



Parent Handbook: Policies and Procedures

Revised March 2026

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MISSION STATEMENT

The Biggar and District Daycare Project Inc. endeavors to provide a safe, secure and nurturing environment. We respect and accept each Child's unique capabilities, needs and strengths. We will seek to provide enriching experiences to develop each Child's personal growth in the world around them and as they develop interpersonal relationships. It is our intent that Children will learn through natural curiosity and be guided to appreciate and respect the humanity of others.

Our high-quality childcare service will encourage and facilitate Children's development in all areas, in a courteous, nurturing, respectful and safe environment.

We encourage the expression of ideals, needs and emotions in a way that Children will develop patience and respect and build self-confidence and self-esteem.

We believe in working cooperatively with Parents. We strive to maintain and operate a high-quality childcare service in a happy, safe and supportive environment where Children are free to develop and emerge as individuals. Through a variety of enriching experiences, we will endeavor to assist Children in exploring the world around them.

HISTORY

The Biggar and District Daycare Inc. has been serving families since 2005. It was created by a group of concerned citizens as a community project to meet the growing needs for childcare services in our area.

1. GENERAL

1.1 COMMUNICATION

We maintain an open door policy and encourage parents to visit or observe our programs at any time.

All daily updates and documentation are managed via **Brightwheel**. For any scheduling changes or cancellations, please reach out specifically through the **Admin chat** to ensure your request is processed promptly.

1.2 Organizational Chart

The chain of authority is as follows:

Parents → Board → Director → Assistant Director → Staff → Children

It should be noted that the chain of authorities must still recognize that each individual has their own skills, abilities, and responsibilities which must be respected by others. For example, while the Board has *authority* over the Director, Trustees should not tell the Director how she should do her job on a day-to-day basis; Parents have *authority* over Staff, but should not dictate how Staff should run their rooms; Staff have *authority* over Children, but should still allow Children the freedom to explore and discover in their own ways.

1.3 Parent Grievances

Parent

grievance is defined as any differences arising out of the interpretation, application or administration of a Daycare policy or procedure or a case where Daycare or the Board are thought to have acted unjustly or improperly.

The grievance procedures are as follows:

1. Parents shall discuss any grievance with the Employee it directly concerns first in order to give that person time to clarify or correct.
2. If Parents are not satisfied, they shall discuss the grievance with the Director.
3. If Parents are still not satisfied with the resolution of the grievance and informs the Director to that effect, the Director shall bring the matter before the Board.
4. If still unsatisfied, Parents may make a final appeal directly to the Board. All such appeals shall be made in writing.

2. GENERAL OPERATIONS

2.1 Hours of Operation

The Daycare is open from 6:30am – 6:00pm every Monday – Friday, except in the case of statutory holidays.

2.2 Extended Hours

If Parents book extended hours and then cancel without giving two business days' notice, they shall still be charged for the time beyond regular hours.

2.3 Statutory Holidays

Daycare will be closed on all statutory holidays and Boxing Day. The Daycare will also be closed at 4:00pm on Christmas Eve and New Year's Eve. If a statutory holiday falls on a Saturday the Daycare will be closed the Friday before, and if a statutory holiday falls on a Sunday the Daycare will be closed the following Monday.

2.4 Age Range

The Daycare offers care to Children aged 6 weeks to 6 years, though priority is given to infants through preschool age groups.

2.5 Specialized Services

The Daycare makes full effort to support Children with a range of abilities. The acceptance of a Child with specialized needs or who is differentially abled shall be left to the discretion of the Director. The Director is best able to assess both the capacity of the Daycare and the needs of the Child. If the Director feels unable to make a final decision, the Director may bring the matter to the Board for a final decision.

As with any Child accepted in the Daycare, there will be a one-month probationary period where upon care may be terminated with one-week written notice.

3. FEES & SCHEDULING

3.1 Age Groupings

To setting a fee structure, Children at the Daycare are grouped into five categories. These correspond with age groupings outlined in the Childcare Regulations for supervision requirements.

Infants are Children from 6 weeks to under 18 months in age.

Toddlers are Children from 18 months to under 30 months in age.

Pre-Schoolers are Children over 30 months in age but do not yet attend Kindergarten. This includes Children attending Pre-School or Pre-Kindergarten programming.

Kindergarteners are Children who attend a Kindergarten program.

3.2 Fee Table

Effective April 1, 2023

	Full Time (Flat Rate) (More than 9 Days per month)	Casual/ Drop In (Less than 9 Days per Month)
Infant (6 weeks - 18 Months)	\$217.50	\$10.00/ day

Toddler (18 - 30 months)	\$217.50	\$10.00/ day	
Pre-School/ Kinder (Under 6 Years Old)	\$217.50	\$10.00/ day	
School-Age (Age 6 and Up) ** Not covered by the Parent Fee Reduction Grant***	\$695.00	>30 hrs but < 80 hrs \$521.25	< 30 hrs \$4.85/ hr
NOTE: ** Casuals are only approved after Full Times are booked**			

Note: For the summer months, in order to hold your spot you will be charged the full-time fee of \$217.50/ month.

3.3 Fee Structure Options

Parents will choose from the following fee structures:

Option 1: Full Time

This option is for children who utilize the daycare on a full-time, regular basis. Under the Canada-Saskatchewan Canada-Wide Early Learning and Child Care Agreement, families with children under age six (or eligible Kindergarteners) will pay a set rate of **\$217.50 per month** for care.

