



Client Manual

Revised 2021 Edition

**Balgonie Early Learning Centre Inc.
(BELCI)**

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www.belci.ca

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INTRODUCTION

Philosophy

It is our goal to provide quality care for children aged 18 months to 12 years, with a focus on early learning and development. Our team of dedicated Educators are here to strengthen the foundations for learning and overall holistic development in all children. Our focus on the spiritual, emotional, intellectual, and physical development of children will instill the confidence a child needs to be competent, capable learners.

BELCI follows the ***Play and Exploration Early Learning Program Guide*** (<http://belci.ca/forms>). Rather than focusing on school-based skills like Math or Literacy, this education stresses the importance of high-quality experiences for children by promoting their own abilities and interests. Proper development is learned through "Play", in an ever-flexible environment that the children themselves often direct. We provide an environment that is safe, caring and inviting where children will experience both teacher-guided and free choice activities. All activities are age and developmentally appropriate. Our programs are developed based on children's interests and are not gender specific. Parents must be open minded and allow Educators to make decisions regarding their programming plans and activities. Parents should not direct or impose their personal beliefs on our program. We do our best to ensure our children are learning and growing in an environment that is unbiased and allows children the opportunity to express themselves freely without judgement.

History

BELCI is a non-profit corporation that was conceived by Barb Wilson in February 2009. After working as a licensed home daycare provider for over 20 years she recognized the growing demand in the local community of Balgonie and surrounding area for licensed quality child care. On March 2, 2009, Barb Wilson contacted Sandi Lloyd, another local licensed home daycare provider, and her husband, Mark Lloyd, to discuss the idea of developing a licensed child daycare Centre. Soon after, Barb, Sandi and Mark formed a small volunteer committee and began planning and developing a business plan for BELCI.

On March 23, 2009, on behalf of the residents of Balgonie, the volunteer committee submitted a letter of intent to the Minister of Education, Early Learning and Child Care, seeking approval for 53 to 73 child care spaces and provincial funding to facilitate the development and operation of a non-profit licensed child daycare Centre in Balgonie.

In May 2009, other members from the local community volunteered to form a board of directors for BELCI to help undertake fundraising and planning for the building of a new facility. On June 9, 2009, BELCI received official funding approval from the Government of Saskatchewan.

However, after nearly two years of hard work the building project was put on indefinite hold and an alternate, more affordable, and less risky financial plan was implemented to help meet the community's immediate child care needs.

In March 2011, BELCI purchased 131 Main St for the purpose of operating a licensed child daycare Centre. Renovations were completed in May 2011, and BELCI began operations on June 1, 2011 with 52 licensed child care spaces.

Hours of Operation

Hours of Operation: **Monday to Friday, 6:30am – 6:00pm**

NOTE: Operating hours may be adjusted at the discretion of the Board of Directors. In the event of a change in operating hours, BELCI will provide one month written notice of any change unless emergency situations arise.

BELCI is closed on statutory holidays including, New Year's Day, Good Friday, Victoria Day, Canada Day, Family Day, Saskatchewan Day, Labour Day, Thanksgiving, Remembrance Day and Christmas Day. When a statutory holiday lands on a Saturday, BELCI will observe the statutory holiday on the Friday. If it lands on a Sunday, the stat will be observed on the following Monday.

BELCI is licensed to care for 52 children between the ages of 18 months and 12 years.

ADMINISTRATION POLICIES AND PROCEDURES

Code of Conduct

Every adult and child should be treated with respect and dignity; it is essential that everyone always conduct themselves in a courteous manner at the Centre.

The following behaviour will not be tolerated from clients.

- Obscene or demeaning language or behaviour
- Aggressive or overly loud voice tones
- Threats, intimidation, or physical force
- Inappropriate conversations
- Avoiding staff due to personal feelings or conflict.
- Choosing to make decisions that go against our policies and expectations.
- Inappropriate demands or expectations that conflict with our policies or programs.

Contravention of these guidelines will result in severe repercussions ranging from written warnings to immediate termination of service, without notice, and forfeit of any child care deposits you have with BELCI. Deciding whether a client is exhibiting any of these behaviours is solely at the discretion of the Executive Director.

If you have concerns that cannot be resolved by speaking with the child care staff, please speak to the Supervisor or the Executive Director. If this does not result in satisfactory resolution, the next step would be to contact the Board of Directors. If you feel the Board does not deal with your concern in a satisfactory matter, then you may contact the:

Saskatchewan Ministry of Education
Early Learning and Child Care Branch

2220 College Ave, Regina, SK, S4P 4V9
(306) 787-4980

Ask to speak with the child care consultant for the Balgonie Early Learning Centre Inc. All concerns will be taken seriously and dealt with appropriately.

Structure of the Centre

Child Care Consultant

The provincial Child Care Consultant is responsible for licensing and monitoring the operations of BELCI.

Board of Directors

The Board of Directors oversees the finances and operations and setting policy for the Centre. Members of the Board of Directors are elected by the membership. The Board is made up of a minimum of 3 and a maximum of 13 members, including a President, Vice-President, Secretary, Treasurer and Directors at Large.

Executive Director

The Executive Director is responsible for the direct day-to-day operations of the Centre and is required to implement and follow *The Child Care Regulations, 2015* and *The Child Care Act, 2014* and the policies and procedures established in consultation with the BELCI Board of Directors.

Supervisor

The Supervisor is responsible for the general supervision and management of children. The Supervisor works with the Executive Director and staff in developing and implementing quality programming for children. The Supervisor does not make final decisions without consulting the Executive Director.

Early Childhood Educators

The Early Childhood Educators are responsible for ensuring that the highest quality childcare is provided to all children.

Cook

The cook works closely with the *Canada Food Guide* and *The Child Care Regulations, 2015* to prepare nutritious and child friendly meals and snacks.

Students

Early Childhood Education students work closely with the staff during practicum placements throughout the year. High school students may also be present at the Centre throughout the school year, assisting staff, while completing their work experience requirements.

Any person, including volunteers, that is 18 year of age or older must have a current criminal record (with vulnerable sectors) check on file with the Centre prior to working with the children.

