

JR's Daycare

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Parent handbook

Welcome to JR's Daycare. Our names are Rheanne Hall and Jocelyn Landry. Rheanne started in child care in Calgary as an Assistant director from 2013-2016 and had been running a day home in Westlock from 2017 until present. Rheanne has a level 1 in early childhood development and has completed and attended many child care courses and seminars. Rheanne has two kids of her own, a 7 year old and a 4 year old. Jocelyn has been working with children since the age of 16 when she began respite for families, since then she has spent 6 years working in childcare facilities and has obtained her level 3 Early childhood Educator diploma as well as a Child and Youth Services diploma and many different child related courses and certificates. Jocelyn has two children aged 8 and 13.

Our program is based on what we have experienced and seen as a need to build child development. To ensure that the children have a well balanced program that is innovating, stimulating and inclusive of all children's needs.

Because we are a private organization, we work closely with the parents, staff and children. This helps ensure that child/parent needs are being met. Together we will create an environment that is safe, fun and educational for our children in an atmosphere that will create a strong sense of self.

JR's Philosophy

Today's children face many personal and social obstacles. Children need love and guidance through a structured and supportive environment. Each child has unique ways of dealing with pressures by having individual qualities, values, and morals. These qualities in children need to be recognized and respected to encourage development. By empowering our children today they will have a better sense of self worth and respond in a positive manner to everyday trials and a changing world.

Children learn the building blocks of who they are through developmentally appropriate play. By providing a wide variety of equipment , materials and activities (both structured and unstructured) the children initiate their own learning experience. With the guidance and support from qualified caring staff, positive learning becomes a natural experience. We are an inclusive program that works closely with agencies and families to enhance the development of each individual child.

Inclusion and Diversity Policy

JR's obligation is to accept children into the program of all races, of all creeds and of all religions. The owner's policy is to hire staff from many diverse backgrounds with no prejudice as to race, creed, or religious beliefs. Each applicant is assessed on individual merit and personal initiative. In today's world where technology brings us globally closer it is imperative that children meet and interact with persons of race, culture and religion other than their own. Doing so in a safe non-judgmental , non-threatening environment brings each child increased knowledge, understanding and personal skills to build relationships grounded in trust.

Open Door Policy

JR's owners and staff strive to maintain transparency as to how JR's functions and welcomes all interested persons to enquire of staff, to call or drop in when open. Business cards are available from staff. On the cards the information provided is the owners' phone numbers, address of the facility, and email address.

Family Involvement Policy

The owners and JR's staff strive to be open and understanding of the complexities, which make up today's family dynamic. Focused on the commitment owners and staff maintain a respectful and caring attitude to facilitate growth for self, staff, volunteers and parents of enrolled children. Through this interaction and involvement grows increased adherence to the betterment for all.

Volunteer Policy

JR's encourages and welcomes volunteers especially for off site excursions. Volunteers function alongside our staff but are NOT allowed to work alone with a child or children. Should a volunteer wish to make a commitment the owners would require an interview and an updated criminal record check thus ensuring the safety and protection for all staff and children.

Hours of operation

The program hours are 7:00 am - 5:30 pm Monday to Friday. The program will be closed for the following Holidays:

- New Years Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day

- Canada Day
- Heritage Day
- Labor Day
- Thanksgiving Day
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day
- New Years Eve

If the Holiday falls on a weekend, we will be closed the Friday before the holiday, or the following Monday.

Late Pick Up Penalties

Children are to be picked up by 5:30 pm unless previous arrangements are made. If parent is late with no notice the following procedures are taken:

A fine of \$10 for every 10 minutes late will be added to your next bill.

Attendance

Parents are required to let us know by text or phone if their child will not be attending the program that day. If there is an emergency that prevents you from being able to contact us, please contact us at your earliest convenience.

Program Fees

Fees will be due on the First of every month. If the first lands on a weekend the fee will be due the Friday before. We accept E transfer or cash. E transfer is much easier for us to do everyone's tax receipts at the end of the year. E transfers can be sent to

jrsdaycare13@gmail.com

The flat rate will be Per Child Per month, which will include breakfast, lunch, snacks and milk. Rates will be based monthly on 20 days/ month, so there will be some months where you receive extra days without a fee increase because the monthly rate will not fluctuate.

(please see JR's fee agreement page attached)

Confidentiality Policy

It is our policy that all information on your child and family is strictly confidential except where disclosure is required by law or judicial action. This ensures the safety and well being of your child. However circumstances may arise where parents or children need my help and support with an outside agency. In such circumstances I require the following information in writing: The

name of the agency, person and or organization with which the information may be discussed. Written consent stating the specific information to be given and where the release of information commences and terminates.

Technology Policy

We ask that electronics are left at home, unless you have been advised of an electronics day as a special event.

*Please note, we are not responsible for the well- being of the electronics, if they are lost or stolen there is nothing we can do other than contact other parents and help look out for it. For the safety of any electronic children are NOT Allowed to share.