- **Eligibility:** This rate applies to scheduled care of **10 days or more** per month
- **Booking:** Once your schedule is submitted you will be charged for the following days regardless of schedule changes.
- **Standard Care:** This fee covers up to **10 hours of care per day**.
- **Changes:** Care can be canceled but you will be charged for your scheduled hours.

It is required to cancel your child by 3:00pm the previous day, failure to do so will result in a \$5.00 per day charge to your monthly invoice. If you need to cancel Monday, please send a email or a message on Brightwheel by 3:00pm on Sunday.

Option 2: Part-time

This option is designed for children utilizing the daycare on a part-time basis. In accordance with Ministry of Education guidelines for regulated childcare, families with children under age six (or eligible Kindergarteners) will pay a set rate of **\$10.00 per day**.

- **Usage Requirements:** This rate applies to children scheduled for **fewer than 10 days per month**
- **Monthly Cap:** If a part-time schedule reaches 10 days in a single month, the total fee will not exceed the full-time cap of **\$217.50**.

- **Booking & Availability:** Part-time schedules are confirmed after full-time placements have been finalized. The Director will book these spots based on the Order of Precedence and remaining space availability to ensure provincial ratios are maintained.
- **Standard Care:** The daily rate covers up to **10 hours of care per day**.

Option 3: Casual/ Drop In

Option 3: Casual / Drop-In

This option is for families who utilize the daycare on an infrequent or as-needed basis. Following the provincial fee reduction initiatives for children under age six (or eligible Kindergarteners), these spaces are billed at a flat daily rate rather than an hourly fee.

- **Usage Requirements:** This rate applies to children scheduled for **on a daily basis**.
- **Rate:** Families will pay **\$10.00 per day**, which covers up to 10 hours of care.
- **Booking & Availability:** Casual and drop-in schedules are the final tier of placement. After full-time and part-time schedules are confirmed, the Director will fill remaining spots according to the Order of Precedence and daily licensed capacity.
- **Notice:** Due to strict provincial child-to-staff ratios, drop-in care is subject to immediate availability and must be confirmed by the Director.

3.4 Scheduling Care

Schedules are due on the 10th day of the previous month, or the Friday before if the 10th falls on a weekend. Schedules may be dropped off in person, emailed, or submitted via brightwheel etc.

To ensure consistent care and appropriate staffing levels, all monthly schedules must be submitted by the **10th of the month** prior to care.

Schedules received after this deadline will be subject to a **\$50 processing fee**. This fee accounts for the additional administrative time required to re-evaluate provincial ratios and adjust staff scheduling once the primary roster has been finalized. Adhering to this deadline helps us remain compliant with Ministry of Education regulations and ensures a stable environment for all children.

If desired dates of care are not available, Parents will be informed by the Director. Parents have the option of being placed on a cancellation list for the desired unavailable dates. If there is an opening on that date, parents will be called to offer the spot on a first-come, first-served basis.

3.5 Submitting Schedules

For the purposes of Full Time, Part Time, schedules must include, at a minimum,

- a. the name of each Child in the Family requiring care,
- b. the age or age group of each Child,
- c. an indication of each day the Child requires care,
- d. times that the Child requires care for each day, and
- e. payment is due prior to the next billing date

3.6 Canceling Care

Care can be canceled but you will be charged for your scheduled hours.

It is required to cancel your child by 3:00pm the previous day, failure to do so will result in a \$5.00 per day charge to your monthly invoice. If you need to cancel Monday, please send a email or a message on Brightwheel by 3:00pm on Sunday.

If you do not show up for your scheduled day and do not notify the center a \$10.00 per day charge will be applied to your monthly invoice.

If your child is sick, there will be no charges when calling in the morning of, unless they are a no show.

Drop off times are limited to 10am, unless otherwise scheduled. If your child is not here by 10am, they will be canceled for the day, and a no-show charge will be applied.

****RULES DO NOT APPLY FOR ACT OF WEATHER OR SICK CHILDREN****

3.7 Adding Care

Occasionally, Parents may request additional, unscheduled, care for part of a day or an entire day. Additional care is subject to approval by the Director (or designate) based on the availability of additional space and staff. Additional care will be charged at the regular rate for that Child if the Parent provides at least two business days' notice. Fewer than two business days' notice will result in the Child being charged the Drop-In rate.

3.8 Rounding of Attendance Hours

Rounding and Totals: For the purpose of provincial reporting and fee verification, child attendance is totaled daily. In alignment with standard Ministry administrative practices, attendance times are recorded to the **actual minute of arrival and departure** and subsequently rounded to the **nearest 15-minute interval (quarter hour)** for daily and monthly totals.

Administrative Note: While the actual time (5:36 PM) is noted on the daily sign-in sheet for safety and licensing accuracy, the **5:45 PM** figure is used when calculating the total hours of care for the day to ensure consistency with provincial reporting standards.

3.9 Outstanding Accounts

Fees are due prior to the next billing date. If no payments have been received within 30 days, the Director will contact the Parent to request payment. If no payment has been received, the Director will contact the Parent to establish a payment plan. If a payment plan cannot be agreed upon or if the Daycare is unable to reach the Parent, childcare may be terminated and Daycare may take the account to small claims court. A collection agency may also be used once a settlement has been made if a Parent fails to pay outstanding account.

Families that have outstanding debt at the Daycare and choose to leave the Daycare have 30 days to pay their fees.

