



Parent Handbook

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Welcome to The Toy Spot Ltd. Est. 2012

A Team Philosophy

At The Toy Spot Ltd., we work hard at being a team to provide a high-quality program that is fun and safe for kids. To accomplish this, we require the efforts of all our members. Members are children, parents, and early childhood educators (staff) who have an invested interest in the program. Each member has responsibilities and obligations to themselves and other members. When all members accomplish these responsibilities and follow through on their obligations, the result is the formation of a team.

Our Team Philosophy

- To provide a safe, comfortable, and nurturing environment in which infants, children have the freedom to challenge themselves and develop friendships with other children.
- To create a friendly environment that welcomes all participants and builds a sense of community with families.
- To promote positive values including accepting and celebrating the unique diversity and abilities of individuals.
- To encourage infants / children to develop life skills and individual interests through daily play.
- To provide age and ability appropriate activities and field trips. (3 years to 12 years)
- To have fun!



At The Toy Spot Ltd., we work as a team!

Program Goals

We use positive feedback, encouragement, and praise to help children succeed in exploring new activities, experiencing adventure, and making new friends. Our experienced, trained, creative and caring early childhood educators (staff) encourages the development of social skills, responsibility, and life skills. We develop activities that are age and ability appropriate and encourage all children to be involved. We build a trusting, open and fair atmosphere in our programs where children can express themselves in comfort and with confidence. We make ourselves available to spend one-on-one time with each child where possible. Our early childhood educators (staff) have made a commitment to make The Toy Spot –Daycare “a safe home away from home” for your infant/child.

Children - Must be held responsible by the early childhood educators (staff) for their daily attitudes, actions, and effort. They also take responsibility for their behavior. If they are having a good day – AWESOME! – Or if things could be better, everyone has a bad day now and again! We want children to feel comfortable to come and tell us their big feelings. As staff we must do our best to recognize the children’s feelings and guide them to make their day even better.

Parents - Are encouraged and welcome to check in and talk with early childhood educators (the staff) on a regular basis. We want our parents to inform their child caregiver what is happening at home and how their child is doing on the good and not so good days. The same applies to the caregiver informing parents of their children’s day. Together we can help their child(ren) have a good day ever day!



Information for Parents

Partnerships with families

Information for Parents- Established relationships with parents means we can share information positively and effectively to support children as much as possible.

Hours of Operation- We are open from **Monday-Friday 6:30am to 6:00pm**. We are closed on all statutory holidays and Christmas break (Dec 25-Jan1).

Safety- We secure our building with an app controlled keyless entry. This allows only authorized entry into the building keeping the children and staff safe at all times.

Communication- Open communication between parents and staff is strongly encouraged. Teachers are encouraged to learn what is important to you as a parent and to use that information when programming for the group.

Medical Information- We require any relevant medical information such as immunization history, allergies, medications, and other illnesses.

Injuries- If your child is injured while at the centre, staff will administer basic first aid. If medical attention is required, attempts will be made to reach the parents immediately. Staff will call Emergency Services if required.

Clothing- Exploration often requires getting messy! All of the materials that we use are washable, however, we are aware that some paint colours and other materials are difficult to fully remove and will do our best to avoid getting these materials on your child's clothing. Please send an extra full set of clothes for your child!

Nutrition- The Toy Spot supplies morning snack, hot lunch and afternoon snack. All meals are nutritious, homemade healthy choices to keep your little one fueled for the day!



We are dedicated to the care and education

Our Educational Programs

Our exclusive curriculum, combined with our own digital lesson planning tool (Brightwheel) , enable teachers to create personalized learning experiences, appropriate to every age group.



- Radical Red Room – Infant Room**
- Outrageous Orange Room – Toddler Room**
- Unmellow Yellow Room – Preschool Room**
- Forest Green Room – Preschool/Kindergarten Mix Room**
- Sky Blue Room – Kindergarten Room**
- Vivid Violet Room – OSC Room**

Enrollment Break Down:

- Baby Room 8 kids : 2 teachers
- Toddler Room 12 kids : 2 teachers
- Preschool Room 16 kids : 2 teachers
- Preschool/Kinder Mix Room 20 kids : 2 teachers
- Kindergarten Room 20 kids : 2 teachers
- OSC Room 15 Kids : 1 teacher



Radical Red Room – Infant Room 12 Months to 19 Months

Teachers: 2 teachers

Your infant will be in a safe and comfortable environment designed to stimulate and amuse your child at all levels of development. The infant program is flexible and accommodating to each child's schedule and needs, with activities based on the children's interests.

The infants are co-constructors in developing intellectually by exploring and experimenting the environment around them. The infants will be encouraged to use thinking skills and language throughout the day. Each child's care, play, learning, and development are nurtured as teachers work within a practice of relationships, appreciating family, social, and cultural practices and traditions and embracing a strong capable image of the child, as a mighty learner and citizen. Children are supported to develop self-regulation skills- the ability to adapt their behavior, attention, emotions, and thoughts in response to what is going on around them. Children are supported to express pro-social behavior- voluntarily choosing behaviors that help and benefit others, such as sharing.

