of this screening will go home with parents and one copy will remain in the child's file.

In the event that we have concerns about a child's development the director will set up a meeting with the parents to inform them of our concerns. Child concerns, discussions with parents, and recommended community resource suggestions will be documented and kept on child's file. Room staff will be available to attend the meeting and if the parent feels they need assistance we will refer parents to family resources or outside agencies. A record of all referrals will be kept in the children's files. Director or Assistant Director will follow up with parents and keep files updated in regard to any course of action taken.

The center supports the role of parents. We take pride in keeping the doors of communication open. Parents are free to discuss their child's needs, likes and dislikes and any concerns they may have. Any child concerns from the center will be discussed with parents.

## **Celebration of Special Events**

Christmas, Halloween, various festivals & multicultural celebrations will be celebrated in each home room. Parents are welcome to attend the celebration. Home room staff will be responsible to arrange the special events and communicated to parents and director.



## **Program Evaluation**

The program will be evaluated regularly based on:

- Program evaluation will be completed yearly
- Staff and parents surveys will be completed yearly and used in the evaluation of the program. Parents and Staff will be informed of the results of the surveys and our plans to address any concerns
- Action plans created in respect to the Alberta children's service monitoring and licensing
- Action plans created in respect to the Capital Health inspections reports
  
- Review of any critical Incident/accident report forms
- Staff evaluations done after the first three months of employment and once per year
- Opportunities for Parental Input:
  - Located at the entry of the daycare
  - Suggestion Box and Parent Resource Area (Parent Information Board)
  - Communication Book (Letters and Comments)
  - Message Board
- Early childhood Environment rating scale and Infant and Toddler environmental rating scale will be used periodically in the process of program evaluation

## **Supervision Policy**

### **Aim**

- To ensure the potential for accidents and injury to children is reduced
- To ensure staff are aware of the variables relating to supervision
- To ensure safety for children when participating in excursions
- To ensure that the staff have the capacity to evaluate supervisory practices and respond appropriately

### **Ratio**

- Approved child/staff ratios must be adhered to and extra staff provided for children with additional needs.



## **Implementation**

### **Parents will:**

- Personally, deliver children to a staff member and ensure a staff member is informed when departing;
- Inform staff if a person, other than authorized, will be collecting the child. This can be done via a phone call to the office;
- Ensure the 'Authorized Person to Collect' information is up to date;
- Inform staff of any current or pending court orders affecting the child. Provide the center with a photocopy of the court order to be kept with the child's enrollment form;
- Ensure they are familiar with the procedures to be followed when attending excursions with the group;
- Adhere to correct "Sign In and Out" procedures;
  
- Ensure that the front door and playground gates are closed after entry or exit;

### **Staff duties includes but not limited to:**

- Provide adequate supervision of children at all times.
- Supervision is one of the key requirements in the prevention of accidents and injury throughout the center. Childcare staff members require the skills to be able to assess potential risks during supervision and be able to implement changes to supervision to avoid accident or injury. New and relief staff should be informed of potential supervisory risks appropriate to the individual child in a confidential and sensitive way.
- Ensure a staff member is close enough to children to intervene in the event of an issue occurring;
- Ensure that children are not left alone in the playground or in the room.
- Have clear sight lines to all children in the group at all times. They will place themselves in a position to 'supervise' as much of the 'whole group' as possible;
- Ensure that where multiple areas are available to children at the same time (indoor/outdoor activities) that such areas are appropriately supervised;
- Communicate effectively to other staff when they are moving from an area;
- Ensure children are only released only to authorized people;
- Ensure younger children's safety is not compromised in mixed age groups;
- Complete accident/incident forms for all injuries under their supervision and report them to the Director as soon as practicable;
- Be consistent in enforcing limit setting using Centre's "Guided Choices" program;
- Ensure the water trough is supervised at all times and emptied after use.



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- Do regular head counts of children in their care, especially when entering the playground and on leaving the playground, and on excursions;
- Be aware of the location of each child at all times;
- Ensure that supervision is **active** and **interactive** with children. It is not suitable for staff to stand and watch or talk to other staff and parents. Staff will discuss with each other the best positions of supervision, especially in the playground, to avoid clustering in one spot;
- Ensure staff ratios are correct at all times to assist supervision;
- Encourage children who wish to use the bathroom, to inform a staff member who will accompany them.
- Question any strangers to the center in a friendly way, e.g. “Hello, can I help you?” while observing the person’s actions. Any concerns should be reported immediately to the Group Leader or Director;
- Ensure that the supervision of excursions adheres to Regulation Guidelines;
- Ensure that front door and playground gates are closed after entry and exit;

**Management will:**

- Ensure all areas are visible, accessible and free of potential hazards;
- Ensure all guidelines and legislation are adhered to;
- Ensure procedures are reviewed and adhered to;
- Ensure new staff and relief staff members are fully informed of and clearly understand supervision procedures.

