



Parent Handbook

Welcome to the Hillhurst Sunnyside Daycare Program – HSDC! We look forward to building new friendships, and welcome back familiar faces.

We are a licensed and fully accredited program in Alberta.

Our mission: to provide each family with an extraordinary childcare experience. As a parent, we want you to feel like you're leaving your child in good hands. We hope your child will come to think of HSDC as a second home.

This package is designed to help familiarize you with the developmental practices, policies and procedures of our program. **If you have any questions or concerns, our door is always open.**

LOCATION AND CONTACT INFORMATION

Location: Hillhurst Sunnyside Community Association Building
1320 - 5th Ave NW
Calgary
T2N 0S2

Phone: 403 270 9703

Website: <http://hillhurstsunnysidechildcare.com/>

HOURS OF OPERATION:

7:00AM-6:00 PM Monday- Friday (January-December)

We are closed for all statutory holidays: Labour Day, Thanksgiving, Remembrance Day, Christmas, Boxing Day, New Years, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, and Heritage Day.

We are also closed two days a year for professional development training for the staff and a week over Christmas break for cleaning.



ABOUT THE PROGRAM:

Our Approach:

Here at the Hillhurst Sunnyside Daycare we aim to create a program where the individual needs of all our children can be met through a wide variety of creative, educational and recreational play. In recognizing each child as an individual, we attempt to offer as wide a range of play as possible, so their developmental needs can be met on a daily basis. Through these choices we hope to enhance the physical, social, intellectual, creative and emotional well-being of our children in a safe and secure environment where they feel they have room to grow and flourish.

A quiet area for down time is also provided. In giving our children these play options we aim to encourage confidence and self-esteem that will be the basis for learning to make choices for themselves as they grow.

Talk is also an important part of the Hillhurst Sunnyside Daycare. By encouraging the children to talk and listen we hope they will feel loved and cared by their caregivers and will learn to have these same relationships with others. By encouraging language development we also strive to give the children the means to express themselves and interact with others. Social interaction is an important life skill and we feel it our duty to help each child develop social skills such as patience, cooperation, respect for self and others as unique individuals, and how to build positive human relationships.

Ultimately, however, the Hillhurst Sunnyside Daycare is about having as much fun as possible in a safe and secure environment with enthusiastic, energetic people who care!!

Free choice: Each day your child will be given a choice of several activities in which to participate. These include but will not be limited to:

- Gym time (including games or free play)
- Outdoor play (the program has an enclosed private outdoor playground)
- Arts and Creative activities such as: paint, playdough, bingo markers, sand & water play
- Clubs: Dance, Lego, Cooking, Art, Drama, Gardening, Buddies, gymnastics, etc. (the clubs offered change each year depending on the interests of the children enrolled)



The logo features a yellow sun partially obscured by a green leaf-like shape. Below this graphic, the letters "HSCA" are written in a large, bold, teal font. Underneath "HSCA", the words "Hillhurst Sunnyside Day Care" are written in a smaller, bold, teal font.

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- * all clubs are optional and some require a minimal additional fee to join, such as drama and dance, due to materials required or additional instructor fees (hiring a professional)
- Free Play (Games, blocks, manipulatives, housekeeping center, dolls, etc.)
- Organized group activities (treasure hunts, field trips, etc.) We will at times offer one larger, structured activity in which all children from the classroom participate together.

Suggestions and Feedback:

We love to involve the kids in the planning of our daily activities. Caregivers do this by including the observed interests of the children in the weekly plan and providing resources to the children to expand on these interests. We would love to hear from you as well about your child's interests and any other suggestions you may have for the program. You can submit any feedback or suggestions you may have in the suggestion box available at the program, or online through our parent forum.

Toys from Home:

- **Pillows, blankets and stuffed animals may be brought in for naptime use. No other toys from home are allowed in the program.**
- **Children ages 3-5 will be allowed to bring toys from home on Fridays for show and tell.**

FEES & ENROLLMENT

As a Community Association Program it is essential that you buy a Community Association Membership. The membership offers discounts at various businesses within the area. The fee for this is \$20 and the membership is valid for one calendar year – a new membership must be purchased every 12 months.

All new families must pay a one-time registration fee of \$30.

The daycare has keycard access only. All parents must pay \$25 to receive a key card or fob. Lost or damaged cards should be reported to the office so that the card can be de-activated.

Enrollment process entails: filling out online enrollment form completely, meeting with the Manager to have a one on one orientation to the program (new families), and payment. The enrollment process is complete when the director confirms all this has been completed to satisfaction and gives the start date for enrollment.