3.10 NSF Policy

If a cheque is returned to Daycare indicating that the account had funds unavailable, or insufficient funds, or is similarly worded, the Director will notify the Parent, and payment will need to be made by either cash or certified cheque within 15 days of the original due date. A charge of \$25.00 will be applied to next month's fees to cover any charges the Daycare incurs.

4. FACILITY, EQUIPMENT, & FURNISHINGS

4.1 General

The building facilities, equipment and furnishings, and materials all support the activities of Daycare. As such, the building must be maintained to meet all requirements of municipal and provincial building codes, and licensed facility requirements of the Childcare Regulations. Facilities, equipment, and furnishings must support the Staff in the daily operations of the Daycare. Furnishings and other materials must support the care, instruction, and supervision of Children under our care.

4.2 Equipment and Furnishings

The Daycare will provide appropriate equipment for the daily operations of the facility by Employees, including kitchen and laundry appliances, kitchen and cleaning equipment, room furnishings, outdoor equipment, and other equipment/furnishings that are appropriate for regular, commercial use.

The Daycare will provide enough developmentally appropriate equipment and furnishings for resting, eating, diapering, toileting and the storage of personal belongings for Children.

4.3 Equipment and Materials for Children

Daycare will provide enough developmentally appropriate equipment and materials for indoor and outdoor activities. Daycare will supply equipment and materials for a variety of activities such as dramatic play, fine motor, art, literacy, relaxation, numeracy, gross muscle, sensory, music and science.

5. Children

5.1 Enrolment of Children

There are number of forms that are required by law to be filled out before a Child is admitted to the Daycare. The Daycare cannot provide care to any Child whose Parents have not fully and properly completed all enrolment papers.

The Director has the authority to refuse enrolment of any Child.

5.2 Orientation

The Director (or designate) will orientate all new Parents at the Daycare. Orientation will typically include:

- a tour of the facility,
- meeting Staff most often working with the new Child,
- review of the fee structures and scheduling procedures, and
- a discussion of the most pertinent rules and guidelines.

The Parents will receive a copy of the Parent Handbook, as well as a welcome letter.

5.3 Parent Handbook

All Parents are to receive a Parent Handbook before the first day of Daycare. The policy and procedures in this handbook will have all the information Parents need to know about the Daycare.

5.4 Wait List

Our childcare center operates at 100% with licensed space and staffing capacity in our center. Where the centre maximum capacity has been reaching and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed to place children on the waiting list and the admission process.

Procedure to place children on the waiting list:

1. To be on the waitlist the parent/caregiver must complete the waitlist form. This waitlist must be filled out accurately and entirely.
2. Submit the waitlist form, the date the form is completed and submitted will be your placement date on the waitlist.
 - Please note that the child's birthday is essential information in the waitlist; your child must be born to be assigned to an age group on the waitlist.
 - When the waitlist form has been submitted, the center will have your form reviewed, filed, and added to the waitlist.
3. When space becomes available at the center you have applied for priority will be given to the currently full-time enrolled children who need to move to the next age grouping, siblings of children currently enrolled full-time, and children of staff.

Once these children have been placed with other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.
4. The family at the top of the waitlist, with a child of the required age, will be contacted. Families contacted will be given 72 hours to respond. If the family on the top of the list does not respond, their waitlist form will be removed to the bottom, and we will move forward to the next family on the top of the list.
5. If the family accepts the offer, we move to the next step of admission.
 - If the family, for any reason, declines to take the spot being offered, their waitlist form will be moved to the bottom of the waitlist.

Responding to Parents who inquire about their Child's Placement on the Waiting List:

1. Director or Assistant Director will be the contact person for parents who wish to inquire about the waitlist. As our waitlist consistently varies, we **cannot provide any status or a time frame for when you will receive care.** Please wait for the center personnel to contact you and offer you the spot that becomes available. **Families are primary contacted through email,** so regularly checking your email and junk mail is essential.
2. The waiting list will be maintained to protect the privacy and confidentiality of the children and families on the list.

Casual Spots

1. If you are in the top 5 spots, a few casual days may become available for casual care. If the director has reached out with possible days, you will

have 24hrs from when you are contacted to accept the days available after 24hrs those days will no longer be available to you and will be moved onto the next person.

5.5 Emergency Contacts

The information provided on a child's emergency cards is vital for their safety and is used by the Daycare only in the event of an emergency. To ensure we can provide the best care and maintain our licensing standards, the following requirements apply:

- **Local Contact Requirement:** At least **one designated emergency contact must be a resident of Biggar (or within the immediate town limits)**. This ensures that if a parent is out of town or unreachable, there is a local individual available to pick up the child within our **60-minute emergency pick-up window**.
- **Parental Responsibility:** It is the sole responsibility of the Parent to inform the Daycare **immediately and in writing** of any changes to the information provided on the emergency cards (e.g., new phone numbers, changes in workplace, or updated medical info).
- **Regular Updates:** While parents must provide updates as they occur, the Daycare will formally provide parents with **new cards every two years** to ensure a comprehensive refresh of all records.

Note: Failure to maintain an reachable, local emergency contact can impact our ability to respond effectively during building emergencies or sudden child illness. Please ensure your local contact is aware of their responsibility to arrive within the 60-minute timeframe.

5.6 Labor Disruption

In the event of a labor strike or employer lock-out directly affecting a Parent and their Child's care schedule, an emergency Board meeting will be called to determine a plan to minimize hardship on Families involved while also not undermining the financial viability of Daycare.