**INCLUSION AND DIVERSITY POLICY**

At World of Wonders Daycare we practice Inclusion/Diversity policy where

- We make sure all adults and children are treated equally and with respect, regardless of background, ethnicity, culture, language, beliefs, gender, age, socioeconomic status, level of ability, additional needs, family structure or lifestyle
- Promote inclusive practices and ensure the successful participation of all children
- Encourage all children, families, educators, students and volunteers to communicate respectfully and fairly
- Reduce bias and prejudice & promote acceptance
- Develop a range of practices and guidelines that actively counteract bias or prejudice

Children with special needs require child care for the same reasons as all children:

- To grow, develop and learn.
- Friendship building and social inclusion.
- Parental employment, training, respite and support.



## Procedures:

**Human Resources:** All staff at WOW Daycare understands and agrees to support inclusive practices as outlined in the Inclusion Policy

**Training:** All staff attend special needs-focused training opportunities on effective inclusive programming whenever possible.

**Programming:** The staff adapts the environment and routines as necessary to meet the needs of the children enrolled. The staff develops flexible programming that can be adapted as needed.

**Confidentiality:** Staff is aware that they will receive and have access to confidential information about children and families and they agree to keep this information in strict confidence.

**Partnerships:** WOW Day Care Centre work collaboratively with parents and outside service providers to ensure that the needs of the children are met. We will, with the consent of the parents, refer children to outside service providers when we feel, or the parents feel, that a child may require additional support.

**Admission/Registration:** All families interested in registering their child are dealt with in a fair and equitable manner.

**Transitions:** Children with special needs may require extra support when transitioning to a new age group. It is preferred that children move to the next age group as their same-age peers.

**Withdrawal:** If the Centre is having difficulties meeting the child's needs, we will ensure that:

- All families asked to withdraw are dealt with in a fair and equitable manner
- The notice of withdrawal is consistent with the Withdrawal Policy of the Centre and is the same for all families
- Reasonable care has been taken in assessing the child's needs and the Program's ability to support those needs
- Special needs resources and outside agency support have been exhausted prior to the Notice of Withdrawal

WOW Day Care Centre accepts and welcomes children and their families of all abilities and from different cultural backgrounds. We celebrate festivals of world and perform multicultural activities to promote diversity. Our program supports the full inclusion of children who have additional support needs of a physical, social or emotional nature. Indoor and outdoor areas are arranged to the best of our ability so that all children can move freely and make choices based on their abilities, interests and needs.



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Our Day Care Centre provides developmentally appropriate group experiences for all children and encourages the socialization of every child with their peers. We believe that each child deserves an environment and experiences that promote growth in all areas of their development.

The staff of Day Care Centre will work with parents and other professionals who have valuable knowledge and expertise to share with each other. The staff will also share our expertise with the parents and other professionals with whom we have contact.

### **CUSTODY POLICY**

While it is preferable to avoid becoming involved in an access dispute, the protection and best interest of the child(ren) will always be our first priority. Access disputes between Parents or other family members may be complicated by the fact that legal custody has not yet been determined by a court or formal agreement such as a consent order.

The following guidelines will be applied when deciding when to release the child:

- If you have any custody and access arrangements by way of consent or court order, we request a copy for your child’s records. However, it is not our responsibility to interpret, determine and enforce these orders.
- If the child’s mother or father that is listed on the registration form comes to pick the child up, we will release the child to that parent provided that he/she can produce a valid picture I.D., if we haven’t been introduced to him/her. We will only release the child to individuals that are listed on the authorized pick-up list on your child’s registration form. Again, if we have not been introduced to these individuals, we will require picture I.D. before we release the child.
- If you have sole custody and can provide a document that clearly defines the non-custodial parent’s access, we will not release the child to that parent - this has to be stated on the child’s registration form. Should the situation arise where the non-custodial parent comes to pick up the child, we will ask for a document signed by you, we prefer that you either call or speak to the Director in person first, stating that the other parent has the right to pick the child up. If this does not occur, we will contact the sole-custodial parent and the police if deemed necessary.