REGISTRATION WITHOUT PAYMENT IS CONSIDERED INCOMPLETE AND WILL BE TREATED ON A FIRST COME FIRST SERVE BASIS.



***HSDC has a waitlist for families who wish to enroll their children in the program in future. Children may not be put on the waitlist before they are conceived. There is no fee to have your child added to our waitlist. However, if you decline a full time spot after your desired entry date, and would like to remain on our waitlist there is a one time \$100 holding fee.**

Waitlist priority will be given according to the following factors:

- First Priority goes to siblings of children currently enrolled in one of our child care programs
- Second Priority goes to residents of Hillhurst Sunnyside Community
- Third Priority goes to residents of West Hillhurst
- Fourth Priority goes to children currently attending BabyWorks Centre
- All other waitlist children will come after those who fall into one of the priority categories listed above.

Daycare Fees

As a participant in the Early Learning Childcare Centre Pilot Program, monthly fees are:

- Full Time** \$544
- 3 Days** \$326
- 2 Days** \$218
- Drop in** \$25/day

All families will continue to be entitled to the \$544/month fee as long as the Government provides the funding to the HSCA through the ELCC pilot program. Should the Government cancel funding, the fees will return to the rates below.

MONTHLY FEES-1CHILD

Full Time

19-35 months	\$1,200.00
3-5 years	\$1,146.00
<i>3 Days Per week (Monday, Wednesday & Friday)</i>	
3-5 years	\$845.00
<i>2 Days Per week (Tuesday & Thursday)</i>	
3-5 years	\$590.00



*Part time Care is only available in sets. For each part time registration there must be another part time registration to fill the alternate days.

DROP IN PER DAY

All Ages

\$75.00

There will be no reduction in fees due to ill health or holidays - exceptions may be made in the case of prolonged illness, at the discretion of the Program Manager.

Your payment options:

-Pre-Authorized Debit (PAD) or direct deposit: comes out on the 1st day of each month

-dishonored payments PAD: \$10

LATE FEES WILL INCUR A LATE CHARGE OF \$30.

Tax letters will be issued to all families in February. There will be a \$25 charge if you would like the letter re-issued. There will be a \$10 charge, per receipt, if you would like copies of invoices for payments made.

SUBSIDY

We accept enrollments of families who receive subsidy for child care. However, we aren't responsible for subsidy applications/processes. You can obtain information regarding subsidy through the Government of Alberta website at:

www.child.alberta.ca.

PROGRAM WITHDRAWAL

We require 30 days written notice of intent, to withdraw a child from the program and to terminate direct deposit.

DISMISSAL/TERMINATION OF CARE:

HSDC is an **inclusive** childcare program. We strive to help each child grow and develop in a safe, fun, and nurturing environment. We will do our very best to assist with any social, emotional, or behavioral issues that may arise, work with you to find a solution, and get your child comfortable here as quickly as possible. However, there are times that, for whatever reason, our program may not be a good fit for your child.



THE SAFETY OF EACH CHILD IS OUR PRIMARY CONCERN. **If any child poses a threat to this safety, he/she will be removed from the program without notice.**

THE SAFETY/RESPECT TOWARDS STAFF AND OTHER PARENTS IS DUE AT ALL TIMES. **If any parent poses a threat to the safety of a staff member or another parent or conducts themselves in a manner which is not respectful, their child may be removed from the program without notice.**

POLICIES AND REGULATIONS (THE RULES!)

We are not licensed to accept children outside operating hours, barring emergency circumstances; therefore, it is the responsibility of the parents to pick up their children by 6:00pm and we can't accept children before 7am.

We do recognize that there will be emergencies when parents are unable to pick up their children by closing. If you're stuck in traffic, please call us!

A staff member will always remain with your child until your arrival. However, please be aware **a late fee of \$1.00 per minute will be charged for each minute the child remains in the program after 6:00. The late fee is due immediately and is to be given to staff person on duty.**

If HSDC is not informed of your late arrival, staff members are required to wait no longer than 15 minutes before calling the emergency contact stated on your child's registration form. If he/she is unavailable, social services may be called to pick up your child.

SIGN IN/SIGN OUT

Our program license requires us to show clear attendance records for all children within the program, EVERY DAY. In order to do this, we need YOU to sign your child IN and OUT daily. Failure to sign in and out is a serious license breach and can lead to non-compliance. (I.E. We're in big trouble!)

Children will not be released to anyone other than those specified as authorized to pick up by the parents. Please inform anyone picking up your child for the first time that he/she will be asked to show ID.