During circle time, we sing songs and read age-appropriate books with each other. When weather permits, we will go play outside in our infant/toddler age-appropriate play yard.

The large, bright playroom includes colorful climbing mats, a cozy story area, and an assortment of age-appropriate toys. We provide highchairs and cribs for the infants.

Staff in the Baby room do not just care for your child's needs. They stimulate your child's curiosity and eagerness to learn through:

An infant's day consists of:

- Free center play / Self-selected play
- Letter/sound games
- Circle time & Reading books
- Structured & self-guided art
- Playing instruments / Singing songs & Finger Plays
- Focused learning / Sensory experiences



Outrageous Orange Room – Toddler Room 19 months to 3 years

Teachers: 2 Teachers

Our toddler program encourages the children to build a community in an environment that supports learning together and caring for each other while building friendships. Your little toddler is busy learning, approaching the world with curiosity and seeking a sense of belonging.

The toddlers eat meals at tables together and enjoy an open concept playroom with free play and weekly activities that promote exploration and learning.

Our center has an exclusive potty-training method. Our teachers are trained and equipped with 4 child size toilets conveniently located right outside the toddler room.

The toddlers are co-constructors in developing intellectually by exploring and experimenting the environment around them. The toddlers will be encouraged to use thinking skills and language throughout the day. Each child's care, play, learning, and development are nurtured as teachers work within a practice of relationships, appreciating family, social, and cultural practices and traditions and embracing a strong capable image of the child, as a mighty learner and citizen. Children are supported to develop self-regulation skills- the ability to adapt their behaviour, attention, emotions, and thoughts in response to what is going on around them (sitting still when appropriate, the ability to defer reward and positive self-talk are a few examples). Children are supported to express pro-social behaviour- voluntarily choosing behaviours that help and benefit others, such as sharing and cooperation.

The children play daily in the outdoor playground, or on days when the weather does not cooperate, they will play inside the center. Children will also experience in house field trips such as a petting zoo, yoga, dance, special guest readers and puppet shows are brought into the centre.

A toddler's day consists of:

- Free center play / Self-selected play
- Letter/sound games
- Circle time & Reading books
- Structured & self-guided art
- Playing instruments / Singing songs & Finger Plays
- Focused learning / Sensory experiences



Unmellow Yellow Room – Preschool Room 3 years to 4 years

Teachers: 2 Teachers

The preschoolers are always on the move ready to learn, with weekly activities that promote exploration and learning. The children play daily in the outdoor playground and love to explore!

Your little preschooler is busy learning how to take care of themselves and explore the world! Our preschool program encourages the children to build self-help skills such as dressing themselves, toileting themselves, and eating with utensils.

The preschoolers are co-constructors in developing intellectually by exploring and experimenting the environment around them. The preschooler's will be encouraged to use thinking skills and language throughout the day. Each child's care, play, learning, and development are nurtured as teachers work within a practice of relationships, appreciating family, social, and cultural practices and traditions and embracing a strong capable image of the child, as a mighty learner and citizen. Children are supported to develop self-regulation skills- the ability to adapt their behaviour, attention, emotions, and thoughts in response to what is going on around them (sitting still when appropriate, the ability to defer reward and positive self-talk are a few examples). Children are supported to express pro-social behaviour- voluntarily choosing behaviours that help and benefit others, such as sharing and cooperation.

The children play daily in the outdoor playground, or on days when the weather does not cooperate, they will play inside the center. Children will also experience in house field trips such as a petting zoo, yoga, dance, special guest readers and puppet shows are brought into the centre.

A Preschooler's day consists of:

- Free center play / Self-selected play / Walks
- Letter/sound games
- Circle time & Reading books
- Structured & self-guided art
- Playing instruments / Singing songs & Finger Plays
- Focused learning / Sensory experiences



Forest Green Room – Preschool/Kindergarten Mix Room 3.5 years to 4.5 years

Teachers: 2 Teachers

Your Preschooler/kindergartener is ready to learn! This age is so curious, and ready to explore the world around them in any way possible. Our Preschooler/kindergarten program is designed to grow this sense of wonder in the children's minds. This room will be for preschoolers who are more advance and kindergarteners that still want to be kids. This room is a perfect mix for 3.5-4.5-year-olds.

The preschool/kindergarten children are co-constructors in developing intellectually by exploring and experimenting the environment around them. The preschool/kindergartener's will be encouraged to use thinking skills and language throughout the day. Each child's care, play, learning, and development are nurtured as teachers work within a practice of relationships, appreciating family, social, and cultural practices and traditions and embracing a strong capable image of the child, as a mighty learner and citizen. Children are supported to develop self-regulation skills- the ability to adapt their behaviour, attention, emotions, and thoughts in response to what is going on around them. Children are supported to express pro-social behaviour- voluntarily choosing behaviours that help and benefit others, such as sharing and cooperation.