Child Involvement Policy

Every child is encouraged to become fully engaged in scheduled group or individual activities and to participate to the best of his/her ability. Staff will take into account the age of the child, personality of the child, individual ability or knowledge of activity. Assessing these factors, staff, as leaders will be enabled to lead by example teaching new skills with patience, perseverance and caring.

Health and Safety Policy

Particulars of any health information about the child must be provided by the parents including immunizations and allergies if any. Each child attending the program must be immunized. Any medication to be administered to the child must be accompanied by a signed parental consent form that we can provide. The medication must be in the original labeled container and be administered according to the labeled directions. Also further information will be needed as to when the medication must be administered. All medication except medication that may be needed in an emergency will be stored in a locked container that is inaccessible to children. If your child is suffering from a communicable disease you will be contacted to come pick up your child immediately. In the meantime your child will be offered to relax away from the group until the parent is able to arrive.

Accidents will and do occur. Generally these accidents are not serious and require no more than general first aid. This is giving the caregiver permission to administer first aid when required. In the event of a more serious accident requiring the application of bandages, we will fill out a detailed accident report. We require parents to read and sign the accident report when they pick up their child.

More serious accidents/illness or life threatening situations involving children emergency help will be called first e.g. 911 the parents will be notified. should the parents not be available the backup emergency contacts shall be called. If neither of these individuals can be contacted we will take the necessary steps to stabilize the situation. We will accompany the child in the

ambulance and will share specific information and the parents will be informed at the earliest opportunity.

At JR's the health and safety of all the children and staff in our care is of the utmost importance to us. In order for us to comply with this important requirement we have implemented the following procedures:

1. Inspection of all licensed program areas for potential hazards such as slipping and tripping hazards or damaged playing stations. These inspections are to be performed at the beginning of each morning shift, and monitored throughout the day. The staff are responsible to mitigate the hazards found by removing or flagging. If the staff is unable to mitigate the hazards then they are to document and inform the owners for further action.
2. Inspection of all toys for damage or potential loose parts that may cause choking hazards or other injuries. Any toys that are found to be not suitable for use are removed from use and disposed of immediately by program staff.
3. Monthly fire/emergency drills, these ensure that both staff and children know what actions to take in case of such an occurrence. The dates of these drills are at the discretion of the owners. All drills are documented and filed onsite.
4. All children are to be signed in by a staff member or parent/guardian. Children can only be picked up and signed out by a guardian or designated person in the presence of a staff member. The child's guardian must approve all others with permission given verbally or in writing. This permission is backed up by a check of ID by a staff member.
5. Children must wash their hands before eating and after eating their food, children have access to water at all times for proper hydration and when the weather is hot sunscreen must be applied (with the help of staff if needed)

Illness Policy

An ill child will be defined as a child who is:

- Vomiting
- has a fever
- diarrhea
- a new unexplained rash
- A new unexplained cough

that requires greater attention than can be provided without compromising the care of other children in the program, or displays any other illness or symptoms we know or believe may indicate that the child poses a health risk to other children, caregivers or staff. Any child suffering from the above mentioned illnesses would require immediate removal from the program by the parent or emergency contact.

A child can return to the program if the child's parent provides a written notice from a physician indicating that the child does not pose a health risk or if owners are satisfied that the child no longer poses a health risk to the other children. Children will not be permitted to attend daycare

for 24 hours after the last time of vomiting or diarrhea (ex: if the last time your child vomits is noon they cannot return until at least noon of the next day)

We DO NOT accept children who have lice. In the event your child gets lice the parent will be contacted to come pick up the child immediately. The child can only return once free of lice. In the event lice is found in our program, it will be shut down for 24 hours to clean and disinfect everything.

Important Local Emergency Phone Numbers (Posted in the program)

Ambulance - 911

Police - 911

Fire - 911

Poison control - 1-(800)-332-1414

Child abuse hot line - 1-(800)-387- 5437

Bullying Help Line - 1-(888)-456-2323

Incident Reporting

Any serious incidents must be reported within 24 hours to the license holders/owners, if for any reason the owners are unable to make contact the Regional office must be contacted. The safety of the children is the number one priority. Due to unusual circumstances the staff is able to implement an emergency evacuation thus the program will close. This situation may happen if e.g. there is an intruder on the premises, a child is removed from the program by a person without parent/guardian consent or a lost child.

Separation and Custody Issues

In the case of a separation when one parent wants us to withhold his/her child from the other natural parent, the parent should seek legal counsel. We cannot assume responsibility for withholding the child from either natural parent without a copy of a court order to effect. In the case where one parent has legal custody, we will release the child only to the people authorized by the parent. A copy of the custody agreement must be given to the director. We take child safety very seriously; your child will only be released to the persons listed on the registration forms unless otherwise advised in writing. It is the parent's responsibility to keep us informed so emergency cards are consistently current.

Menu and Nutrition

Your children will be provided with nutritious breakfast, lunch and snacks in accordance with the Canada Food Guide. Parents are to advise us of any food allergy their child may have.

Smoking policy

No persons shall smoke on the program premises or around where child care is being provided.