Annual General Meeting (AGM)

The annual general meeting is held in June or July of each year. The date shall be fixed by the Board of Directors. Each full member (one per family) is entitled to vote at a meeting of members. The AGM is a very important meeting to attend. BELCI will provide sufficient notice of the AGM or any special meetings of members, as per the Bylaws.

Waitlist

A waitlist registration form is used to keep track of our waitlist. Perspective clients are to fill out an application and submit it to the Executive Director. A child on the waitlist will only become eligible for care when a spot opens, and the child is of the appropriate age to suit the needs of the centre. If two children are of the appropriate age, preference will be given to the child who has been on the waitlist the longest. Preference will be given to siblings of existing children in our care and those who are returning members after the duration of a leave of absence. People placed on our waitlist will be contacted by email, or phone and given 24 hours to respond before moving on to the next person.

Board Meetings

Any member or staff member may request to attend a board meeting unless the meeting is designated as a closed meeting. Contact the Executive Director if you wish to attend a Board of Directors meeting and you may be added to the agenda. Board meetings are held at a minimum of 10 times per year (normally once per month). Time and date to be determined by the Board of Directors.

Auditor

BELCI's financial statements are to be audited each year following the fiscal year end and will be presented at the AGM. The auditor will be chosen by the Board of Directors.

FINANCIAL POLICIES AND PROCEDURES

Membership

Full Member: Any resident of Balgonie or surrounding area or any parent, foster parent or legal guardian of a child enrolled at BELCI who is at least 18 years of age is eligible for admission to membership as a regular member. BELCI does not have closed boundaries for children to attend, however preference will be given to those living within 20 kilometres if applicable.

Associate Member: Any resident of Balgonie or surrounding area or any parent, foster parent or legal guardian of a child enrolled at BELCI who is under 18 years of age is eligible for admission to membership as an associate member.

**** Throughout the remainder of this document, the term “Client” will be used to reference either Member defined above.**

Deposit: A deposit of \$100.00 per child to a maximum of \$200.00 must be submitted at the time of acceptance of enrolment. The deposit will be applied as a credit towards your last month of care, provided a full month’s notice has been submitted in writing to the Executive Director of the Centre, before the first day of that final month. Failure to give 30 days’ notice, or failure to have the account up to date, will result in the forfeiture of the deposit.

Fee Schedule

The Fee Schedule may be adjusted at the discretion of the Board of Directors. In the event of a change in fees, BELCI will provide at least one month written notice of any change.

Accepted Methods of Payment and Receipts

BELCI accepts two methods of payment, cheques can be made payable to the **Balgonie Early Learning Centre Inc.**, and all cheques must be given to the Executive Director or an Employee. Email transfer payments are the preferred method of payment, our Centre is set up for Automatic Deposit, so it is important that fees are not sent in advance. E-transfers can be sent to: fees@belci.ca

Please do not submit fees early. Clients will be issued receipts for childcare fees annually, every February. This will serve as an income tax receipt. **To re-issue a copy of a lost receipt, BELCI charges \$15.00.**

Subsidy

The Executive Director will provide subsidy clients with a monthly statement showing the monthly fee, the portion paid by government subsidy and the client portion owing. The balance owing must be paid within 5 business days of receiving the account statement. If the account becomes past due, a 2% per month interest rate will be applied to the amount past due.

If subsidy is to be paid from date of enrolment, it is the clients’ responsibility to apply within 15 days of the date the child commences childcare. Forms can be obtained from the Executive Director or from Social Services.

Subsidized clients must have each child in attendance at BELCI for no less than 36 hours per month. School age children must attend no less than 20 hours per month during the school year. Failure to meet the minimum will result in cancellation of the subsidy by Social Services and the client will be responsible to pay the full fee amount per child for that month.

All clients are required by the Ministry of Education, Early Learning and Child Care Branch to sign the Child Care Attendance Report each month. Your signature verifies the fees charged and the number of hours your children have been in attendance.

It is the clients’ responsibility to advise the Subsidy Office when there is a change in marital status, income, address, employment, or education.

Overdue Accounts

Full time childcare fees must be paid by the first of the month in advance of care being received.

Government subsidized client's parent portion of fees, are due on the first calendar day of the month or at the discretion on the Executive Director.

Drop-in clients will receive an invoice on the first business day of the month, for the amount owing for dates attended the prior month. Drop in fee payments are due on or before the 5th calendar day of the month.

Clients that have not submitted payment by the 5th day of the month in which it is due, will be issued a warning letter.

A finance fee of 2% per month will be added to all overdue accounts (for payments not received by the 7th calendar day of the month).

If you would like to discuss a payment date that works best for your family, please feel free to contact the Executive Director to discuss a specific, personalized contract.

If payment or arrangements for payment have not been made by the 7th of the month, the Centre will issue a second letter to the client informing them of their breach of contract. The family will no longer be considered a client of BELCI by the 15th day of the month, and their contract will be immediately terminated without further notice. If the child [hereafter meaning one or more children] arrives at the Centre after the contract has been terminated, the Centre will make every attempt to contact the client or emergency contacts to remove the child immediately. If this action fails, the child will be considered abandoned, and proper authorities will be notified.

Outstanding accounts will be sent to a collection agency for collection and/or legal action will be undertaken to collect the outstanding monies.

If our centre needs to close due to weather or due to low enrollment over the holidays, clients will be reimbursed at a rate of 90% of our daily fee only after submitting a receipt with proof of secondary care received.

NSF Funds

If payments are returned, for any reason, clients shall have 24 hours to provide the Centre with a certified cheque for the same amount due plus a **\$40.00 NSF fee**. Clients who have not complied with the above will be advised by the Executive Director that their child will not be allowed back into the Centre until such time that the account is paid in full. If the account is not current by the 12th of the month, the client will be deemed to have left the Centre and their child's space may be reassigned to a new client.

Fundraising

See Appendix B for Annual Fundraising Schedule that outlines financial responsibilities for mandatory fundraisers for all full-time clients.