In the Preschool/Kinder room, our program encourages the children to build self-help skills such as dressing themselves, toileting themselves, and eating with utensils. Your child will also spend time learning basic academic skills, such as scissor and glue work, proper pencil holding techniques, letter/sound recognition, and writing or tracing letters and numbers. Circle time promotes learning with repetition of important skills for kindergarten success!

They will also play outside daily in our large Preschool/kinder/OSC playground, and inside in the room's vast centers. Children will also experience field trips such as a petting zoo, yoga, dance, special guest readers, jump park, spray parks, to name a few.

A Preschool/Kinder day consists of:

- Free center play / Self-selected play / Walks
- Letter/sound games • Circle time & Reading books
- Structured & self-guided art
- Playing instruments / Singing songs & Finger Plays
- Focused learning / Sensory experiences



Sky Blue Room – Kindergarten Room 4 years to 6 years

Teachers: 2 Teachers

Your kindergartener is ready to learn! This age is so curious, and ready to explore the world around them in any way possible. Our kindergarten program is designed to grow this sense of wonder in the children's minds.

In the kindergarten room, your child will spend time learning important academic skills, such as scissor and glue work, proper pencil holding techniques, letter/sound recognition, and writing or tracing letters and numbers.

The Kindergarten children are co-constructors in developing intellectually by exploring and experimenting the environment around them. The infants will be encouraged to use thinking skills and language throughout the day. Each child's care, play, learning, and development are nurtured as teachers work within a practice of relationships, appreciating family, social, and cultural practices and traditions and embracing a strong capable image of the child, as a mighty learner and citizen. Children are supported to develop self-regulation skills- the ability to adapt their behaviour, attention, emotions, and thoughts in response to what is going on around them (sitting still when appropriate, the ability to defer reward and positive self-talk are a few examples). Children are supported to express pro-social behaviour- voluntarily choosing behaviours that help and benefit others, such as sharing and cooperation.

Circle time promotes learning with repetition of important skills for kindergarten success! They will also play outside daily in our large Preschool/kinder/OSC playground, and inside in the room's vast centers. Children will also experience field trips such as a petting zoo, yoga, dance, special guest readers, jump park, spray parks, to name a few.

A kindergarten's day consists of:

- Free center play / Self-selected play / Walks
- Letter/sound games • Circle time & Reading books
- Structured & self-guided art
- Playing instruments / Singing songs & Finger Plays
- Focused learning / Sensory experiences



Vivid Violet Room – OSC Room 6-12 Years

Teachers: 1 Teacher

For school aged children they are ready for some freedom! This age craves the opportunity to problem solve, and get things done themselves. Our out-of-school program is designed to give children the freedom they need to grow and blossom.

The OSC are co-constructors in developing intellectually by exploring and experimenting the environment around them. The infants will be encouraged to use thinking skills and language throughout the day. Each child's care, play, learning, and development are nurtured as teachers work within a practice of relationships, appreciating family, social, and cultural practices and traditions and embracing a strong capable image of the child, as a mighty learner and citizen. Children are supported to develop self-regulation skills- the ability to adapt their behaviour, attention, emotions, and thoughts in response to what is going on around them (sitting still when appropriate, the ability to defer reward and positive self-talk are a few examples). Children are supported to express pro-social behaviour- voluntarily choosing behaviours that help and benefit others, such as sharing and cooperation.

In the OSC program, your child will continue to practice their academic skills through art activities and games. They will also play outside daily in our large playground, and inside in the room's vast centres.

During the summer and school breaks, our OSC have an action-packed schedule full of field trips and events! For example, sledding, nature walks, swimming, spray parks, zoo, museum, just to name a few. Children will also experience in house field trips such as a petting zoo, yoga, dance, special guest readers and puppet shows are brought into the centre.

A OSC day consists of:

- Time to do homework & Reading books
- Playing instruments
- Focused learning • Free center play / Self-selected play
- Letter/sound games • Circle time & Reading books
- Structured & self-guided art
- Playing instruments / Singing songs & Finger Plays
- Focused learning / Sensory experiences



Daily Schedule

Daily Schedule:

6:30am-9:00am – Greet and Welcome children

9:00am – Morning Snack

9:30am – Circle Time/Read stories

10:00am – Free play in centers / Crafts / Outdoor play / Planned activities

11:30am- Lunch

12:00pm – Quiet time/Nap time

2:30pm – Afternoon Snack

3:00pm - Free play in centers / Crafts / Outdoor play / Planned activities

6:00pm - Closed



Arrival, Pick up, Custody Policy

Arrival, Pick up, Custody Policy:

Arrivals: Our Centre doors will always be locked. Please use your app controlled keyless entry. Upon entry you will be greeted by our lovely director. If someone is picking up your child and they are not on the pickup list, please notify staff via phone or Brightwheel messaging. Please note that the person picking up your child will be required to show ID before the child is released to them.

Children will start their day in an integrated room until their educators are in and can efficiently move the children if needed into their rooms. Our drop off cut off time is typically 9:00am- if your child has an appointment, please inform us so that we know to expect them.

