



P a r e n t H a n d b o o k

We would like to take this opportunity to thank you for choosing Baby Steps Daycare as your childcare provider. As your little one is the most precious part of your life, we want you to feel confident in your choice and welcome any input you may have to offer. It is our goal to ensure that we offer the highest quality childcare in a fair, caring and loving environment. It is our hope that our family atmosphere is extended to you and your family. Welcome!

ENROLLMENT POLICY

Before any enrollment agreement is made, a meeting is required to ask any questions and interview each other to ensure we are able to meet your child's needs as your daycare provider. Your child is the most important part of your life and we want you to feel confident in your choice of Baby Steps Daycare.

Upon acceptance, a deposit equal to two weeks payment must be made for full time registrants and a deposit of \$100 will be required for all part time registrants. Additionally, a one-time registration fee of \$25.00 must be paid once your child has been accepted.

Parents must complete the following documentation:

- Signature of this handbook
- Child immunization records
- Child profile
- Consent to administer medication
- Consent for off premises activities
- Consent for emergency care and transportation

If you choose to withdraw your child prior to the start date, your two week deposit and registration fee will be forfeited.

OPEN DOOR POLICY

We maintain an open door policy for parents during your specific contracted child care hours. Please take into consideration our schedule when dropping in or calling, and remember that visitors (even parents) usually cause the children to react in an excited manner that does not normally occur during your absence. All visits are welcomed, however, please be prepared to take your child with you if your child's personality is such that they will become upset with your departure. This may be especially upsetting to children who are adjusting to child care.

TRIAL PERIOD

All new children will be cared for on a two-week trial period beginning on your child's first actual day of care. This is to assist with the transition for your child, parent and the center. During that time the parent or provider may terminate the child care agreement with 24 hours notice. No pre-paid fees will be credited upon cancellation during the trial period. After the trial period, a two-week's written notice is required by either party to terminate the agreement.

ARRIVALS AND DEPARTURES

It is normal for some children to have difficulty separating from parents in the morning or not wanting to leave when it's time to go home. Please be very brief during these transition times. To maintain a clean and healthy play environment for your child, we ask that parents remove outer footwear prior to entering the classroom areas. Otherwise, a staff member will meet you and escort your child to their classroom. **All parents will be required to ensure that your child is met by a staff member.**

Children are not permitted to go out to their car unattended at pick up times. When picking children up at the end of the day, parents are asked to come to the front door unless there is a note on the door saying we are ALL outside. I will only release your child to you. In the event someone on your contact list will be picking up your child, verbal notification is suffice. If someone other than yourself or someone not on the contact list will be picking up your child, a written notice MUST be provided. Additionally that person will be required to show a photo ID.

During arrivals and departures, it is the parents' responsibility to ensure that all applicable rules are enforced.

Remember that a smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed in the morning.

HOURS OF OPERATION

The childcare facility is opened Monday – Friday; 7:00 am – 5:00 pm. Limited part-time childcare space is available at a separate rate. All part time childcare will be required to provide a minimum of two weeks' notice of required hours.

In the event of late pick up an additional charge of \$5.00 for the first 10 minutes and \$1.00 per minute thereafter.

RATES

Full time rates are \$150.00 per week ages 2-5
Full time rates are \$175.00 per week ages infant -24 months.
Afterschool rates are \$80.00 per week
Part time rates and extended hour rates are \$6.00 per hour

All rates include snacks and lunches.

PAYMENTS

All parents must follow the centers payment schedule. Postdated cheques will be made for the periods Sept – Dec, Jan – April, and May – Aug. Receipts will be issued at the end of each year or at the time of withdrawal. Late payments will result in an additional \$5.00 per day. There will be a charge of \$20.00 for all NSF cheques.

HOLIDAYS AND WEATHER RELATED CLOSURE

The following holidays will be recognized and the center will be closed: New Years Day, Good Friday, Easter Monday, Victoria Day, Canada Day, New Brunswick Day, Labor Day, Thanksgiving, Remembrance Day, Christmas Day and Boxing Day. When a holiday falls on a weekend, the Friday preceding or Monday following as the observed holiday will be designated as the holiday. There will be no reduction in fees for these dates.

It is at the daycares discretion to close due to inclement weather. All parents will be notified and are expected to pick up their child in a timely manner.

EXTENDED LEAVE

In the event of extended leave, such as vacations, you are required to continue with payment. If you choose to withdraw your child from the center during these times, there is no guarantee that there will be a space when they return.

MEALS AND SNACKS

A nutritious lunch, mid-morning snack and mid afternoon snack will be provided. Your Child's health and safety is our utmost concern and therefore, no snacks or meals will be served containing ANY items that ANY child in the center may be allergic to. Due to Health and Safety regulations, no baked goods may be brought in to the center from home.

If your child will be at the center during supper hours, please provide their meal in a dated and labeled container.

We strive to ensure that all meals and snacks are child friendly, however if you notice that there is something that your child does not like, please provide an alternate snack or lunch in a labeled container or bag with your child's name and date clearly written it.