PROGRAM POLICIES AND PROCEDURES

Staff to Child Ratios

The Child Care Regulations, 2015 require that the daycare Centre maintain staff to child ratios of no less than:

1:5 in the case of **toddlers** (18 months to 30 months)

1:10 in the case of **preschool** (30 months to pre-kindergarten)

1:15 in the case of **school age** (attending school)

Whenever possible we try to enhance these ratios. Excursion ratios can be found in the excursion section of this manual.

Confidential Information Disclosure Policy

Generally, access to a child's information record is given only to the legal guardians of the child and the staff of the Centre.

In the case of an emergency or injury to the child, information may be released to the proper authorities, medical staff attending to a child, or in the case of suspected abuse, the appropriate child protection agency.

Clients should be aware that in the case of non-payment of fees, pertinent information would be provided to an external collection agency.

Clients are responsible to update their child's files when there are changes of address, work/home/cell phone numbers, changes in legal custody, etc.

BELCI will only release information pertaining to the child to a third party with the written consent of the client who has custody of the child.

Parents are not permitted to know the names of the other children who may be involved in a conflict or injury with their child. We do not disclose names of children who are sick or on medication to other clients.

Photos and Media

Staff frequently take pictures of the children engaged in activities throughout the Centre and post the photos within the facility for viewing.

At times we may have members of the media at the Centre, who may take photos or film footage of the children, which may be used educationally or as a news feature locally or nationally.

Parents are asked to sign a Facebook Consent letter included in the enrollment package. Our Facebook is private and only accessible to those who are current Members with children enrolled in our centre.

If you have concerns about your child being photographed or filmed for internal or external purposes, please feel free to discuss this further with the Executive Director and if you deem it appropriate, do not sign the Photo and Media Consent Form in the enrolment package.

Child Care Services

All changes to contracts are based on availability of space, and one-month notice as per contract.

Full Time Contracts

A child may attend 10 days or more per month.

Preference is given to full time clients.

Drop-in (casual) Contracts

Children may drop in on a casual basis. Drop-ins are limited to 9 days per month. Due to limited spaces, we may not always be able to accommodate bookings for children on casual contracts. Please phone ahead with as much notice as possible to see if space is available. Drop-In spots can be canceled with little or no notice. Drop-in clients also need to submit a deposit of \$100.00 prior to starting.

Drop-in clients will receive an invoice on the first business day of the month, for the amount owing for the dates attended for the prior month. Drop in fee payments are due on or before the 5th calendar day of the month.

Our drop-in hours and fees are subject to change without notice due to the capacity and needs of our Centre.

Programming

Our Educators provide an environment that is supportive of the development of each individual child. Educators prepare programming that will enhance the physical, social, emotional and intellectual development of young children. Clients are expected to check the weekly programming, so they know what to expect for the week. Any questions can be directed to your child's Educator. Clients are expected to check notifications on the Himama App which will provide a direct link to your child's portfolio and Educator.

Educators assist in developing the skills and knowledge that children need by providing educational activities such as: circle time, craft time, gross motor activities, language

development, music, movement and more. Weekly Programming plans are displayed by the front door and can be observed at any time.

Educators expect parents to take time reading the weekly programming, checking the sign-in binder for comments or updates. It is not the Educator’s responsibility to personally contact each family to ensure their child is prepared for the week. It is the parent’s duty to communicate respectfully with their child’s Educator and ensure they always know what is expected each week.

Outdoor Policy

Winter:

During winter months, our children will be going outside at least once a day provided the wind chill is not above -25. The length of time will be determined by the Executive Director based on the actual temperature.

Wind Chill Hazards and What To Do

| Wind Chill | Exposure Risk | Health Concerns | What to Do |
|-------------------|----------------------|---|---|
| 0 to -9 | Low Risk | <ul style="list-style-type: none"> • Slight increase in discomfort | <ul style="list-style-type: none"> • Dress warmly • Stay dry |
| -10 to -25 | Moderate Risk | <ul style="list-style-type: none"> • Uncomfortable • Risk of <u>hypothermia</u> and <u>frostbite</u> if outside for long periods without adequate protection. | <ul style="list-style-type: none"> • Dress in layers of warm clothing, with an outer layer that is wind resistant. • Wear a hat, mittens or insulated gloves, a scarf and insulated, waterproof footwear. • Stay dry. • Keep active |

Each child attending our centre must be dressed appropriately. This includes proper ski pants, coats, mitts, toque, boots all of which **must** be labelled. BELCI is **not** responsible for any lost or stolen articles of clothing.

Spring:

Children will be going outside twice a day and must come to daycare dressed appropriately. Spring weather brings colder temperatures in the mornings and warmer weather in the afternoon. It is recommended your child comes to daycare dressed for colder weather with a change of outdoor clothes for the afternoon. Rubber boots, splash pants and rain jackets are required.

Your child will get wet and dirty in the Spring. Please provide spare clothes for your child to change into.

Summer:

During the summer months' children will be outside twice a day provided the UV index is no higher than 5 or the temperature does not exceed +30C. All children are required to wear SPF +30 which will be supplied by our Centre. Any child who requires a special or specific SPF must supply their own to be left in their locker. Your child is required to have a hat that stays at the daycare and suitable outdoor footwear. **Flip flops are not acceptable. Lace up shoes are not allowed unless your child can tie them independently.**

Children also need a water bottle that stays at the centre.

Fall:

Children will be going outside twice a day in the Fall. Please send your child with appropriate footwear and proper outdoor clothing that will provide warmth on cooler days.

Most of you are probably aware that there are many benefits to hands on, sensory based learning experiences for children. Did you know that allowing children to play barefoot also has many benefits? We allow children to play barefoot while outside in our play yards if or when a child chooses to do so. We will maintain our play spaces to provide a safe experience for children. We will also limit the risk of infection by asking any children who have open wounds or warts to keep their footwear on until their feet are healed. If you do not wish for your child to participate barefoot, please let one of our Educators know.

Drop-off and Pick-up Policies and Procedures

All clients must bring their child directly to their group within the Centre after the child has removed their outdoor clothing and put on their indoor shoes. All children must be signed in and out each day by their guardian.