Late Pick-Up Policy: The Centre closes at 6:00pm and parents are kindly asked to please pick up your child by then to ensure enough time for getting dressed and ready to go. If you know you are going to be late, please notify staff via phone or Brightwheel as soon as possible. If a child remains past 6:00pm we will contact the emergency contacts on file. Any late pickups will be charged the rate indicated in the fees portion.

Custody Orders: While it is preferable to avoid becoming involved in an access dispute, the protection and best interest of the child will always be our priority. We require notification of any changes of the custody, guardianship or care and control of the child. A copy of any agreement or court order pertaining to the foregoing is to be left with us. This will assist us in attempting to ensure your child is only released to an authorized person.



Childcare Fees

Childcare Fees:

1. Childcare registration will only be confirmed once a registration form has been received.
2. Childcare fees will be charged on the first day of every month. We do not give discounts due to vacations or illness.
3. Payment can be made by e-transfer, credit, or cash. If fees are not paid by the end of the month or arrangements approved by the Director have not been made, parents/families will lose their program space.
4. An overdue payment will be charged of \$50 on top of you monthly fee. A \$10 fee will be charged for NSF payments. 3 or more overdue payments/failure of payments will result in termination of care.

*Rates are based on Full time children. Part time care can be provided. Please speak to the director for more information regarding drop in or part time care.

Summer/Holding Fee:

Parents not wishing to use the Centre for a month or more but wanting to keep their child's space will be required to pay a nonrefundable fee of \$400 per child per month. This can also apply to start times more than 3 months away from the time of registration. Please speak to the director for more information.

Tax Receipts:

Receipts for income tax purposes are issued after year end in January. Should your withdrawal from our Centre prior to year-end, please ensure that you provide us with your current address so that your receipt can be mailed.

Withdrawal of Children:

One month written notice of permanent withdrawal must be given or one-month fees will be charged in lieu of notice. Our Centre has the right to terminate services if:

1. Policies and procedures are not being followed
2. Childcare fees are past due
3. Your child is being picked up late more than 5 times per year



4. While it is our Centre's policy to provide an inclusive environment for all children, a plan of withdrawal may be discussed if safety becomes an issue for the child or his/her peers.
5. We also do not tolerate any verbal, physical, emotional, or mental abuse towards staff.
Termination will be immediate- no refunds will be issued

Subsidy:

The provincial Childcare Subsidy Office handles subsidy for daycares. This office stipulates how many hours a child must attend per month to be eligible for subsidy. It is the parent's responsibility to ensure their child meets the minimum 100 hours. Parents are responsible for applying for and renewal of subsidy prior to expiry. An approval letter from subsidy is encouraged if we have not received it.

Applications can be completed: <https://www.alberta.ca/child-care-subsidy>

Childcare Grants and Inquiries: 780-427-0444

Affordability grants are provided directly to childcare operators so they can lower parent fees for all families in their program. Funding is provided for each child based on age ranges and type of care. Grants may change and any new information will be shared with parents as it becomes available. Please visit the website below for full details!

<https://www.alberta.ca/federal-provincial-child-care-agreement>



Nutrition

The Toy Spot supplies morning snack, hot lunch and afternoon snack. All meals are nutritious, homemade healthy choices to keep your little one fueled for the day! Each family will receive a monthly menu to view what their child is eating. If you would like to bring an extra snack for early morning arrival or late day departure, you are welcome to but please follow the food from home policy!

Foods from Home Policy

We try to teach children to value healthy foods, we ask that you do not send candy or pop or any other junk food as a meal item. Due to allergies, we do not permit children to share their food from home. Remember to provide food items that are NUT FREE. Any treat intended for the entire class (on a Birthday or occasional special day), must be store bought and NUT FREE.

The Toy Spot is a NUT FREE FACILITY!



HANDWASHING POLICY

Handwashing Policy:

All staff are expected to be consistent in sanitizing their hands or washing with soap and water. All staff are expected to oversee (and assist) the washing of children's hands.

Procedure:

1. Staff are to ensure they properly wash their hands in the following instances:

- Before serving children food or drinks
- Before and after administering medication
- Before and after diapering
- Before and after wiping noses
- Before and after administering first aid (rubber gloves should also be used whenever there is blood or body fluids present or an open sore or wound)
- After using the washroom
- Before and after eating
- After using any cleaning products.

2. The only times hand sanitizer can be used is if there is no soap and water available.

As soon as soap and water are available, staff are to wash their hands immediately.

3. Children are required to wash their hands in the following instances:

- After being diapered
- After using the washroom
- Before and after eating
- After coming into the centre (from home, school, or outside)



ILLNESS POLICY

Illness Policy:

We value our clients' health as well as the health of the staff, without healthy staff we are unable to provide effective care.