5.7 Activities

Throughout the day the Children will participate in developmentally appropriate activities that align with Play and Exploration guidelines. These include activities in dramatic play, fine motor, art, literacy, relaxation, numeracy, gross muscle, sensory, music and science.

5.8 Rest Time

There will be a rest area set up and ready for Children to lie down for a nap or rest, typically soon after lunch. Infants and Toddlers are required to sleep. Preschool Children may sleep if needed; usually the Parents and Director discuss napping schedule and when to start decreasing nap times or naps

completely. Quiet rest time is typically between the 12:00pm-2:00pm keep in mind each age group has a little bit of a different window.

Sheets and blankets will be provided, and Parents are encouraged to bring items from home to help Children rest comfortably, though Children will not be changed into pajamas for rest time. All sheets and blankets are washed weekly (usually on Friday). Quiet music or short stories will be played to help settle the Children.

5.9 Termination

Once the Daycare has given Parents notice that they are in breach of their service agreement with the Daycare, the service agreement will be null and voided, and the Family will not be considered a client of the Daycare.

If a Child of this Family arrives at the Daycare once the contract has been nullified, the Daycare will make every attempt to contact the Parent, followed by any emergency contacts previously provided by Parent, to remove the Child immediately. If this action fails to result in prompt removal of the Child, the Child will be considered abandoned and proper authorities will be notified.

Any costs incurred by the Daycare for administration fees and care of the Child will be the responsibility of the Parent.

5.10 Verbal Abuse Policy

There will be no forms of abuse tolerated at Daycare. Any forms of abuse may result in immediate termination of job (if an Employee) or Agreement for Child Care Services (if a Parent or Child). Types of abuse may include, but are not limited to: physical, mental, verbal and emotional.

6. ARRIVING AND DEPARTING

6.1 Hand-Off of Care

To ensure the safety of all children and remain compliant with provincial licensing regulations, the following procedures for the transfer of care must be strictly followed:

1. Mandatory Direct Hand-Off

Children in the Infant, Toddler, and Pre-school programs must always be under the direct supervision of an adult.

- **Arrival:** Parents or guardians must escort their child into the facility and **directly hand off the child to an employee.** You must receive verbal or physical acknowledgment from the staff member to ensure they have formally assumed responsibility for the child's care.

- **Departure:** At the end of the day, employees will directly hand off the child to the parent or an authorized pick-up person. Please ensure the staff member is aware you are departing with the child so they can accurately update the room's current headcount.

Note: Children under school age are strictly prohibited from entering or leaving the building unescorted.

2. Daily Attendance Records

Parents are legally responsible for **signing their children in and out** each day. The tablet for brightwheel is located at the front entrance near the Parent Information Board. These records are vital for:

- Emergency evacuations and fire drills.
- Verifying attendance for Ministry of Education funding.
- Accurate daily billing and rounding.

3. Compliance and Safety

Proper hand-off procedures are a critical safety requirement. Failure to follow these protocols creates significant risk and will be addressed as follows:

- **Safety Reporting:** Failure to properly hand off a child may result in the Director contacting Child and Family Services (Ministry of Social Services) to ensure the child's safety.
- **Termination of Services:** Chronic failure to adhere to these arrival and departure policies may result in the immediate termination of your Child Care Services Agreement.

6.2 Late Pick-Up

If Parents arrive after 6:00pm to pick up their Child, the charge is the following: \$5 for the first fifteen minutes per Child and \$1/minute thereafter. This charge is applied regardless of whether the late pick-up was scheduled or unscheduled. The Director will consider the cause of Parents being late and use his/her discretion when charging Parents.

When a Child is not picked up by 7:00pm, and Staff has not been able to contact the Parent or any emergency contacts, the mobile crisis unit will be called and the Child will be placed in their care. The Director must be notified and give permission before Staff contact the mobile crisis unit. Appropriate information on the Child's whereabouts will be posted on the outside of the Daycare door for the Parent

6.3 Custody and Access

It is the responsibility of the Parent to accurately complete all forms required by Daycare. It is also the responsibility of the Parent to provide Daycare in writing any changes to the information given at the time of registration. It is the responsibility of the Parent to provide Daycare with any legal documents required to provide a safe environment for the Child which pertains to custody and access by non-custodial Parents. Daycare must follow instructions on the forms or legal documents provided regarding custody and access. Parents cannot change custody and access arrangements with verbal instructions alone

and must provide written legal documentation of any changes. Even if the custodial Parent disagrees with the documents provided, Daycare is legally obligated to follow the documents.

6.4 Child Release Form

To ensure the safety and legal protection of all children, the Biggar and District Daycare strictly enforces the following protocols regarding the release of children from our care.

Authorized Release Protocols

- **Authorized Persons:** Children will only be released to individuals specifically listed on the **Child Release Form** or the Emergency Contact card.
- **Verbal Consent:** Parents may provide verbal consent for an unlisted person to pick up their child for a specific day. However, staff will verify the identity of this individual using photo identification upon arrival.
- **Unlisted Persons:** If an individual not listed on the form arrives without prior notice, staff will immediately call the parent to seek consent. If the parent cannot be reached, **the child will not be released.**
- **Emergency Contacts:** Please note that other emergency contacts or relatives cannot legally authorize the release of a child to a third party; only a custodial parent or legal guardian can provide this consent.