BELCI is not responsible for a child that is not brought directly to a caregiver.

No curb-side drop-offs.

Children will not be allowed to walk home alone unless given consent from the parent/guardian.

Children cannot be picked up by anyone under **12** years of age.

The Centre should be notified if children are unable to attend on a scheduled day. Notification can be made before 9:00am to attendance@belci.ca, or call the Centre ASAP after 9:00am.

Only the names listed on the Permission to Pick-up Form will be allowed to remove a child from the Centre. We require advance written or verbal confirmation from the client if the child is to be released to people not listed on the form. Anyone picking up a child will be required to show identification.

Parking

Clients parking at BELCI may park on Main St. We ask that you be respectful of the neighbours and do not block their driveways.

Children should never be left unattended in a car and should be properly restrained at all times when the car is moving.

Please ensure that you close the gate and doors when coming to and from the Centre to ensure that no child is in danger by having access to the street without adult supervision.

We do not accept responsibility for vehicles or their contents.

Emergency Contacts

In case of emergency, BELCI will only contact the people listed by the client on the child's Emergency Cards.

It is the responsibility of the client to inform the Centre immediately in writing of any changes in the information provided on the Emergency Cards. On an annual basis the Centre will provide the client with new cards to be filled out to help ensure up-to-date records.

Custody and Access

It is the responsibility of the client to provide the Centre with a copy of any legal documents required to provide a safe environment for the child pertaining to custody and access.

It is the responsibility of the client to accurately fill in all the forms required by the Centre. It is also the responsibility of the client to provide the Centre in writing with any changes to the information given at the time of registration.

When clients are not in agreement concerning access and custody, the Centre will maintain previous client arrangements until legal documentation is provided. If any person insists on removing the child without proper consent, the local RCMP or Social Services will be contacted.

Impaired Client

Do not arrive impaired to the Centre.

If staff suspect that a person who is impaired (due to substances such as drugs and/or alcohol) is transporting a child, they will demand that they arrange for someone else to drive them home.

In the event that a person picking up your child is intoxicated or appears to be a potential threat to the child, staff will immediately contact an alternative emergency person listed in your child's file, and request that the emergency contact person pick-up your child.

If they still choose to drive, staff are **obligated by law** to call the RCMP. The Centre will provide the license plate, model and make of the vehicle and any other pertinent information requested by the authorities.

If the staff has concerns about the caregiver's ability to provide adequate care for the child after leaving the Centre, they are **obligated by law** to call Social Services.

The main concern and priority of the Balgonie Early Learning Centre is to ensure the safety and well-being of all children within its care.

Late Charges

A **late fee of \$15.00 per 15 minutes per child** will be charged to any client who is not at the Centre by closing time. This fee will be added to your monthly account.

Please call the Centre if you are going to be late, as the Executive Director or supervisor may waive the late fees depending on the circumstances (such as severe winter weather conditions that force highway closures).

If you have not called and obtained approval to be late by the Executive Director or supervisor, you will be charged the late fee as described above. A written notice will be emailed to you or given to you at the centre.

Please be respectful to the staff. They have lives beyond the doors of the Centre and they may have obligations they need to meet by a certain time after closing. Arriving late to pick-up your child may result in our staff missing or being late for various functions.

Abandoned Child

If the child is not picked up within 30 minutes of closing time, the staff will attempt to contact the client, followed by those people listed as approved emergency contacts. If arrangements for pick-up can not be made within 60 minutes, the RCMP will be contacted. Notification will be placed on the door, informing the client to contact the RCMP in regard to their child.

Child Abuse

In Saskatchewan, it is everyone's legal obligation to protect children. This responsibility involves identifying and reporting a child who is or might need protection. *The Child and Family Services Act 1989* requires that a Child Care Professional who has reason to suspect that a child has suffered or is suffering from abuse (neglect, emotional, physical, or sexual) that may have been caused or permitted by a person who has or has had charge of a child, must report the suspected abuse to the Ministry of Social Services [MSS] immediately.

Any staff member who suspects that a child has been abused or neglected will consult with the Executive Director. A report must be made to Social Services as soon as possible of the suspected abuse or neglect. It is in the best interest of the child that such a report be filed. MSS will determine what actions will be taken, which may include a phone call to the client, a visit to the child at daycare or school, or in some cases the child may need to be removed and interviewed. The daycare cannot contact a client to let them know that MSS has come to, talked to or removed their child from the Centre. This is a very difficult and stressful time for a client, and the daycare staff, but we must follow the instructions given by MSS. MSS will contact the client.

The Executive Director will immediately contact MSS if a report they have involves allegations of abuse or neglect while in the care of the Centre or during a Centre related activity. The Centre will cooperate fully with all investigations providing all requested information in a timely manner. Should allegation of abuse or neglect be filed against a staff member at the Centre, the staff member will be reassigned to a position that does not include working directly with children until such a time that the MSS investigation is completed.

Ministry of Social Services (MSS) main phone number is: **306-787-3760**

Change of Clothing

All children, regardless of age, should have one complete change of clothing at the Centre. All outdoor clothing **must be labelled with the child's name**. BELCI is not responsible for lost items.

Each child must have proper clothing to play outdoors throughout the year, as follows:

Spring: rubber boots, splash pants, jacket/sweater.

Summer: sun hat, footwear suitable for outdoor activities.

Autumn: jacket/sweater shoes suitable for outdoor activities; and

Winter: mitts/gloves, coat, ski pants, boots.

All children require indoor shoes to be left at daycare. Shoes or sandals must have backs on them. Flip flops are not appropriate. Lace up shoes are not permitted unless your child can tie independently.

Children who are potty training will need several changes of clothes. Any soiled clothing will be sent home for cleaning.

School Service, Transportation, and Activities not run by BELCI

School aged children are walked by a staff member to and from school in the morning and after school.

A hot lunch will be delivered to the school each day. The lunch will be the same as what we are currently serving that day at the centre. The children have a designated pick-up location at school and must return the reusable containers and cutlery to the daycare. If your child happens to take their containers home, please wash them out and return them ASAP. If a child is not

cooperating, they can be removed from our lunch program with no notice and no decrease in fees.