Procedure:

You will need to keep your child at home, or make alternate arrangements for the following conditions:

- Fever over 38° C (100.4°F).
- Infected eyes or skin.
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox. Immediately report to staff any contagious or communicable disease.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps.
- An acute cold with fever, runny nose and eyes, a “croupy” cough or congested to the point that he/she has heavy breathing.
- If a child becomes sick at daycare, the parent or guardian will be called and asked to pick up the child. If they cannot be reached, the emergency contact will be called. The staff will isolate the child from the other children and make him/her as comfortable as possible but will not administer medication. Please keep the child at home until he/she is well enough to attend. Any medicine required to treat above symptoms will mean the child is too ill to attend daycare (ex. Tylenol, Gravel).



INCLUSION & DIVERSITY POLICY

Inclusion & Diversity Policy: Our program is committed to celebrating and appreciating diversity by providing equality of opportunity for all children, families, and employees. We celebrate the uniqueness of each child and staff. We find joy in learning about other cultures and try to include family values and customs in the children's daily experiences. We strive to provide a secure environment in which all children can flourish and in which all contributions are appreciated. We are constantly striving to promote equality and better appreciate diversity in our centre.

Procedure:

1. Our Program is open to all members of the community.
2. We provide an environment that includes pictures, songs, books, stories, activities, materials, and foods which are reflective of other countries and cultures.
3. We will ensure inclusion is incorporated into all activities throughout our entire program. We will provide alternative or modified activities to children if necessary.
4. We will provide positive and non-stereotyping information about gender roles, people with disabilities, diverse ethnic and cultural groups, and sexual orientations or gender identities.
5. We review and evaluate our practices to ensure we are fully implementing our policy for equality, inclusion, and diversity.
6. Our program celebrates each child's individuality.
7. Our program will supplement interest centers with multiculturally diverse materials and equipment.
8. Our Staff will develop warm and respectful relationships with each child and family through informal chatting, open discussions, and collecting relevant information about each family's unique context.
9. Applicants are welcomed from all backgrounds and employment positions are open to all!



ADMINISTRATION OF MEDICINE POLICY

Administration of Medicine Policy:

Staff are to follow the proper steps when administering medications. Medications are always to be stored in a locked case in the proper areas except when being administered.

Procedure:

1. Staff must ensure that when a child has a medication, parents are to fill out a “Medication Sheet”. A medication sheet includes:

- The child’s name
- Time to be administered
- Name of medication
- Amount to administer

The staff are required to fill out the administer section which includes the name of the medicine, the amount, the time, and the staff signature.

2. Emergency medications are to be kept in the child’s room in the locked emergency medication box. This box is to be kept out of children’s reach. If the child goes offsite, the emergency medications are to be kept with the teacher in the off-site backpack. Staff are to ensure they are aware of how to properly administer medication. Parents are responsible of explaining this to staff.

3. Other medications should be kept in the lockbox with the cook in the kitchen cupboard, refrigerated medications go in the fridge lockbox. When time to administer medication an available staff or the cook will get the medication for the child.

4. When administering medication staff are required to first confirm the 4 Rs:

- RIGHT child
- RIGHT time
- RIGHT medication
- RIGHT amount



ADMINISTRATIVE RECORDS POLICY

Administrative records Policy:

All records of children and staff are kept up to date and filed in individual files. These files are in the office in a locked filing cabinet. Any missing information is immediately addressed and updated.

Procedure:

1. Attendance of each child is recorded in the staff's room binder and Brightwheel app. Staff are provided with a monthly check in/out list with the names of full-time children, they are to record the time of arrival and departure of each child every day. If a drop-in child arrives, staff are required to put the child's name on the check in/out list and sign that child in. In the case of a child moving to a different room (if ratio is out, no permission for field trip, etc.), that staff is to sign them OUT and the staff of the new room is to sign them IN.
2. Parents are to sign their child in and out using the Brightwheel app when dropping off and picking up their children. In the event that this is not possible (i.e., phone left at home or child taking the bus to school), the room staff will sign the child in or out.
3. Staff are to sign in and out (including breaks) using the Brightwheel app.
4. Staff are also provided with an AWE sheet, to keep track of hours they are providing childcare. This is to be done when beginning their shift, lunch break, and finishing their shift.
5. Staff qualifications can be found on our "Staff Wall". This shows the level of certification of each staff member as well as First Aid certificates. The facilities license and Food Handling permit are also displayed. Staff certificates are also kept in their staff file. Each staff has a Criminal Record check, as well as a Child Intervention check, these are kept in their files.



ATTENDANCE POLICY

Attendance Policy:

Regular attendance at The Toy Spot Ltd is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child in the daycare at any time. You must sign in and wear a volunteer badge while in the facility for an extended period of time.

Procedure:

Parents will:

- **Notify the daycare staff by 9:00AM if your child is not coming in or arriving late.**
- **Upon arrival, parents must:**
 - Sign your child in using the Brightwheel app
 - Give all supplies to a staff member or your child
 - Talk to a staff member and relate how your child's night and morning went
 - Take time to settle your child and say goodbye
- **Upon departure, parents must:**
 - Sign your child out using the Brightwheel app
 - Make personal contact with a staff member

Daycare staff will:

- Phone parents or guardians when a daycare child is unexpectedly not at daycare.