The better-informed you keep us, the safer your child will be!

ABSENCES

If your child will not be attending HSDC on any day, for any reason, PLEASE CALL, EMAIL OR LEAVE A VOICE MESSAGE! Informing us if your child will not



be here, allows us to provide drop in care to other families if needed as well as allowing us to staff appropriately.

CHANGE OF PERSONAL INFORMATION:

Please inform us if there are any changes to your personal details throughout the year, such as address, numbers or emergency contacts. These changes are extremely important, so we can locate you in the event of an emergency.

SICKNESS, INJURY AND MEDICATION

SICK CHILDREN

If your child is sick, please notify us immediately, particularly in relation to a communicable disease or contagious condition (such as: head lice, pink eye, and strep throat).

In accordance with public health standards, a contagious child cannot be accepted into the program until a doctor deems the child is non-communicable.

If your child becomes ill during the program, we allow him/her to lie down in an area away from the others.

Head lice

We have a No Nit Policy. We will do scheduled and announced head checks for head lice/lice eggs as well as unannounced checks when we see possible signs of head lice. Children who are found to have head lice or lice eggs (nits) will be sent home to be treated. Head checks will be conducted upon the child's return to the program to ensure that both lice and eggs have been completely removed. We ask that you screen your child regularly and notify us immediately if head lice or their nits (lice eggs) are detected. We welcome the opportunity to teach those of you who do not know how to check your child for head lice.

If your child displays any of the following symptoms, he/she must be removed immediately from the program. In such case, parents/emergency contact will be contacted to pick up your child.

These symptoms include but are not limited to: vomiting, fever (greater than 38.0 F/ 100 C), diarrhea, new or unexplained rash or cough, exposure or presence of contagious illness such as whooping cough, strep throat or chicken pox, or that the



child does not feel well, and requires greater care and attention than can be provided without compromising the care of the other children.

Following removal from the program, the child may not return until he/she has been symptom free for at least 24 hours, or the parent has provided a physicians note.

MEDICATION

The HSDC staff can and will only administer prescription medication in accordance with the direction of the issuing physician. **The medicine must be in the original labeled container, showing clearly the physicians name and patient's name, date of issue, time to be given and dosage.** You will be asked to fill out and sign a medication form to be kept in the child's file.

All medication must be given to a staff member upon arrival in the program. This will be locked away for safety and administered at the appropriate time.

Please fill out the medical form (in your registration package) as accurately as possible, including all illnesses and symptoms you feel we should know about.

Please keep the staff informed when your child is taking medication at home that may affect her/him during our program.

ACCIDENT, INCIDENTS AND SERIOUS ILLNESS OR INJURY

If there are any accidents or incidents that occur while your child is in the HSDC Program a form will be completed, and will require both the Program Manager and the Parent's signature. These issues will be discussed in person with the parents and further action taken as necessary.

Parents will be notified immediately in the event of a medical emergency. By signing consent to this handbook, you grant permission for emergency care to be given, as well as an emergency vehicle to be called, when good judgment dictates, for the child's safety. It is expected that the parents will bear the cost of any emergency transportation required. If parents can't be reached, your emergency contact will be notified and asked to report to the designated hospital.

SERIOUS INCIDENTS/ILLNESSES

In the case of serious incident or illness, these must now be reported to Calgary and Area CFSA. These include: an emergency evacuation, an unexpected program closure, intruder on the program premises, injury or illness requiring overnight



hospitalization or EMS, error in the administration of medication resulting in injury or first aid, death of a child, lost child, child removed from program by an unauthorized guardian or adult, allegation of physical, sexual, emotional abuse and/or neglect of child by staff or volunteer, child left on the premises after operating hours, child commission of an offence under the Act of Canada or Alberta.

NUTRITION

As part of our program we provide morning and afternoon snacks and lunch. Menus and food portions are prepared according to the Canadian Food Health Guide. Lunch includes food from four food groups and snacks include food from two food groups. Lunch is served between 11:30 and 12:30 daily, morning snack between 8:00-9:00 and afternoon snack between 3:15-4:15. A monthly menu is posted on the Parent Information Board with extra copies for parents to take. Please check this at your convenience. Please be aware that the menu may be subject to changes without prior notice, and we will cater for children with dietary needs if this happens.

Please let us know of any dietary restrictions due to allergy, intolerance, cultural reasons, etc. We will make every effort to find an alternative lunch/snack for your child, in order to accommodate dietary restrictions.