Minor Pick-Up Requirements (Under Age 16)

The Daycare recognizes that families may occasionally utilize minors (such as older siblings) for pick-up. To ensure clear transfer of liability:

- **Minor Authorization Form:** Any person **under the age of 16** must have a signed **Minor Pick-Up Authorization Form** on file.
- **Transfer of Responsibility:** By signing this form, the parent/guardian provides informed consent and accepts **100% responsibility** for the child's well-being once they leave the premises.
- **Liability Waiver:** The Biggar and District Daycare is **not liable** for any incidents or the well-being of the child once they have been removed from the center by the authorized minor.

Unauthorized Removal and Security

The safety of the children is our absolute priority. In the event of a dispute regarding a child's release:

- **Law Enforcement Intervention:** If any individual—regardless of their known relationship to the child—insists on removing a child without proper parental consent or authorization, the **RCMP will be contacted immediately.**
- **Staff Protocol:** While staff will not put themselves or other children in physical harm's way, they will take all reasonable and safe measures to prevent an unauthorized person from taking a child from the facility.

Policy Acknowledgment:

It is the parent's responsibility to keep the Child Release Form updated. We recommend reviewing your authorized list at the beginning of each season to ensure all information is current.

6.5 Visitation

Court-appointed "In-Daycare" visitations are at the discretion of the Director. The time and length of the visitation is to be determined by the Director before the visitations are to begin. Copies of the visitation agreements issued by the court will be kept in the Child's files and will be strictly adhered to by the Daycare. If no legal visitation order has been provided to the Daycare, visitation will be at the discretion of the Director. The Director will consider the previous visitation arrangements, instructions by Parents, as well as the safety and well-being of all Children attending the Daycare, when making any decisions.

6.6 Smoking Restrictions

There will be no smoking on the Daycare property, whether inside or outside the building, fenced areas, or parking lot. Parents are also asked not to smoke on the sidewalk in front of the Daycare since Children may pass by on their way to the Daycare.

6.7 Intoxicated Parents

If Employees have reason to believe that the person who is here to pick up any Child at the Daycare is under the influence of any controlled or uncontrolled substance, Employees will ask that a different person come to pick up Child. If the person removes the Child from the Daycare building, the Employee will immediately contact the RCMP and report it to Family Services.

7. OUTDOOR PLAY & EXCURSIONS

7.1 Playground Safety

Staff are to be moving around and watching the Children play and are encouraged to engage with Children in games and activities outside. Staff are expected to have their clipboards outside, always knowing what Children and how many they have outside.

7.2 Supervision

On all excursions, the Staff-Child ratios must be met. There will always be a Staff member at the front of the group and one at the back.

If a Parent drops off a Child while on an outing, she is responsible for handing the Child directly to the Employees. If a Parent is picking up a Child, the Child must be signed out on the group list. This information must be communicated to the rest of the Staff.

On all neighborhood walks and excursions, the Daycare will follow the regulations that are set out by the Ministry (see appendices in Licensee Manual). The Director needs to be aware of all neighborhood walks.

7.3 Weather Guidelines

The following guidelines will be used for the winter season:

- Children will not be taken outside when the temperature (including wind chill) is colder than -30°C.
- All Children should be supplied with mitts, hat, ski pants, boots and jacket **by the Parents**. Children may still be sent outside if they do not have proper attire if Staff-Child ratios cannot be met with the Child staying indoors.

The following guidelines will be used for spring, summer, and autumn:

- Caution is advised in temperatures above 30°C (including humidex). Children will be outside for short periods of time only, as a precaution against heat stroke, heat exhaustion and sunburn.
- Staff will ensure all Children are wearing a sun block, and bug spray when appropriate, prior to going outside.

Parents must supply hats, sun block and bug spray for their Children.

7.4 Transportation

The Parent is responsible for arranging transportation to and from Daycare, or any other agencies (this includes playschool or preschool) the Child attends during the Daycare hours. The Parent is responsible for notifying the Daycare in writing with the following information:

- arrival and departure times,
- location,
- names of people who are picking up or dropping off the Child, and
- any other important information.

The Parent is also responsible for notifying the Daycare of any changes in the daily routine. When notified in advance of any changes, Staff will, to the best of their ability, work with a Parent to accommodate the change in the routine.

7.5 Excursions

All field trips must be approved by the Director before they are booked. All new field trip locations must be assessed by the Director for safety hazards before a trip can be approved.

Arrangements for transportation are made and confirmed by the Director.

A notice to Parents, including the following information, will be posted at least forty-eight hours in advance of the fieldtrip:

- location of trip,
- departure and return time,
- method of transportation, and
- if any special materials or appropriate dress are required.

A list of names of the Children in attendance must be made and taken on all fieldtrips, and Children must be counted at regular intervals.

8. ITEMS FROM HOME

8.1 Toys

The Daycare discourages any Child bringing toys from home since there is a reasonable risk of the toy being lost, damaged, or destroyed, and because it may cause conflict between Children. The Daycare provides a wide variety of activities and toys for Children to enjoy and share. On occasion, the Daycare will allow toys from home be brought (eg: show and tell days, no school days), and Parents will be informed of this in advance. All toys brought to the Daycare will be shared with other Children and are brought at the owners' risk. Staff are not responsible for looking after toys from home, or policing who plays with them. Toys which promote violence will not be allowed.

8.2 Nap-Time Items

Parents are encouraged to provide items that help their Child nap easily. This may include a stuffed animal or doll, blanket, or pillow. These items will be kept in the Child's cubby and only brought out during nap time. Staff are not responsible for nap-time items being damaged or broken. Staff will not change a Child into pajamas for nap time.