In these circumstances, it is very important that the Parent/Guardians have regular communication with your child’s Teacher and the Director. Any changes to the custody arrangement **must be documented in the child’s file**. WOW Daycare will not be held responsible if the child’s file has not been updated on a regular basis.



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## **Lockdown Policy**

World of Wonder recognizes the potentially serious risks to children, staff and visitors in emergency or harmful situations. A lockdown may take place where there is a perceived risk of threat to the center, its staff, children, visitors or property. The center will act to ensure the safety of all people in the setting in the following situations:

- In the event that unauthorized person(s) considered dangerous, are in the plaza
- In instances including domestic breakdowns where estranged parties are attempting to abduct children
- In emergency situations within the vicinity of the center where there is potential risk from spills or poisonous fumes

A lockdown will be initiated by a recognizable signal of 3 short rings followed by 1 long ring of the fire bell – this is clearly distinguishable from the fire alarm / evacuation signal which is 1 continuous ring.

Lock down procedures will be practiced from time to time so that staff and children are familiar with them.

Following practices and procedure is followed:

Close all windows and doors

Lock up

Out of sight and minimize movement

Stay silent and avoid drawing any attention

Endure: Be aware that you may be in lockdown for some time

The following steps provide guidelines for staff, students and visitors in an emergency situation:

1. On hearing the lock down signal the director will call for assistance - 911
2. Once alarm is activated, immediately advise World of Wonders staff of the emergency situation including details of what is happening, where and who is involved
3. Staff will lock the back door and draw blinds on all windows
4. Three (3) long whistle blows will signal lockdown procedures to take effect immediately

## **HEALTH AND SAFETY POLICIES**

For the physical well-being of the children in the World of Wonders Daycare, following policies are adopted. All staff is required to be aware of this policy and ensure its implementation in all the time. Staff and the Director of the centre recognizes the importance of staying current with best practices in health & safety – and responds to this information in policy & practices.



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## **Nutrition**

The childcare policy recognizes the importance of nutrition for proper growth energy and health. The center will provide two snacks (2 food groups) and a hot lunch (4 food groups) daily in accordance with the Canada Food Guide.

Babies will be given the blend food (provided by the parent) and finger food will be introduced when the child is ready. Infants is placed on a highchair to serve the food. If child has any special dietary requirements due to the religion or allergies, alternative menu can be provided.

All children will be seated when eating or drinking. Infants will be fed in highchairs. No child will be provided with beverages while they are napping.

Each week the menu is prepared and posted in advance so families can see what their children will eat at the Daycare/OSC. Multicultural meals and children's favorite foods are incorporated into the menu whenever possible.

Staff should encourage children to enjoy food; show them relevant toys, pictures, play music and talk about the culture.

There is no provision of any substitute food, as per children's personal liking. However, if there is any allergy and religious concern, a substitute food will be provided for that child.

Lunch is provided only to the children, but it is recommended that for the social development of the children, staff should sit with the children and share some food with them.

Following are the key guidelines for the daycare's food programs:

- Daycare center is a nut free area
- Any allergy list should be posted in kitchen and the individual's home- room
- Multicultural meals are incorporated into the menu where possible
- Any changes in the food program will be informed to the parents
- Baby foods must be provided by parents/guardians
- Parents are allowed to bring their own food for his/her child. However, if the child's snack or lunch is not reflective of the Canada food guide the center will provide additional food as required.

## **Medication Administration**

Medication will be kept in an appropriate place and in a locked box. The box will be placed out of the reach of children, but at the same time will be easily accessible to staff. Emergency medication will also be easily stored in a medication box that is accessible to all staff. Medication will only be administrated by a child's primary staff that has a valid first aid certificate.





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All antibiotics and prescribed medicines will be stored in refrigerator in a locked box. Any unused medication will be returned to parents. Parents must provide in writing when medication was last given to child prior to arrival at the daycare. Staff will monitor child for 45 minutes after administering medication to check for allergic reactions. An individual medication sheet must be filled out and signed by the parent with child's name, name of medication, dosage, dates to be given, start date and finish date (max 2 weeks).

Parents or guardian is to notify the center if their child has taken any medication or herbal remedies prior to entering the daycare.