Balgonie Play School: BELCI does not transport children to and from play school, for any reason.

When a child is picked up from day care to attend play school we will do our best to have the children ready and waiting for pick up by a designated Playschool attendant.

Notify BELCI of any changes in your normal daily routine. For example, if your child will be picked up directly from school instead of coming to daycare, etc.

Field Trips

When at a destination away from the Centre, BELCI employees will follow the board approved excursion sheets and child care regulations regarding excursion ratios. All clients will be notified if their children have a planned excursion that requires transportation.

Regularly Scheduled Field Trips

These include field trips that are scheduled on a regular basis, such as going to the library, walks, playing at the school playground, etc. Clients will sign a General Excursion Form upon enrolment.

Special Field Trips

These include special trips that require client permission for each field trip. Most special field trips will be out of town and/or last for most of a day. For these special trips, individual letters providing the necessary information will be sent home and must be signed and returned prior to the date of the field trip.

If you do not wish your child to participate in these field trips, you must sign in the space provided for non-attendance. If appropriate, please state the reason why your child is unable to attend, such as a trip to a petting farm when your child is allergic to farm animals.

Transportation for trips out of town will be by a licensed charter company or school bus.

Staff will follow *The Child Care Regulations, 2015*, of Saskatchewan outlining the staff to child ratios when on an excursion.

Late Arrivals at the Site or Centre

Arrangements must be made in advance if clients are dropping children off at the site to ensure proper child/staff ratios. If you drop your child off at the excursion site without notice and the proper number of staff are not planned for, you will have to bring your child back to the centre.

If children arrive at the Centre too late to join the group on their excursion, the child will join a group that is still at the Centre.

NOTIFICATION OF CHANGES

Change of Hours

Please notify the Executive Director or staff if there is a change in pick-up or drop-off times. Late pick-up will result in late charges unless the Executive Director is notified of a special circumstance such as severe weather.

Change of Situation

Notify the Executive Director of any changes in your address, telephone numbers and place of employment as soon as possible.

Please inform the Centre if you will not be available at your regular contact number or if you will be at an alternate location that day.

If you are going to be away on holidays without your child, inform the Centre of who will be responsible for your child during your absence, along with that individual's address and contact information.

If your child will not be attending the Centre on a normally scheduled day, please inform the Centre and, if possible, give some indication of when they will be returning.

Withdrawal

Members wishing to terminate services shall give one calendar month written notice on or before the last day of the preceding month. For example, notice given on April 30th for a child leaving on May 31st.

The Centre will continue to charge for services until such time as the Executive Director receives written confirmation from the client that your child no longer requires the daycare space.

BEHAVIOUR MANAGEMENT POLICIES AND PROCEDURES

Behaviour management is teaching or redirecting actions in order to develop self control.

Prevention is the best tool for behaviour management.

Toddler

If a toddler displays undesirable behaviour such as throwing toys, hitting etc, the child is told in a positive manner what to do instead and why. (If a toddler has been hitting you would say, “Johnny please use your gentle hands, hands are for helping not for hurting.”) If the behaviour continues, they may need to be removed from the area and redirected to a new activity. Often with young children redirection will reset their thinking and allow them to focus on something else.

Pre-school and School Age

Step One: 3 Strikes You Are Out Rule

Strike 1: Undesirable behaviour. Communicate with the children involved, try and problem solve with them and try to find out why they are doing the undesirable behaviour and how they can work together to come up with a solution. Communicate to them why the behaviour they are doing is not desirable. (If you throw toys someone could get hurt.)

Strike 2: If the inappropriate behaviour continues, try redirecting the child to another activity. Tell the child of the consequence should the inappropriate behaviour continue.

Strike 3: If the undesired behaviour continues give the consequence discussed previously. For example, if the child keeps taking other’s toys away, maybe that child is finished with the toys and needs to look at books for the remainder of your time in that area. If a school age child is using inappropriate language and they have been reminded 3 times to please stop and they have been given a consequence, then follow through. Consequences need to mean something to the child for it to have an effect. Possibly losing a privilege.

Ensure the child understands what they have done wrong and why it is not acceptable behaviour. Make a note of it in the child’s observation book if they have one when the opportunity arises.

When inappropriate behaviour is documented, you can go back and see if there is a pattern. Recognizing this can help you to build a strategy to reverse the undesirable activity. If “Little Johnny” is hitting other children every day, 15 minutes before lunch. It could be because he is hungry. Maybe “Little Johnny” needs a morning snack.

Sometimes undesirable behaviour is caused by the environment. “Little Suzy” keeps taking other’s blocks when it is your groups turn in the block area. Could it be that we may not have enough blocks? Communicate with the Executive Director to see if getting more is in the budget. Put out a note to clients asking if anyone has extra blocks at home they are no longer using, and would they mind donating them to the daycare?

Step Two: Time Out

If a child continues the inappropriate behaviour and is not responding to any other behaviour management strategies time outs may be necessary but should only be used as a last resort. If a time out is given, the length of the time out must be age and developmentally appropriate.

Children who need a time away from the group in order to settle themselves or those who just wish for some alone time will be brought to the office to spend some quiet time alone. Here children will have a chance to talk about what happened and play with some manipulatives to divert their attention and hopefully reset their thinking patterns.

Step Three: Serious incidents (an incident causing harm to another child)

If the incident is serious, staff may call for assistance.

The child is removed from the group for a time out.

The inappropriate behaviour is discussed with the child.

It is important that the child understands why their behaviour is not acceptable.

Incidents must be documented in the child's documentation book located in their file.

Inform the Executive Director.

The Executive Director will discuss the incident with the client as soon as possible and agree upon methods to change the inappropriate behaviour.

Step Four:

If severe inappropriate behaviour continues after the client and Executive Director have tried various methods to change the behaviour, outside agencies may be used for their expertise in counselling.

At this time, a period of one month will be negotiated for clients to begin procedures for assistance with the child's behaviour.