8.3 Additional Clothing

To ensure your child stays comfortable throughout the day, please provide **three complete sets of spare clothing**. Since we no longer maintain a shared supply of backup clothes, having a fully stocked bag prevents us from having to call you away from work if an accident occurs.

Please note that we do not have laundry facilities on-site. Any soiled items will be placed in a sealed bag for you to take home at the end of the day. We appreciate your diligence in replacing these items the next morning!

8.4 Diapering

Parents are required to provide diapers and diaper rash cream for Children who require them. Diapers must be the appropriate size/weight for the Child. In the event that a Child runs out of Parent-provided diapers, the Daycare will

temporarily use some of its own. Parents are expected to replenish their supply of diapers quickly, and some of these will be used to resupply the Daycare of its stock.

At the discretion of the Director, a Family may be billed for the use of Daycare diapers if a Parent consistently fails to provide adequate diapers for their Child.

Daycare provides wipes. Parents are asked to provide wipes if they have a particular brand preference other than what the Daycare uses.

9. NUTRITION

9.1 Employee Roles

The Cook is the Employee primarily tasked with menu planning, food preparation, and food serving. The Cook is responsible for ensuring the weekly and daily menus conform to the Canada Food Guide and Childcare Regulations. Any recommendations for new menu items or changes to recipes should be directed to the Cook.

The Director is responsible for supervising the Cook and ensuring the cook follows nutritional and health and safety regulations or policies.

Staff supervising Children at snack or lunch times is responsible for feeding Children once the food has been delivered to the room by the Cook.

9.2 Menu Planning

The Daycare follows the recommended guidelines of the Canada Food Guide. The menu is on a 6-week rotation and posted on the Parent Board. All changes are posted in advance and are expected to be followed. Suggested changes to the menu are welcome and are considered with respect to the Canada Food Guide and ease of preparation.

Foods that are high in sugar and fat, are empty calories and have no nutritional value; and therefore, are not permitted at the Daycare; if found, they will be put away until the Child goes home. There may be times, at the discretion of the Director, where the Daycare will serve some of these foods, like at Halloween.

9.3 Dietary Restrictions

Daycare makes full effort to respect dietary restrictions resulting from allergies, religious practice, or conscience. Where required, separate but similar meals will be prepared and provided for Children with dietary restrictions. The Daycare does not purchase special foods (ex: soy milk, halal meat, gluten-free pasta) for Children with dietary restrictions but will provide Children with foods purchased and provided by Parents.

The Daycare does not honor Children's dietary *preferences* (ex: picky eaters) in order to best follow the Canada Food Guide and the realities of large group meal preparation.

9.4 Mealtimes

Daycare offers the following mealtimes:

- morning snack 8:30am,
- lunch 11:30am, and
- afternoon snack 2:30pm.

To stay on track with our daily routine, **mealtimes are 30 minutes long**. Once that time is up, we pack up the food to begin our next lesson or play period. If your child is arriving late, please make sure they have had a meal beforehand. Of course, if you let us know ahead of time, we are happy to set their food aside for them to enjoy when they arrive!

Mealtimes should be a period of quiet, pleasant interactions between Children and Staff. These are times when we show consideration for one another and respect for individual needs and preferences.

10. INFECTION CONTROL & MEDICATION

10.1 Sick Child

Our health policy ensures the safety of all children and staff. Please keep your child home for **24 hours** if they show symptoms of illness or fever. **Please note: If a child requires medication to get through the morning, they are too sick to be at daycare.**

For vomiting (1) or diarrhea (2), children must remain home for a full **48 hours** after the symptoms have completely stopped. If a child is sent home and a parent is unreachable, we will call emergency contacts. Finally, if a child is not well enough to participate in outdoor play, they should remain home.

For more information see **10.5 Illness and Medication**

10.2 Communicable Diseases

Parents are required to inform Daycare of a positive medical diagnosis of any communicable disease within 24 hours in order that other Daycare Parents may be notified of the introduction of the disease.

A Child who has contacted a communicable disease must be excluded from the Daycare until the infectious period, as described by Public Health, is over and the condition has been cleared up.

Employees will post a sign to inform other Parents that an infectious disease has been introduced. The sign will include the name of the disease, the last date it was introduced, the symptoms and the number of days an infected Child must be excluded from Daycare. The sign will not, under any circumstances, include identifying information, like the Child's name, age, room, etc.

Parents must be prepared to provide alternate care in the event their Child becomes too ill to be at the Daycare. The sick Child will not be accepted at the Daycare, even if Parents must work and cannot find alternate care.

10.3 Incurable Illness

If a Child is diagnosed with an incurable infection which may be contagious, the Director will use their discretion to decide on a course of action. This will include calling Public Health, looking up the infection in the Infection Control Manual and possibly consulting the Board. Children may be excluded from center until a course of action and all information can be collected and a decision has been made.

Care may be withdrawn if a Child has an incurable illness and poses a sufficient risk of infecting Employees or other Children. This decision will only be made by the Board and after consultation with Public Health or other authorities.

10.4 Head Lice

Children who have been found to have head lice will be sent home. A Staff member will contact a Parent to remove the Child from Daycare. All Children found to have head lice in their hair will need to undergo treatment and will not be allowed back at Daycare until treatment is received and the risk of infecting other Children is sufficiently reduced.