Emergency medications are stored in a basket on the “teacher shelf” in each room (Toddler and Preschool/Kinder/OSC), and in the cupboard with the large puppy sticker on it in the baby room. Epi-Pen and Inhaler training are included in first aid training.

### **Health Policy and Procedure**

World of Wonders daycare aims to protect and maintain the health of each child. Room staff are advised to discuss any health problem or symptoms with the parents. Parents are also responsible for informing the staff if child is on any medication. Children cannot attend the center when they have a high fever (over 37.8 °C or 100°F). If your child has symptoms during the day that indicate they are not feeling well, parent will be called by Director or Asst. Director.

The sick child will be placed on a mat in the office and isolated from other children and cared for by the Director or Asst Director.

Keep your child home if he/she:

- Has a fever or had it during the previous 24 hours
- Has a cold with heavy nasal discharge
- Has an eye infection or discharging eyes
- Have symptoms of a communicable disease

Please notify the Center at once if the child does have a communicable disease, diarrhea and/or vomiting which is highly contagious when associated with a virus. If room director notices any symptoms of communicable disease or infection, she will ask parents to take child at home or doctor. Director/Staff should inform other parents about the communicable disease.

Should staff come into contact with a communicable disease/infection they will be required to go home and see a doctor. They may return to work only after they are fit.



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### **Food Handling Policy**

World of Wonders Day Care recognizes the importance of safe food handling to prevent the spread of germs and eliminate the possibility of contaminated food. The following procedures can help to reduce the spread of infection among children:

- Cook all meat thoroughly and keep raw meat separate from ready-to-eat foods;
- Wash hands, counters and utensils with hot, soapy water after handling raw meat; surfaces and utensils should also be sanitized with bleach or other appropriate sanitizer;
- Prepare fruits and vegetables by washing them thoroughly;
- Keep garbage away from areas where food is prepared and stored;
- Refrigerate perishable food;
- Label containers of food brought from home with the child's full name;
- Use disposable cups
- Warm infant food and bottles in a safe and sanitary manner (infants should not be allowed to move around or walk while drinking from a bottle); and
- Respect any known restrictions arising from allergies or medical conditions.
- Food is served at a safe and appropriate temperature.

### **Nap/Rest Policy**

Nap time is from after lunch (noon) until 2:30. Children will have their own individual mats. Parents will provide blankets for their child. When blankets are not available for a child the daycare will substitute with a daycare blanket. Any child over three who is not tired or who does not normally nap will have a quiet rest period whereby they are able to participate in quiet activities. Children under three will be placed in the napping room and asked to lie down to rest.

### **No Smoking Policy**

Smoking is not permitted on program premises during operating hours and after hours by any staff member, parent and visitor.

### **Emergency Policies**

All staff members are responsible for familiarizing themselves with the location and proper use of the first aid kit, telephones, fire alarm, fire extinguishers and exits. All emergency phone numbers should be posted beside each telephone in the center. Primary caregiver will carry emergency cards for each child on field trips and other outings. Emergency cards are located in



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the emergency backpack for each room and are taken on field trips, outdoor activities and in case of any emergencies.

- Accident and First Aid: Serious injuries or illness will be transported to the hospital by ambulance. Staff will not transport an injured child to hospital as her job is to assist the child. All incidents will be reported to parents.
- Evacuation: Monthly drill will be conducted to familiarize children and staff with evacuation procedures.
- Evacuation site is the lobby of 55 Normed Center, Brentwood Blvd, Sherwood Park. An alternate site is the lobby of 48 Normed Center, Brentwood Blvd, Sherwood Park.
- Playrooms: Rooms are checked daily to ensure safety and avoid hazards. Daily safety checklist is located at the entry to the daycare.
- Please refer to the **Emergency Procedures Handbook** (located in the office and in the staff resource area in the staff room) for more information on Natural Disaster, or other extreme emergency situations. (Staff are required to read this handbook as well.)

### **Illness and Injury Policy**

When a child is showing any of the following symptoms: Vomiting, Diarrhea, Fever (temperature over 37.8 degrees Celsius/100.4 Fahrenheit) or has developed a new, unexplained cough or rash the staff in charge of that child's room must notify the director, and the director or staff will contact the parent immediately.

Children who are sick will be removed from the program and kept in the office or in a room that is not currently being used until their parent or guardian can pick them up. Any room used by a sick child will be disinfected after use.

Children who are sent home from the program are not allowed to return until they are symptoms free for 24 hours.