CHILD GUIDANCE POLICY

Child Guidance Policy:

Dealing effectively with behaviour management is a prime responsibility of The Toy Spot Ltd caregiver. The goal of behaviour management is: **To enhance children's self esteem by helping them recognize they are responsible for their own life experiences.** We want children to learn how to develop self-control and self-discipline. Both of these traits are needed to have success in life. The role of the staff is to teach appropriate behaviour, not to punish behaviour. At the Toy Spot Ltd staff lead by example and help children navigate big feelings that may arise.

Procedure:

1. We establish clear and realistic expectations, with input from the children when appropriate.
2. We establish clear and realistic boundaries, with input from the children when appropriate.
3. We establish natural and logical consequences, with input from the children when appropriate.

For example:

- If a child wrecks another child's creation, the child will be asked how he/she can help to make the other child(ren) feel better and encouraged to follow through.
 - We will teach infants and toddlers about soft touches by taking their hand and showing them what a soft touch feels like.
 - When children hurt other children, they will be encouraged to be part of the "healing" process, i.e. holding the cold cloth on the injured child.
4. We will use redirection as a means of stopping inappropriate behaviour, tabletops will be used as an opportunity to sit with the child and talk about the behaviour in question and how we can help the child to change the behaviour. In the case of infants and toddlers, where redirection is not working, staff will take that child as a "buddy" staying close to him/her so that they may intervene when necessary.



5. We work with children not only to stop or curtail inappropriate behaviour, but also to enhance the child's self-esteem and problem-solving skills. Once the inappropriate behaviour has been identified, staff will work with the child to identify why the action was inappropriate and what other options the child may have had and will have in the future.
6. We will seek out positive behaviour and reinforce this as much as possible through praise.
7. We work closely with parents when necessary to help children develop self control and their own behaviour management skills. This may include inviting parents into the center to discuss and brainstorm strategies specific to their child.
8. We prohibit corporal punishment and any form of punishment that involves striking or belittling a child. Failure to adhere to this policy is grounds for immediate dismissal of the staff involved.



CHILD INVOLVEMENT POLICY

Child Involvement Policy:

Our staff plan activities with input from the children.

Procedure:

1. We keep children involved through co-operative and competitive games and through special activities and learning experiences related to chosen topics.
2. Staff observe and guide children, so no one feels left out. They plan and encourage group participation and co-operation to help build the children's sense of community within the center.
3. Field trips and experiences are planned with children's input as much as possible. We try to expand the children's horizons through recreation and learning new information about people and places and the broader world around them.



Children's Rights

Children's Rights

- 1.Children have the right to feel safe.
- 2.Children have the right to have their physical needs met (for example, having nutritious food, having access to a washroom, and having access to hand washing)
- 3.Children have the right to feel respected by staff and peers.
- 4.Children have the right to feel appreciated and valued for the unique and special qualities that make them who they are.
- 5.Children have the right to feel loved for who they are.
- 6.Children have the right to feel accepted and included by their peers and staff.
- 7.Children have the right to be heard for their ideas, opinions, and concerns as well as their joys.
- 8.Children have the right to express their emotions, whatever they be, in socially acceptable ways that do not take away the rights of others.
9. Children have the right to be in a clean and sanitized setting.



HEALTH, SAFETY, & PHYSICAL WELLNESS POLICY

Health, Safety, & Physical Wellness Policy:

Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety, and nutrition. Eating nutritious food is an important part of each child's day. Staff are required to keep the children hydrated, protected from the sun, avoid insect bites, assist the child in hygiene, keep a clean environment and involve exercise.

Procedure:

1. Centre staff will:

- Offer a clean, well-maintained, safe environment
- Provide opportunities for learning how to take care of their bodies and develop self-help skills
- Opportunities for both rest and exercise with indoor and outdoor activities daily
- Welcome mothers to breast-feed their child and provide support for breastfeeding.
- Provide a comfortable and relaxed environment for the children & parents
- Formula must be provided by the parent
- Encourage children to eat a variety of foods but be sensitive to individual food preferences and cultural preferences.
- Post children's allergies in the room. (Parents must make staff aware of any food allergies)
- Inform parents of any significant changes in the eating habits of their child.
- Model healthy attitudes towards food and mealtimes.
- Model healthy attitudes towards washing hands before and after meals
- Staff will allow children time to eat and drink at their own pace.



2. We ask that parents provide a water bottle for their children in the Toddler, Preschool, and Kinder/OSC rooms. For those that forget, we maintain a supply of disposable cups that children can access to get a drink of water whenever they are thirsty. Infant room parents/guardians are asked to supply their children with sippy cups/bottles, if unable to, we provide one for them that is kept in the room and assessable to them. When children are outside or on field trips staff take a jug of water and cups with them. Children are encouraged to bring a personal water bottle with them on field trips. If the weather is hot, staff have the children take a “water break” every 30-45 minutes to ensure they are staying hydrated.

3. Due to possible allergic reactions, parents/guardians are required to provide a non aerosol sunscreen as well as a non-aerosol and DEET free bug repellent for their children. Wearing a hat is required when outside and it is the parent’s responsibility to provide one. Staff are required to make sure these items are labelled with that child’s name.