Offsite Trips

Weather permitting we will be outside. Parents are responsible for providing sunscreen, bug spray, and hats staff will assist children in proper application. In order to have your child attend our regular outings including but not limited to: parks, coffee trucks, the lagoon, ice cream shop or for slushies to the gas station. It is necessary for the parent to sign a general waiver covering all regular outings.

Parents will be required to sign additional permission slips for additional field trips which will include the location of field trips, times we will be leaving and returning, mode of transportation (if other than walking) and if your child needs to bring anything. Also the form will clearly state which staff members/volunteers will be in charge of supervision for the day and activities. If the child can not attend the field trip or the signed forms are not received by a staff member, we will try to accommodate the child in the program. If this is not possible then the parents may be asked to find alternative childcare for that day.

Complaint Policy

The success and growth of JR's is due in part by the pride we take in communication with parents, children and staff and outside community agencies. At times, a situation may arise that you as an involved person within our program or community may want to address. JR's staff would hope you would address your concern with us in the following manner:

- Verbal or written concern
- If the situation is not resolved please discuss it with the program owners. Please inform us that you have discussed it with other staff members.
- If your concerns are still not resolved to your satisfaction please call our licencing officer

Guidance Policy

At JR's, maintaining the dignity of each person in all situations is crucial in managing behavior. Effective discipline comes from the belief that teaching individuals to take responsibility for their behaviors is more motivation in creating behavioral changes than teaching individuals to be obedient in order to avoid punishment.

At JR's there is no acceptance for inflicting or causing any form of physical, verbal or physical degradation or emotional deprivation. To deny or threaten to deny any basic necessities or to permit the use of any form of physical restraint, confinement or isolation. Any child disciplinary action taken must be reasonable in the circumstances. We believe in the responsibility model of discipline. By implementing logical and consistent consequences and by providing individuals with the opportunity to become responsible and caring members of the community they will

learn about their behavior, choices and their impact on others while still maintaining their dignity. A description of how the child discipline policy will be communicated to parents, staff and children on the first day of enrollment or work by having the parent/staff read and sign the JR's discipline policy.

Discipline Policy

Children are still learning and discipline should be an absolute last resort. Children do not automatically know what to do or what rules they need to follow. It is up to us to teach them and guide them in the right direction. Any form of physical, emotional, or verbal punishment will NOT be tolerated in any way and will result in immediate termination for employees. We strive to have a safe relationship with the children and parents to ensure all feel welcome and they can come to us with any issue and confide in us with any problem. We ask staff when dealing with kids to get down to their level and calmly explain why the situation was unsafe, or wrong and what the children can do to correct that behavior. In terms of more serious actions caused by children or parents such as bullying, verbal abuse, physical abuse or emotional abuse, we have a three strike policy in place example, if a child purposely harms another child they have three chances to correct that behavior and we will work with every child or parent to ensure we did all we can do to help that family. Expelling a family is an absolute last resort.

Bullying Policy

JR's has a ZERO tolerance for any bullying whether it is through physical aggression, social alienation, verbal aggression, intimidation or acts of a sexual nature. This applies to children, staff, and parents/guardians.

Our mission: to ensure quality playtime and learning within a safe and caring environment.

Our goal: to continue to build a caring culture within JR's and community, where children, staff and parents encourage, value, support one another, feel safe and where abuse, bullying and discrimination are unacceptable.

Our Plan: To value respect, responsibility, safety, and praise. (R.R.S.P)

R: we will demonstrate RESPECT by.. Treating others how we want to be treated, listening carefully to any person who is speaking and caring for personal and JR's property

R: we will demonstrate RESPONSIBILITY by.. Making wise choices, playing safely, being courteous, understanding that everyone is responsible for their own actions and taking steps to help prevent intimidation or bullying.

S: we will demonstrate SAFETY by.. Walking to and from school in an orderly manner, keeping hands, feet and other body parts to ourselves. Picking up our toys, materials and keeping our space tidy.

P: we will demonstrate PRAISE by.. Celebrating our own and others achievements.

Unacceptable Behaviors: are those that interfere with the R.R.S.P's. They include all aspects of bullying but are not limited to everything listed below.

Physical Aggression- Pushing, grabbing, hitting, pinching, spitting or using an object to cause physical injury or to enforce your will on another.

Social Alienation: gossiping, embarrassing others, ethnic or gender slurs, or excluding from groups.

Verbal Aggression: Mocking, put downs, swearing, yelling or offensive language.

Intimidation: Threatening or forcing others to do something against their will, threatening with a weapon

Sexual Harassment: remarks, gestures or actions of a sexual nature.

JR's asks all children, staff and parents to follow these guidelines. If they are not followed there will be a write up and if the actions continue there may be a suspension from the program. If after the suspension these actions still continue you will be asked to leave the program. This applies to everything listed above.

Note: during suspension it is the parents responsibility to fine alternate child care at their expense. No refund will be issued if your child is expelled from the JR's program.

We expect all staff, parents and volunteers to display appropriate role modeling behavior while on the premises and while away on field trips. We reserve the right to remove and ban anyone who does not display appropriate behavior from the facility.

I _____ have read the JR's Parent handbook and understand and agree to the programs policies and procedures.

Date