If the child's behaviour shows no improvement after the agreed upon period of time, the client may be asked to explore other resources, or the child may be asked to leave the Centre.

Step Five:

If response from the client is negative following steps 3 and 4, and the client refuses to take appropriate procedures to modify the behaviour, the client will be given one month's notice to withdraw the child.

The Board of Directors will be notified of all behavioural issues in steps 3, 4 and 5. The Board of Directors has the final decision, upon the recommendation of the Executive Director.

Behaviour management of a child is at the discretion of the staff, taking into consideration the child's age and the severity of the incident.

The following methods will NOT be used as a form of behaviour management at any time:

Physical Punishment and Contact:

Spanking, hitting, or slapping the children is strictly forbidden.

Physical restraint of a child to protect himself, other children or staff members from being injured may be necessary and is not considered a form of physical punishment.

Food will never be withheld as a punishment or used as bribery.

Isolation

No child will be isolated without supervision.

No holding so tight they bruise.

No using tape, rope, or other devices to restrain a child.

Physical restraint of a child to protect himself, other children or staff members from being injured may be necessary and is not considered a form of physical punishment.

Verbal Abuse

Threatening/sarcasm/intimidation/yelling/humiliation/belittling are not acceptable forms of discipline.

Termination of Child Care Services Policy

Parents are required to give one month's written notice by the last day of the month prior to when they would like to discontinue care. One month's fee may be paid in lieu of notice. If you happen to change your mind and would like to delay or null the Child Care Services contract you have signed before starting at the centre, one months notice from the date signed is required. If a client has given written notice to terminate care the termination can only be changed if the spot has not already been filled. Once a termination letter is sent, the spot becomes priority for the new client it is offered too.

The centre is also required to give one month's notice that a child's space will be terminated. A space may be terminated with notice for the following reasons.

- The centre is unable to find suitable staffing for a child who may require one on one assistance.
- The child is exhibiting ongoing aggressive behavior towards other children, staff, parents or visitors to the centre. In this case documentation of occurrences will be recorded and the parent will have been informed of the behaviour. Any records of meetings taking place to discuss the behaviour will be signed by both parties. The centre will work with the parent to help the child correct the aggressive behaviour but if problems still arise notice will be given.
- If the parent/centre relationship is experiencing irreconcilable differences as deemed by the Executive Director and has been documented and discussed with the Board of Directors.

A space will be terminated immediately if:

- The parent/guardian exhibits aggressive behavior towards the other children, staff, members or visitors. This includes using inappropriate language, physical abuse or unacceptable outbursts of anger.
- The child exhibits aggressive behaviour that can not be rectified. This can include excessive biting, hitting or anything that places the safety of other children, staff, members or visitors in jeopardy.

In the event of an immediate termination no refunds will be given.

Biting Policies and Procedures

Biting Incident: Skin Not Broken

If a child is biting at daycare; an Injury Report is to be filled out on the child that was bit. The Injury Report is to be discussed with and signed by the client at pick-up time. A report will be written in the offender's communication book and the incident discussed with the client upon pick-up of the offending child.

Under no circumstances can the child care staff reveal the name of the child who has done the biting to the other clients.

Biting Incident: Resulting in Broken Skin

If a child is bitten at daycare, resulting in broken skin, the daycare will immediately contact Public Health for direction. Next, the client of the child that was bit and the child that bit will be called and advised of what action Public Health will be taking or what recommendations that were made. An Injury Report will be filled out on the child who was bit, and a report will be recorded in the offender's Communication Book documenting the incident of the child who bit.

HEALTH AND SAFETY POLICIES AND PROCEDURES

Snacks and Meals

Food shall not be taken away or used as a method of behaviour management; however, staff may ask that a child behave appropriately at the meal table.

Meals

The Balgonie Early Learning Centre provides meals and snacks throughout the day. The meals are planned and prepared to meet the nutritional needs of the children, as per *Canada's Food Guide* and the *Child Care Regulations, 2015*. Children who arrive late to the centre may not be served food after meals are finished. School age children **must** be at the centre by **8:00am** to receive breakfast. If your child arrives later than 8:00am you are responsible to feed them before arriving.

Meals are served as follows:

- Breakfast:** Served at 8:30am. The school age children will eat at 8:00am.
- Lunch:** Served at 11:30am for all age groups.
- Afternoon Snack:** Served at 2:30pm
3:45pm - 4:00pm for school age.
- Late Snack:** Will be offered only if a child is here after 5:30pm.

**BELCI has an “open snack” policy. The children, preschool to school age, are told that snack is ready, and they can choose to eat, or not.

All meals are posted at the front entrance for your convenience and on our website.

If a child has allergies, the Centre will try to provide an alternative meal. If this is not possible, the client will be asked to provide food substitutions. BELCI is not responsible for feeding your child a special meal just because they don't like a food provided. BELCI is not responsible for reimbursing a portion of fees due to a child not eating daycare meals.

Clients are not to bring in food or drink for the children unless there are extenuating circumstances. Meals will only be served at the times stated. (Staff members are not expected to serve meals at various times as they have other duties and children to attend to.)

Staff are not permitted to withhold food or to force a child to eat. BELCI provides many food choices with each meal. A child may choose to eat all, none, or some of the food choices. Each child's choices involving food will be respected however we will do our best to encourage a child to try their food before deciding they do not like it.

Sleeping

We have sleep mats for the children that require naps. Nap time starts after lunch is over. Please inform your child's caregiver of the maximum amount of time you wish for them to sleep. Sometimes it takes adjusting a child's nap time at daycare so they will go to sleep at an appropriate time at night. BELCI provides a light blanket for each child that is washed daily. Each child has their own sleep mat that is sanitized after each use.

We do not allow children to bring in special sleep items from home. It is easiest to start with the idea that they do not need their special blanket or pacifier to fall asleep at daycare. They will each get their own blanket and a staff member will help them self sooth by playing soft music and rubbing their backs. We do not allow soothers or bottles. Please take your child's pacifier away before entering the building.