To minimize the risk of infection, it is recommended that Children do not share hats, combs, brushes, hair clips, head bands, hair elastics, clothing, bike helmets, toques or back packs.

10.5 Illness and Medication Policy

To ensure the safety of all children and staff and to prevent the spread of infection, the following policies are in effect. We prioritize a healthy environment and thank you for your cooperation in keeping ill children at home.

1. Fever and Fever-Reducing Medication

To prevent accidental over-medication and protect children from the risks of double-dosing, we have implemented a strict "Single-Dose" Rule:

- Administration Limit: We will only administer fever-reducing medication (such as Advil/Motrin or Tylenol) one time per day.

- Pre-Drop-Off Medication: If your child requires fever-reducing medication prior to arrival, they are considered too ill to attend. Children given medication to mask a fever before drop-off will be turned away.
- Return Policy: Children must be fever-free without the use of medication for 24 hours before returning to the center.

Fever Threshold Guide

The daycare will contact you for immediate pick-up if your child’s temperature exceeds the normal ranges listed below:

Measurement Method	Normal Temperature Range
Mouth	35.5°C – 37.5°C (95.9°F – 99.5°F)
Armpit	34.7°C – 37.3°C (94.5°F – 99.1°F)
Ear / Infrared Forehead	35.8°C – 38.0°C (96.4°F – 100.4°F)

2. Emergency Pick-Up Timeline

When a child becomes ill at the center, a prompt pick-up is required to maintain a healthy environment:

- Primary Contact: Parents/Guardians must pick up their child within 30 minutes of notification.
- Emergency Contact: If the primary contact cannot be reached or arrive within 30 minutes, we will immediately notify your listed Emergency Contacts.
- Maximum Grace Period: All children must be collected within 60 minutes of the initial call.
- *Please ensure your emergency contact list is always up to date and that contacts are aware of their responsibility.*

3. Conditions Requiring Home Care

Children must stay home (or will be sent home) if they exhibit any of the following:

- Diarrhea: 2 or more loose/watery bowel movements. Child must remain home for 48 hours after the last loose stool.
- Vomiting: 1 occurrence while at daycare. Child must stay home for 48 hours after the last occurrence.
- Undiagnosed Rash: Any undiagnosed skin rash requires a doctor's note confirming the child is not contagious.
- Communicable Diseases: Including Chicken Pox, Measles, Meningitis, Whooping Cough, Impetigo, Scabies, or Lice.
- Inability to Participate: If a child is too ill to take part in regular daily activities or has a worsening cough.

4. Specific Illness Guidelines

- Antibiotics: If prescribed, the child must stay home until 24 hours after the first dose was administered and symptoms have improved.
- Pinkeye (Conjunctivitis): Child must stay home for 24 hours after treatment begins and all discharge/pus has cleared.
- Lice: Child cannot return until they have undergone treatment and are 100% free of all lice and nits (eggs).
- Strep Throat / Fifth Disease / Hand, Foot & Mouth: These require a physician's approval/note specifying the child is safe to return.

5. Administering Medications at Daycare

- Documentation: A medication form must be completed in advance. We cannot accept verbal consent over the phone.
- Packaging: Medication must be in the original container, labeled with the child's first and last name, expiry date, and legible instructions.
- Safety Verification: To ensure accuracy, the Director/Assistant Director (or cook) will prepare the dose, and a second staff member must verify the dosage/syringe and sign off before it is administered.
- Prescription/OTC Interaction: We will not administer Advil or Tylenol to a child who is already taking a prescription medication unless we have a written recommendation from a doctor.
- Storage:
 - Refrigerated meds are kept in a locked box.

- Emergency meds (EpiPens/Inhalers) are stored in accessible, non-locked locations known to staff.

Summary & Notifications

Teachers put children's health first. If we ask you to pick up your child, it is only after careful observation. When a communicable illness is diagnosed in a classroom, a notice will be posted on the parent board to keep all families informed.

This policy is subject to change and may be updated as needed.

11. CHILD ENDANGERMENT

11.1 Child Abuse

Any indication of Child abuse or neglect by Parents or Employees will be reported immediately to the Director. If the Director is suspected of abuse, a Board member should be contacted instead.

If there are reasonable grounds to believe that a Child is in need of protection because of suspected or disclosed physical, emotional or psychological abuses, the Daycare is required by law report this instance the Department of Social Services – Child Protection Division. Failure to do so can result in Daycare's prosecution under the Family and Child Services Act.

Daycare's responsibility is to report suspicion and disclosures, not to determine if abuse has occurred. Reporting procedures are designed to protect the Child, and the Parents will not be contacted in these instances.

11.2 Car Seat Safety

Staff have a duty to report to the Director if Children are being picked up and transported in an unsafe way, such as having young Children in a vehicle without car seats or too many Children in a vehicle for the number of seat belts. The Director will contact Family Services as necessary. The Daycare asks all Parents to arrange safe transportation for their Children. Employees will remind Parents of this if they see a Child getting transported in an unsafe way.

12. CHILD MANAGEMENT POLICIES

12.1 Discipline

The emotional and physical well-being of children in care is a priority of all Staff. Positive forms of behavior management with emphasis on discussion, encouragement and positive reinforcement comply with Daycare's philosophy

to promote the healthy development of children.