HOUSE RULES AND DISCIPLINE

Discipline is used to teach children, not as a form of punishment. We attempt to guide them into using appropriate behaviors. Our house rules are:

RESPECT FOR YOURSELF

RESPECT FOR OTHERS

RESPECT FOR OUR THINGS

These rules are expected to be followed. In the event the rules are not followed, the following methods of discipline will be used:

1. We encourage children to work out their issue first
2. Intervention and re-direct play area
3. Loss of privileges or toy
4. Time out

If behavior becomes a chronic issue and continues to disrupt the flow of the center, a meeting will be held with the parents to discuss the issue. If the safety of the other children is a concern, termination will be at the discretion of the center.

ILLNESS

Having to care for many children at once, can have some challenges when it comes to illnesses. Therefore, we would ask that you not bring your child if they are experiencing any illness that involves: vomiting, diarrhea, fever exceeding 100 degrees, or any other contagious outbreak. Please refer to the government regulations for additional information. If your child becomes ill while at the facility, you will be contacted and expected to pick up your child within one hour. If your child is sent home from the facility with any of the above mentioned illnesses, you will need to keep them home for a **minimum 24 hour period** to try to prevent it from spreading further. If your child is ill, there is no reduction in fee, as it would be near impossible to fill a spot every time a child went home sick for a day or two. Again, if there are any concerns regarding this issue, the staff is instructed to follow the government's regulations. The center must have a signed copy of the *Consent to Administer Medication & Acetaminophen*, on file to hand out any medication. The center must be informed if your child will be absent due to illness. Be aware that you may have to fill out a *Return After Exclusion* form after any contagious illness. If a child is required to be excluded from others, they will wait in the office of the Director for a parent or guardian to arrive.

MEDICATIONS

All medications must be clearly marked in the original packaging in order to have the center administer any medications. Additionally a signed copy of Consent to Administer Medication must be on file. With the exception of Tylenol or Advil, we will not provide any medications that are purchased over the counter.

INJURY

In the event of an injury at home, please notify staff of the injury. Should an injury occur while in the care of the center, an incident report will be completed and discussed with the parents\guardians? Should medical attention be required, a signed consent form must be signed in advance, allowing us to provide medical assistance or contact medical authorities.

DRESS

We have very diversified weather and ask that you please be diligent in providing appropriate attire for the temperature. If appropriate attire is required, you may be called to provide this. No outside shoes will be permitted to be worn inside the children's play area; however slippers may be provided to wear. An extra change of clothes will be required.

SAFETY

In accordance with safety standards, monthly fire drills will be held at the center. In the event of a real fire, children will congregate across the street and you will be notified. Should a power outage occur, you will be contacted to pick up your child. There will be no reduction in fees.

CHILD ABUSE

In accordance with our standards, if any staff suspects child abuse; they have a duty to report this to the appropriate authorities. This would include physical, mental, sexual abuse or neglect.

ADMINISTRATIVE STRUCTURE

- Tanya Briggs – Owner – 261-1111 or 206-0999
- Robyn Payne – Assistant Director – 357-8515
- Angela Tozer – Regional Coordinator – 457-4930

COMPLAINT OR GREIVANCE

For any questions, concerns or comments, please speak directly with the onsite Director. If you feel that your question or concern has not been answered in a timely and satisfactory manner, please contact the Owner. If you still do not agree with the outcome please contact the Regional Coordinator. It is every parent's right and obligation to contact the Regional Coordinator if you feel or suspect this facility is not in compliance with the standards set forth by the Department of Social Development.

TERMINATION

I reserve the right to terminate for the following reasons (but not limited to):

- * Lack of compliance with handbook regulations
 - * Failure to pay within a two week period
 - * Failure to complete required forms
 - * Lack of parental cooperation
 - * False information given by parent either verbally or in writing
 - * Continual NSF cheques
 - * Failure of child to adjust to the child care after a reasonable amount of time
 - * Continual or serious behavioral issues with the child
 - * Physical or verbal abuse of any persons or property
- A two week notification of termination of services will be provided in writing.

If you are terminating services, a two week notification is required.

There will be occasional revisions to this handbook and the accompanying contract at which time you will be asked to sign a new contract. Baby Steps Daycare reserve the right to make changes in policies as deemed necessary. You will be notified, in writing, of any changes that may occur.

CHILDS NAME: _____

I have read the attached handbook and understand the expectations and rules of Baby Steps Daycare. I understand that failure to comply with the expectations and rules as outlined in the Parent Handbook may result in termination of childcare from Baby Steps Daycare.

I agree to allow my child to be photographed for the use of sharing “our day” with parents. It is understood that all parents will be able to view your child’s photos as all pictures will be placed around the classroom.

I do not agree to allow my child to be photographed for the use of sharing “our day” with parents. It is understood that all parents will be able to view your child’s photos as all pictures will be placed around the classroom.

(Parents Signature)

(Date)

OFFICE USE ONLY

APPLICATION DATE: _____

START DATE: _____

WITHDRAWL DATE: _____

ADDITIONAL COMMENTS: _____