If a child is seriously injured on the program premises, one staff should immediately call 911 while any other available staff should control the situation by removing other children and notifying the director of what is happening. Parents should be called immediately after 911 is called, and a staff member is to stay with the injured child until the ambulance arrives.

Staff should only perform basic first aid on a child if it is within their ability to do so (i.e basic treatment of cuts or burns, CPR and choking) and otherwise should only stay with and ensure the child's safety until a paramedic is on site (i.e In the case of broken bones, concussion, or child becoming unconscious with no apparent cause, but is still breathing).

Director or Staff in charge of child's room will accompany child to the hospital if parents do not arrive before ambulance. After child has been taken to hospital and situation is under control, the



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director or staff in charge must contact and report the injury to the local Child and Family Services Authority and to their licensing officer.

### **Cross-Contamination of Germs Policy**

- Staff is responsible for maintaining the hygiene of the children
- Staff will wash their hands before handling food, after toileting and after assisting children in the toilet. Hands will be washed after contact with infectious materials like infected eyes, nasal discharge etc
- Children will wash hands after outdoor play, after toileting, before and after meals and after wiping their noses
- Equipment and toys will be disinfected daily
- Hand sanitizers will be used only when water is not readily available
- Tables are washed before and after meals with a bleach/water solution
- All the bedding, dress-up cloths and other items are washed weekly, toys are washed disinfected. with a bleach solution, weekly
- Children's mats are stored in a labeled bag with their blanket, mats are disinfected on a weekly basis
- The toilet training program will be introduced when the child enters the toddlers group
- Diapering surfaces and potty chairs are sanitized after each use
- Soiled diapers, soiled linen, and garbage are stored in closed containers
- Each child uses his or her own personal grooming items, bed linens, and bottles
- Disposable towels are discarded after each use

### **Sunscreen**

- Parents are asked to bring each child their own, labeled bottle of sunscreen – minimum SPF 30
- Sunscreen must be non-aerosol
- Staff are required to apply sunscreen 30 minutes before going outside between the hours of 10:00 & 4:00pm every day from mid-May to mid-September
- Sunscreen will be stored in a specified area out of the children's reach when it is not in use
- Sunscreen will be brought along when on field trips or extended trips from the centre
- Staff must wash their hands with soap & water or use sanitizer on their hands when water is not available between each child to minimize the spread of germs



## **Insect Repellent**

Insect repellent will be applied to the children by the WoW staff only when mosquitoes are bothersome, and the repellent has been provided by families. A permission form must be signed by a parent or guardian.

Insect repellent must be NON-AEROSOL; aerosol pump is acceptable. Insect repellent will not be applied to children under the age of 6 months based.

A low DEET content is recommended for children and must not exceed 10%. Plant based or botanical insect repellents may be used at the parent's discretion but parents should keep in mind that according to Alberta Health Services, there is a lack of safety data available on other products and duration of effectiveness is shorter. Products that contain sunscreen and DEET should not be used because sunscreen needs to be applied more often than insect repellent and the DEET reduces the effectiveness of the sunscreen. Sunscreen will be applied at least 30 minutes before Insect repellent is applied and to minimize absorption of the DEET.

Insect repellent will never be applied to a child's hands and face and will be applied no more than once daily on children between 6 months and 2 years and twice daily on children 2 years and up.

The brand name, the form (lotion, cream, gel, liquid, aerosol pump) and the concentration of the active ingredient DEET must be indicated on the authorization form.

Parents are not required to consent to the application of insect repellent. However, if a parent does not sign the authorization form, insect repellent may not be applied to a child.

Sources: Canadian Pediatric Society ([www.careingforkids.cps.ca](http://www.careingforkids.cps.ca)), Alberta Health Services & <https://myhealth.alberta.ca>

## **Environmental Precautions**

We use only safe products & materials for our daycare children. Children safety is of utmost importance. Following are the guidelines pertaining to the use of toxic substances.

### **Aerosols**

Aerosols are avoided wherever possible and will never be used in the presence of children

### **Pesticides**

The use of pesticides is not prohibited at the daycare, Children are kept away from indoor areas where pesticides have been applied recently or kept indoors if pesticides are being or have recently been sprayed in the area around the center



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### **Toxic supplies**

Non-toxic arts and crafts supplies are used at the daycare centre. All materials used by the children must be checked.

*“Thank you for reviewing the parent handbook and choosing World of Wonders Daycare”*