The goal of all disciplinary action is to encourage respect, self-discipline and self-control on the part of the Child. Children are encouraged to be responsible for their own actions and handle their own problems through verbalization. Behaviour-related or logical consequences are used in response to moderate misbehavior. Emphasis is placed on prevention of misbehavior through positive reinforcement and appropriate programming. Corporal punishment is strictly forbidden. In certain cases of extreme misbehavior, a "Time Out" may be used. Food will not be given as a reward or punishment.

Behaviour that is disruptive or harmful to the Child or other Children or the Daycare will be considered inappropriate and, as soon as possible, the Director shall meet with the Parent or Child to discuss the inappropriate behaviour and attempt to solve the problem. If the problem continues, the Director may present a letter to the Parent describing the unacceptable behaviour and requesting attention to the matter.

When a Child's behaviour is so extreme that, in the Director's opinion, the well-being of the Child or others may be jeopardized, the Daycare will terminate the Agreement for Child Care services. In such cases, the Board shall be notified immediately.

12.2 Behavior Incident Reports

Staff will complete Behaviour Reports when a Child's behaviour is of concern, or the Child is aggressive towards Staff and other Children. The following procedure is to be followed:

1. Staff must be sure to explain to the Child that a report is being written and will be given to the Parent.
2. Staff must report the incident to the Director (or designate).
3. Staff must discuss the report with the Parent, and the Parent must sign the report.
4. The Director signs the report only after the Parent has signed.
5. The Director will file the report in the Child's file.

12.3 Biting Policy

Any Child who has bitten other Children at the Daycare will be watched closely by Staff. All biting incidents must be shared with the Parents of both the biter and victim. The name of the biter and victim will not be disclosed to either Parent. All bites will require the completion of an Injury Report.

Depending on the severity of the bite, the number of bite occurrences, and the circumstances surrounding the bite(s) the Director may determine that further

action is necessary. This may include terminating the Agreement for Child Care Services.

13. PARENTAL INVOLVEMENT

13.1 AGM Attendance

Daycare requires a minimum of 10 voting members at the annual general meeting. Each parent is a voting member, and no parent can vote for another by proxy.

13.2 Work Bees

Work Bees will be posted on the Parent board. All Parents are strongly encouraged to participate and notify the Director in advance.

13.3 Fundraising

It is required that each family partakes in fundraising. A yearly profit of \$800, \$400 for our Gala and \$400 for all other fundraisers or opt out of all for \$1000.00 donation.

14. Emergency Policy

14.1 Fire Drills and Exit Policy

Fire drills must be held monthly. Emergency fire plans are posted throughout the Daycare (these fire exit plans should be shown and explained during orientation).

Staff are responsible for doing a roll call of their Children. Upon completion of roll call and all confirming all Staff and Children are present, the Director will indicate it is safe for Staff to lead Children back into the Daycare.

14.2 Fire

In the case of an actual fire, once all Children and Employees are accounted for, then the Director (or designate) will call 911. **Plan of action once out will be determined.**

14.3 No Utility Services

In the event that the Daycare's utilities not working for longer than 20 minutes, Daycare will call the local authorities. If utilities cannot be restored shortly, Employees will ask Parents to pick up their Children

14.4 Lock-Down

A lock-down typically occurs when there is an outside threat to the safety of Staff and Children.

In the event a lock-down is issued for either St. Gabriel's or BCS 2000 schools, the Daycare will automatically be placed on lock-down. In such an event, any Children playing outside will immediately be brought indoors and will return to their rooms for programming. Programming should be designed to minimize noise from Children, and Children should be kept away from exterior windows or doors. All exterior doors will be closed and locked, and curtains will be drawn on all windows. Interior doors will be shut and, if possible, locked from the inside. At the discretion of the Director (or designate), Staff and Children may be relocated to the back hallway.

With as much notice as possible, the Director (or designate) should inform any Parents who are scheduled to pick up Children during the lock-down that they will not be allowed to do so until the lock-down has been lifted.

The Director (or designate) must immediately inform any Staff on outings or on lunch to not return to the Daycare until the lock-down has been lifted. Any Children with Staff on an outing should remain with the Staff at the location of the outing until further instructions are received.

14.5 Evacuation **To be determined**

14.6 Tornado

A "tornado watch" is issued by Environment Canada when weather conditions are favorable for the formation of funnel clouds, but no tornados have been sighted in the area. In the event of a tornado watch being announced, Children will not be allowed to play outdoors, and any field trips will be cancelled. Children will continue to be supervised in their regular rooms. The Director (or designate) will periodically monitor weather bulletins and check the weather outside the Daycare by leaving the building for a better vantage point.

A "tornado warning" is issued by Environment Canada when a tornado is predicted to occur or has been sighted in the general area but does not pose an immediate threat. In the event of a tornado warning being announced, Staff will remove Children to the back hallway (opposite the furnace room door). Staff must continue to offer some form of entertainment or programming to Children to keep Children from panicking. The Director (or designer) will regularly monitor weather bulletins and check the weather outside Daycare, either by leaving the building for a better vantage point or, if unsafe to do so, by checking through windows in each of the rooms. Children will not be permitted to return to their rooms, even briefly, until the warning has been lifted.

If the Director (or designate) sees a tornado, one of three courses of action must be taken.

1. If the tornado is in sight but does not appear to be bearing on Daycare, the Director may choose to keep Children and Staff in the back hallway. The Director or another Employee must always monitor the tornado in case the situation changes.
2. If the tornado appears to be bearing on the Daycare, and the Director feels outside travel is unsafe, all Children and Staff must evacuate to the crib room or staff room as these rooms do not have windows.