PLEASE BE AWARE, WE ARE A NUT-FREE FACILITY. We don't allow outside food into the daycare, unless permission is given for a specific event.

CONFIDENTIALITY

Licensing regulations require all staff working with children to keep their records confidential. Our staff sign a declaration confirming they understand the various confidentiality issues involved while working with children. Only HSDC staff and licensing/accreditation officers have access to child-specific information which is indicated in your child's files. This information will not be shared with any other parties without parental consent. All concerns regarding your child will be communicated directly to the parent and followed through with strict adherence to the parent's wishes. Photographs of your child will not be used within the program without parental consent.

PARENTS MUST SUPPLY THE FOLLOWING ITEMS FOR THEIR CHILD TO BE KEPT AT THE PROGRAM

- **Indoor & Outdoor shoes**
- **Spare set of clothes**



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- **Family picture**
- **Diapers or Pull ups if needed and skin care products**
- **Sunscreen**
- **Hat, Mitts, ski pants and jacket**
- **Naptime: Blanket and pillow (optional) & pillowcase to store blanket**
- **Children who are still using pacifiers will be weaned off gradually**
- **Nutritional supplements if needed**

FIELD TRIPS

Field trips are an important part of the fun at HSDC! For each field trip parents must sign a consent form on which will be the following information: the location of the trip, transportation info, as well as contact info. This form will be provided in advance to the trip, no later than 3 days prior. Parents are also invited to attend, please indicate on the form if you would be interested in attending.

Unfortunately, due to our staff to child ratios, your child will not be able to opt out of a trip and remain in the HSCA building. If you do not wish your child to attend any given excursion, please dissuade from enrolling them in the program on that day. Parents are responsible to know departure and arrival times of the field trip and to bring your child on time. We will not organize arrivals or departures during field trips due to the inconvenience this causes to other children in the group.

EMERGENCY EVACUATION

The children will be accompanied to St. Barnabas Anglican Church, 1407 – 7th Avenue NW, (403-283-3035, or 403-283-4684) in the event of an emergency requiring the evacuation of the building. Parents will be notified immediately should this situation occur. It is also possible to contact the Program Manager on the emergency cell phone during this time.

Bi-yearly fire drills are conducted to ensure your child will be well prepared.

COMPLAINT POLICY

A parent may lodge a complaint with the Program Manager in person, in writing, via email, or by calling 403-270-9703. If the complaint is not investigated adequately or



concerns the Director, a parent may contact the Child Care Director or Executive Director at 403-283-0554 ext. 221.

For complaints of a serious nature, parents may contact the Social Service Department at 403-268-5152. Anonymous complaints will also be investigated.

We encourage you to talk to a staff or the Program Manager if you have any complaints or concerns. We are happy to work with you to find a solution.

PARENTAL INVOLVEMENT & RESOURCES

We welcome parent volunteers who may wish to come along for some fun on field trips, or special activities. We are always looking for donations of household craft materials, new or used toys, or dress-up clothes and as a charitable non-profit organization we have the possibility to issue tax receipts for monetary donations or donation in kind. If you are looking for more information on a specific topic, we can provide resources & information upon request.

Community Links:

General Programs:

Calgary Family Services: calgaryfamily.org; 403 269 9888

Alberta Health Services Programs: albertahealthservices.ca; 403 943 5465

Child Safe Canada: www.childsafecanada.com

Information on child care programs:

High quality child care services: www.excellence-earlychildhood.ca

Regulated & Approved Child Care: www.child.alberta.ca

Separation & Divorce:

Calgary Counseling Center: calgarycounselling.com; 403 691 5991

Family Violence & Bullying:

Family Violence: familyviolence.alberta.ca; 310 1818

Bullying helpline: 1 888 456 2323; b-free.ca

Child Development & Behaviour Resources:

Parenting Exchange: www.ParentingExchange.com

Canadian Child Care Federation: www.cccf-fcsge.ca

Developmental Resources: connectability.ca; developingchild.harvard.edu/



Child Guidance/Discipline Policy

Here at Hillhurst Sunnyside Daycare (HSDC) we strongly believe the goal of discipline is to help the child develop appropriate self-control along with a positive self-concept. Our emphasis will be on creating an environment which minimizes conflict and inappropriate or unacceptable behavior, positively reinforcing appropriate or acceptable behaviors, through a number of positive discipline and leadership approaches.

In relation to this, any child disciplinary action taken must be reasonable in the circumstances. Under no circumstances would we inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation. Nor would we feel it to be appropriate to deny or threaten to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement or isolation.