Toddler/Young Preschool Nap: 12:00pm-2:15pm

If an older child wishes to lay down, we will provide them with a matt and blankets to do so. We can do our best to keep children awake when parents no longer wish their child to nap, however if we feel the child needs rest then we will do what we feel is best for the child in that given moment.

Diapering

Clients are responsible for maintaining an adequate supply of disposable diapers at the Centre. Clients are also responsible for ensuring their child has extra clothing available.

The Centre will provide wipes.

A Medication Form must be filled out before a caregiver can administer over the counter or prescription, medicated bum creams. Cream must be in its original container and be clearly labelled with the child's name.

Potty Training

Communicate with your caregiver and let them know when you want your child to start potty training. Discuss what method that you are comfortable with.

Some clients choose to use disposable pull ups, others choose absorbent cloth underwear with a plastic bum cover, and still others go straight to regular underwear. Your caregiver will implement whatever method you choose.

If difficulties arise and the child seems frustrated, it may mean they are not ready yet, or you may need to change the method you are going with. All children train when they are ready, so patience is the key.

It is important that the client and the caregiver are using the same method, so the child is not confused, and knows what is expected from them at home, and at daycare.

If a child is reluctant to start training the Educator has the right to refuse training until the child is ready and willing.

Insect Repellent and Sunscreen Protection

Each family is responsible to bring 1 bottle of sunscreen per child attending the Centre each spring.

Insect repellent will be approved for use with young children and supplied by BELCI.

Children must have their own hat labelled with their name that will be kept at daycare.

Lice

Any child showing LIVE lice, will not be allowed at the Centre until they have been treated with a lice shampoo. If a child is found to have live lice in their hair, the Centre will contact the client to pick-up the child immediately.

We encourage clients to remove the nits (eggs), but we will not send a child home that has been treated, and only has nits, or refuse a child that had nits re-admittance after treatment. Proof of treatment will be required.

Illness

As a licensed, quality childcare Centre, we must follow the regulations set by Public Health. If you do not agree to these terms a licensed centre might not be right for you.

*****Children are too sick to be at daycare when they are unable to participate in regular daily activities or need more care than can be provided while maintaining appropriate supervision of the other children in the caregiver's group. *****

Clients may **not** bring a child to daycare if:

- They have a fever of 38 degrees Celsius or higher.
- They have had diarrhea or have vomited in the previous 48-72 hours.
- They have been taking antibiotics for less than 24 hours for an illness.
- They appear to have an eye infection (which must be diagnosed by a doctor and treated for 24 hours prior to returning to the Centre).
- If a school age child is too sick to attend school, they are too sick to attend daycare.

If a child is showing or developing symptoms of an eye infection, rash, fever of 38 degrees Celsius or higher, extreme lethargy, diarrhea, vomiting or other indications of illness, the child shall be separated from the group and the Centre will notify the clients of the child's illness, and make immediate arrangements for the child's removal from the Centre.

Children are **NOT** allowed to be medicated with fever reducing medications before being dropped off. Any child who was given medication to alleviate a fever is not permitted to attend daycare. Medications reduce the fever; they do not eliminate it or the possible illness that comes with it. We prefer those wanting to give their child Tylenol or Advil due to teething pain or a physical injury to refrain from doing so until their child is in our care. You can notify the Educator and let them know you would like your child to have medication due to pain.

The Executive Director or Supervisor has the authority to refuse re-admittance of a child at their own discretion. Public Health may be consulted for their professional opinion. If your child is sent home with a rash or suspicion of a communicable disease a doctor's note will be required for re-admittance.

All children are to participate in the everyday activities of the Centre including outdoor playtime. If a child is too ill to participate in the regular programming, they may not attend the Centre until they are well. A child who is lethargic or still recovering from an illness will be sent home.

Accident/Incident Reports

If a child is injured at the Centre, the staff member and Executive Director will fill out an Accident Report. The client will be notified of the accident and will sign the report as soon as possible. If

a child is involved in an incident that may not have left any markings, an injury report will also be filled out.

Forms

It is the parent's responsibility to check their child's folder which is located in the sign-in sheet binder. This is where accident/injury reports will be placed for you to review and sign. Once the forms are signed, they can be placed in the mailbox behind the door for the Executive Director.

Serious Illness or Accident

In the case of a medical emergency requiring an ambulance, the ambulance will be called first, then the client will be contacted and informed of the seriousness of the illness or accident. The cost of the ambulance will be the client's responsibility. The client may submit a request for cost sharing to be approved by the Board of Directors.

In Balgonie we have First Responders that come to the scene of a medical emergency and aid in the care of the victim until the EMS from Regina arrives. The EMS team will determine if the child needs to be transported to hospital by ambulance. In the case that a client is unavailable to ride in the ambulance with their child, the Executive Director will make a decision as to which staff member can accompany the child in the ambulance. In the case that a client cannot be reached, the Executive Director has the authority to authorize any medical examination and immediate treatment required. The child has been put in the care of the Centre, therefore the Centre, not the emergency contact, must authorize treatment on behalf of the client.

Administering Medication

We request that clients make every attempt to schedule prescription medication dosages at home. When this is not possible, clients are required to fill out a Medication Form prior to the staff administering medication to a child.

The Medication Form includes the child's name, medication, dosage and time, and method of administration. All medication, prescription or over the counter, must be in the original packaging. Prescription medication must include a prescription label.

Medications must be given to the staff to store in a locked cabinet in the kitchen. Do not leave medications in your child's locker, backpack or diaper bag. This includes puffers, creams, drops, Tylenol, etc.

Non-prescription medication is only administered in dosages as per the label instructions unless accompanied by a physician's written recommendation to administer a different dose. In exceptional circumstances, the Centre may administer non-prescription medication to a child after consultation with the client, and by obtaining verbal authorization. The client will be required to sign the Medication Form when they pick-up the child.

Medication handling and administration may change based on the required changes communicated by the Ministry of Education or other Authorities Guidelines.

Evacuation Plans

Evacuation plans are posted on each level of the Centre. Staff members are trained to evacuate the premises in the case of an emergency. The senior staff member will be the last person to leave the building and will do a final check of the Centre. Roll call from the sign in sheet will be taken to ensure all children are out of the building. Monthly fire drills are carried out to educate the children on how to respond to an emergency.