4. Children and staff are required to wash their hands before/after eating and after using the washroom. Tables used for eating are sanitized before/after use. The room is swept/vacuumed and mopped daily. Garbage is emptied daily. Children’s cubbies, room shelves, electronic equipment, desks, and toy bins are cleaned weekly. Toys are sterilized weekly in the kitchen sterilizer following a set schedule. Bathrooms are maintained daily.

5. On days that are weather appropriate, staff take children outside in the yard where they can run and use climbing and other equipment that encourages physical movement. We have playground rated equipment in our yard.

On indoor days, staff include Gross Motor activities in their planning, as well as several options to meet the child’s physical movement needs (i.e.- Freeze Dance, Musical Chairs, Yoga, etc.).



CHILDREN'S RECORDS POLICY

Children's Records Policy:

Records of the children are kept on file in the office. Certain records are copied and kept in room binders.

Procedure:

1. Parents are to complete a registration form for their child(s) before attending daycare. This includes the following:

- Child's name
- Birthday
- Contact information and names for each parent
- Home address
- Emergency contacts (including numbers and addresses)
- Pick-up authorization
- Allergies & medications
- Alberta Health Care Number
- Toilet training, siblings, and questions to further know the child

2. A copy of registration forms is kept in the proper room binder for staff. Staff are to keep these with them always in case of an emergency or for any information they may need (i.e.- contact parent, pick up info, etc.)

3. A copy of registration forms and any further information is kept in the office in the child's file (other permission forms, etc.)

4. If any information is to be changed parents are to notify the staff and the proper information is to be updated immediately. If for any reason a child is put into a different room, that staff is responsible for transferring over the child's information.



COMMUNICATION POLICY

Communication Policy:

This policy will help ensure good communication regarding expectations, between the staff, parent/guardian, and Director. This policy also aids Management in fulfilling its responsibilities to ensure effective operations of the daycare. Conversely, failure to follow this policy may result in a breakdown of communication or less than effective monitoring of the organization.

Procedure:

1. When any staff or Director are to take messages, they are to promptly walk this message over to the individual to whom the message was meant for, however, if for some reason that staff cannot leave the room, they can use the phone to intercom the other room and deliver the message.

2. We communicate with families in several ways:

- We have an open-door policy which invites families to come in and talk with us at any time.
- Through messages sent on the Brightwheel app or on the parent board.
- Through phone calls between parents/guardians, staff, and management
- Parent Board and foyer postings regarding daycare closure days or special events (i.e.-PJ Day)
- Individual newsletter notices to each family regarding fee increases, Family Christmas Party, Family BBQ, Field Trips, etc.

3. Communication with our children's schools is open and friendly. We have a school file with school phone numbers and names of children attending them for a quick reference. We access the Public and Catholic School Board's information web sites to obtain yearly school calendars with closure dates and PD days. If any questions or concerns regarding a specific child or closure date our schools and office staff are friendly and helpful.

4. Staff are available daily to listen and help the children when they have a problem or concern. Staff in each room have clear expectations of the children and explain when a child bends the rules that they could get hurt or hurt others.

5. We maintain communication with various local community facilities to help with the program planning, or as references to families as a support system. We use many local facilities for field trips.



FAMILY/VOLUNTEER INVOLVEMENT POLICY

Volunteer Policy:

We welcome volunteers and authorized family members to help with the daycare program in their child's group either at the daycare or off site on field trips. The volunteers will display a lanyard type badge to help identify the volunteer as apart of The Toy Spot Ltd.

Procedure:

1. The family member/volunteer is to inform any of the staff or Director when they are interested in wanting to join us in the daycare or off site. The staff will then plan to include these volunteers in the programmed activities.
2. Volunteers, whether family members or summer students, may help supervise a group of children but will not be left alone with a group. Family/volunteers will always be accompanied by an authorized staff from the program.
3. All volunteers are expected to use appropriate language and treat all children with respect.
4. Volunteers/family members are to be aware that although their child is there, staff are in charge and children are to still follow rules and routines.



CLEANING AND SANITIZING POLICY

Cleaning and Sanitizing Policy:

1. Each day in each room there is a dirty toy/spit bin available
2. Weekly deep toy sanitizing is done
3. Approved AHS cleaning supplies will be used and stored securely
4. Weekly bedding is washed and stored separately
5. Daily cleaning checklists
6. Each room is sprayed with disinfectant at the end of the night
7. Cubbies are wiped down weekly
8. Weekly janitorial service is provided to do a deep clean of the premises on the weekend.

* If there is an outbreak rooms are deep cleaned immediately, and AHS regulations are followed.



TECHNOLOGY & MOVIE USE POLICY

Technology & Movie Use Policy:

We have developed the following guidelines for childcare professionals to assist in the use of any technology and media materials in the program.