Unacceptable or inappropriate behavior will be defined as behavior which:

- Violates the human/child rights of others
- Jeopardizes the human/child rights of others
- Is destructive to equipment or materials
- Is self-defeating or self-damaging
- Is contrary to the requirements of the situation
- Is unsafe

All the rules the children are expected to follow are established for the above reasons and are evaluated regularly to be sure they are both valid and necessary.

Staff should review rules with children, where developmentally appropriate, through the use of symbols and posters. This ensures everyone in the program is aware of the rules, and is also aware of the consequences to be invoked were they caught breaking those rules. Consequences for behavior should be logical, sequential and carried out on an individual basis. Younger and older children should be reminded, by staff, on an ongoing basis what are appropriate and inappropriate behaviors and the consequences of such behaviors.

Staff will use meetings, developmental reports, incident reports, and the communication book to communicate about ongoing behavioral issues and consequences to ensure consistency.



When a disciplinary situation arises, the staff will isolate the inappropriate behavior by taking the child displaying the behavior aside, or will go over directly to the individual and will help define the inappropriate behavior and why it is not acceptable, with him/her. Older children may be asked to define the problem for themselves before explaining the issues to a staff person. In some cases, this may be all that is necessary to eliminate the behavior. If not, the staff member may then choose one or more of the following positive approaches to discipline, always keeping in mind the child's age and personal characteristics.

Verbal Discussion-includes the definition of unacceptable behavior, why it is unacceptable and what can be done to remedy the situation. An older child should have input into this. It may involve the expression of feelings and some appropriate ways of handling these feelings. Active listening and "I" messages lead to increased effectiveness in problem solving. Staff will be encouraged to develop skills in this area and in turn help the children develop more effective communication skills.

Logical or Natural Consequences-Natural consequences are the direct result of the child's own action. Logical consequences are the result of the child's actions that are provided by the adult. "Consequence" is a technique, which gives the child responsibility for the result of his own actions. A consequence must be related to the unacceptable behavior and should occur every time the unacceptable behavior is done. Also, the consequence must be acceptable to our program (within our policy limits). For the younger or new child, a verbal warning may precede the applying of a consequence. The older child will be encouraged to have input in the determining of his/her consequence in order to help him/her learn self-discipline. Parents may be involved in establishing consequences.

Breathing Time –Breathing Time is a technique used to interrupt unacceptable behavior by redirecting the child from the "scene of the action". It should be looked upon as a **calming device** and never as a punishment. The child/children will be removed from the heated situation and asked to sit out to calm down. After a few minutes-when the child/children seems to have regained control the staff person will either send them back to try and work out the problem they were encountering on their own, or will intervene by way of discussion and suggestion of appropriate ways of solving the problem fairly. Again, keep in mind the age and individual characteristics of the child/children involved. Some ideas to help a child calm down, include the use of a calming box, pictures and guidelines on how to solve situations, and books about emotions.

In particular, Toddler discipline can present its own challenges. Developmentally toddlers look to test boundaries. It is very important that toddlers know where these



boundaries lie and some guidelines in this regards. Disciplinary actions specific to toddlers are: distract & divert, and providing structure.

Through redirection, we seek to distract toddlers from their original intention and divert them towards a safer alternative.

Providing structure is setting up conditions for toddler discipline that encourage desirable behavior to happen. Structure protects and redirects. Structure creates a positive and child friendly environment. By preplanning daily activities and routines we remove a lot of “no’s” and a happy “yes” environment prevails.

All children are unique individuals. Therefore, no one strategy will be effective in every situation with every child. Some behaviors are normal within certain age groups and we need to be flexible with each child’s needs. Language can also be a barrier in toddler discipline. Pictures and gestures can be helpful for them to express themselves and for the caregivers to help them understand.

Discipline **will not** include yelling, hitting, shaking, shoving or requiring the child to repeat inappropriate physical movements. It may not include statements or actions that may cause the child to lose self-esteem or dignity.

At the beginning of each new program all parents receive a copy of our discipline policy (as above) in the parent handbook. They must then sign consent to the policy on our parental consent form. This process is repeated each year to ensure our parents are still in agreement with our nature of discipline. Input into positive improvements will be gladly welcomed.

All new staff receive a copy of our discipline policy when they start. Again this must be read and signed, with a signed copy to be placed in the file of each staff member.

Annex: Unicef Rights of the Child; Parenting Toddlers; Guidance Strategies for Early Childhood Settings, Upper Saddle River, NJ, Pearson, 2005