Closures

Power Outages:

During the case of a power outage BELCI will remain open unless severe circumstances arise. Public health will be notified and give direction as to whether the daycare should continue running or close.

Water Shut Off:

In the case of an unplanned water shut off the Executive Director will contact Public Health and follow their advisory as to whether the water supply on hand is adequate to continue running the centre.

Extreme Weather:

The Executive Director may choose to give notifications of a daycare closure in extreme cases where the highways are closed, or travel is not recommended. Our centre needs a certain number of staff in order to cover ratio's, we will not ask our staff who live out of town to travel on roads that are deemed unsafe.

The centre reimburses the parent at a rate of 90% of BELCI's total daily rate upon the parent providing a receipt for the alternate care provided by the alternate provider of their choice, with the intent being that the parent does not pay for care for the same period twice.

The parent is responsible for any difference between the fee charged for alternate care and the amount reimbursed by the centre for alternate care.

Pandemics:

In the instance that BELCI needs to close due to any emergency situations we will follow the advisement of the Ministry of Education and Saskatchewan Health Authorities. Any closures or absences due to a Government advisory will not be reimbursed.

POLICIES

Communication Policies

BELCI has established the following notification practices with respect to any communications from the Administration or Staff:

- i) Signs at the Centre
- ii) Signs at the Post Office (if applicable)
- iii) Email notification to address provided
- iv) Himama App

It is the member's responsibility to check for updates and notifications and to read said documentation. This allows BELCI to communicate with members as per our governance. If a client fails to pick up their mail when they have been in the Centre, it will not be allowed as an excuse to say they did not receive sufficient notice.

Fair Hearing Policy

If the Board has reason to believe a member may have engaged in conduct injurious to BELCI, the Board shall advise the member in writing of the allegations against him/her and provide the member with a reasonable opportunity to respond either in writing or verbally.

The member shall have a minimum of 14 days to provide the Board with a response to the allegations.

The Board shall collect and review all the information it receives, in order to make a fair and unbiased determination as to whether any discipline shall be imposed on the member (up to and including immediate dismissal from the Centre and forfeit of membership deposit[s]).

COMMUNICATION

Email

Communication by email will be for information purposes only. Any form of complaint and/or concern about operating issues or staff members are to be communicated directly in person to the Executive Director before notifying a Board Member.

All escalations for issues shall be sent to the Board via the board email board@belci.ca

Website

BELCI's website, <http://www.belci.ca>, is primarily a general, informational, brochure-style website, used to post various forms.

Facebook

BELCI has established a closed Facebook group for the sharing of information between the Board, staff, and clients of the Centre please search for the Balgonie Early Learning Centre or ask the Executive Director or Supervisor to be added to our group.

Himama

BELCI utilizes an app called Himama to provide information to families. Himama will be the best way to communicate to your child's Educator and will allow you to see what your child has been doing daily. We encourage all parents/guardians to download the app and watch for notifications and updates. Himama will be used more frequently than our Facebook page.

Important Contact Information

Ashley Austman
Executive Director
Balgonie Early Learning Centre Inc. (BELCI)
306-771-5080
director@belci.ca

Provincial Government Early Learning and Child Care
Lynsey Ward
306-787-3725
<http://www.education.gov.sk.ca/ELCC>

Child Subsidy
306-787-3700
<http://www.socialservices.gov.sk.ca>

Balgonie Elementary School (BES)
306-771-2345
balgonieelementary@pvsc.ca

BELCI Board
board@belci.ca

Fee Schedule as of February 1, 2022

Toddler 18 months to 36 months: \$352.00/month. (Subsidized)

Toddler Drop In- \$18.35/day. Maximum 9 days/month. (Subsidized)

Preschool 37 months to 72 months: \$329.00/month. (Subsidized)

Preschool Drop In- \$19.70/day. Maximum 9 days/month. (Subsidized)

Preschool age 73 months to Kindergarten: \$635.00/month

Kindergarten 73 months to Grade 1- \$585.00/month.

School Age Grade 1- 12 years: \$475.00/month.

Drop In for all children over the age of 73 months is \$35/day. Maximum 9 days/month.



Fundraising Schedule

| BELCI Fundraising Schedule | |
|---|--|
| Voluntary Events | Time frame |
| Cabaret | 1 Evening event |
| Dinner Theatre | 1 Evening Event |
| Mandatory Event | |
| Mandatory Event | Buy-out dollar amount |
| Raffle #1 | \$70 Due upon start of event if choosing the buy- out option |
| Raffle #2 | \$70 Due upon start of event if choosing the buy-out option |
| Total buy out amount for mandatory fundraisers will not exceed \$140 for BELCI's fiscal year that runs April 1-March 31 | |

Reminders:

Welcome to BELCI, thank you for choosing us to care for your child(ren).

Thank you for taking the time to read through the Client Manual. This information is crucial for you to understand. Of course, we do not expect you to memorize it by day one, we are here to help guide you and transition you and your child(ren) into our care. We do however expect you to remember some very key points, such as the health and safety procedures which you can find on page 22. We have our payment option outlined on page 8 and your fees will also be clearly stated in your contract. Please remember to submit your \$100.00 so you know your spot is secure.

We would also like to remind you of the following items that will make your child's life much easier here at daycare. We require children to keep these items at daycare and re-stocked in their lockers on the event they need to be sent home for cleaning.

Full Change of clothing. Including underwear and socks. If your child is potty training having multiple spare pairs would be appreciated.

A hat.

Indoor shoes, flip flops are not allowed, and children are not allowed laces unless they can tie their own shoe.

Water Bottle that your child can easily drink from independently.

Please ensure all your child's forms are filled out and returned on or before their start date.

Diapers or pull ups if required. (pull on diapers are recommended)

If your child has a skin sensitivity to regular/generic baby wipes, sunscreens, or bug repellent you will have to supply the specific items your child requires.

Remember, if you have any questions please do not hesitate to ask. We look forward to having your family join our BELCI family.

Ashley Austman
Executive Director