1. All materials used in the program are developmentally appropriate, nonviolent, and culturally sensitive.
2. All materials used in the Centre are to support and extend the children's current interest and experiences.
3. During movies, quiet areas will be offered also a separate area for children who have no interest in the movies.
4. Movies are to be chosen "age appropriately" and must be approved by Director before watching.
5. Children may choose to watch one of the movies in our movie library. Any movie rated higher than PG will require parental consent via permission form.
6. Movies will only be allowed during quiet time or for special occasions or programming purposes.



POTTY TRAINING POLICY

Potty Training Policy:

We strive to support and encourage potty training at home right through into daycare.

Please look for these signs of readiness:

1. The child can pull down and up their pants and underwear on their own with little help.
2. The child can communicate to you when they need to go to the bathroom.
3. The child's diaper is dry after nap times and for long periods during the day.
4. We work in conjunction with parents on potty training. We work as a team to help your child have a successful potty-training journey.

*Once your child is ready to potty train you will receive an exclusive Potty Training 101 guide. Typically following this method a child will be potty trained in 2 weeks.



NAPS & QUIET TIME POLICY

Naps & Quiet Time Policy:

1. Nap time is usually between 12:00pm to 2:30 daily.
2. The length of nap time is dictated by the child on how much sleep they need.
3. If a child is tired a bed must be available to them as per licensing requirements.
4. If there is an issue with nap please discuss with the Director.
5. Soothers and stuffies are allowed and will be placed in a labelled bag.
6. Each child will have their own sleeping cot, and bedding will be washed weekly unless it becomes soiled it will be cleaned immediately.
7. For other age groups, our daily schedule incorporates a balance of active and quiet play, including a rest period. During this time, children are encouraged to sleep, rest, or engage in quiet activities, according to their needs.



OFF SITE ACTIVITY POLICY

Off Site Activity Policy:

1. At The Toy Spot Ltd., we will obtain written consent to the child's participation in an off-site activity.
2. Details including transportation and supervision arrangements will be included in the permission form.
3. Educators are required to take the portable records for each child with them when they are taken off the premises for an activity.
4. You are welcome to come on any field trip with the daycare. Please indicate your desire to attend on the permission form and speak with the Program Coordinator in your child's room.



PHYSICAL ACTIVITY POLICY

Physical Activity Policy:

1. Outdoor play is an integral part of our daily programming and occurs in all seasons. We believe in creating an environment that fosters healthy, physical, and engaging play environment for children of all ages.
2. It is our belief that establishing an active lifestyle at a young age will eventually lead to healthier lifestyles.
3. At the Centre children are provided with daily outdoor time. Outdoor play will only be cancelled when the temperature is colder than -20 with or without the windchill, and extreme wet days.
4. Extra precautions will be in place on days that are hotter than +28 and UV higher than 5.
5. Forest fire smoke can limit our outdoor exposure when poor air quality levels are high.
6. When outdoor time is limited, indoor physical play will be set up and provided.
7. Please ensure that your child has appropriate and proper clothing and footwear for all seasons.
8. There will be times where the children will have the opportunity to participate in tobogganing, swimming, sprinklers, sand, grass, and cement play.



FAMILY ORIENTATION POLICY

Family Orientation Policy:

Families are made aware of our open-door policy. Families are always welcome and encouraged to join our program as they see fit to experience our program.

Procedure:

1. Families are given a tour of the center.
2. Families are given a “Parent Package” which includes forms that must be completed by the time the child starts.

These forms include:

- Emergency information (contact numbers for parents, AHC numbers, allergy and ongoing medication information, alternate emergency contact person, authorized pick-up people and whether the child immunized)
- Parent agreement, which is a binding contract between the daycare and parents. This agreement explains fees, acceptable methods of payment, hours of operation, termination requirements, etc. Parents/guardians are asked to sign, and they receive a copy.
- Field trip permission for authorizing the daycare to take children off site.
- Parent Handbook for parents’ information about our program philosophy, mission statement, daycare and parent responsibility, illness policy, open door policy.
- Families are invited to bring their child (especially infants and toddlers) in for a visit once or twice before their children start date. This helps the child with transitioning into the program.
- Room staff and management are observant and ready to answer parents’ questions, hear concerns and give support and time (Open Door Policy)



FIRST DAY CHECKLIST

Welcome to The Toy Spot Ltd., we are so excited to have you in our Daycare! To ensure a smooth transition from home to daycare, here is a list of belongings to bring on your first day.

Please label all items with your child's first name and last initial.

- Labelled water bottle
- Change of clothes (pants, shirt, socks, underwear)
- For children who are potty training, please send 4 sets
- Bottles and formula (if necessary)
- Any necessary diapering items:
- Labelled sleeve of diapers
- Labelled wipes
- Labelled diaper cream
- Blanket and soft toy (Lovies)
- Any medications (with fill-in med sheet)
- Labelled indoor, closed-toe shoes
- Labelled sweater to keep in daycare cubie
- A print-out of immunization history
- In the winter:
- Boots
- Coat
- Snow pants
- Mitten
- In the summer:
- Labelled non-aerosol sunscreen
- Labelled non-aerosol bug spray
- Labelled hat