

# SOLID FOUNDATION DAYCARE PARENT HANDBOOK

At Solid Foundation Daycare Centre, we understand and appreciate that every child is unique and develops at their own pace. We believe in nurturing each child's individual growth by providing thoughtfully planned activities tailored to their abilities and interests.

Our philosophy is grounded in the belief that play and exploration are key to learning. We offer children opportunities to satisfy their natural curiosity and foster their desire to discover and understand the world around them. Through thoughtfully designed activities, we aim to meet the developmental needs of every child, supporting their social, emotional, cognitive, and physical growth.

Our daily routine prioritizes the holistic well-being of each child, ensuring their nutritional, toileting, and rest needs are consistently met. We also recognize the importance of parental involvement and aim to create an environment where children feel secure during transitions, including drop-offs and pick-ups.

We warmly welcome families into our center, aiming to build a supportive community that enhances each child's learning experience.

 UPDATED FEBRUARY 2026

# Guidelines and Regulations for Parents

Solid Foundation Daycare Centre is licensed to care for a maximum of 96 children from ages 12 months to 6 years. We also accept children on subsidies.

## Child Care Fees

12-19 months

\$1824

19-35 months

\$1501

3-4 years

\$1407

4-6 years

\$1,398

## Child/Staff Ratio

Little Stars

12 to 19 months

1 staff : 4 children

Sun & Moon Beams

19 to 35 months

1 staff : 6 children

Rainbows

3-4 Years

1 staff : 8 children

Comets

4-6 Years

1 staff : 10 children

# Registration and Payment Information

## Registration

A \$35.00 registration fee will be charged when you register. For each additional child, you will be charged 15.00 and this fee is non-refundable. We require certain information about our children's families. This is to protect them and our centre.

**We MUST have the following information:** Deposit \$300 per child \$500 more than 1 child.

- 1 Child's name and date of birth
- 2 Copy of child's immunization record or updates.
- 3 Parent's name, address, and phone number.
- 4 Place of parent's employment or school and phone number
- 5 Phone numbers and addresses of 2 relatives or friends whom we can call if we cannot get hold of the parent, we can reach you in case of an emergency. Inform the daycare.
- 6 Doctor's name, address, and phone number.
- 7 Alberta child health card.

**PROMPTLY inform the daycare centre in writing if any information changes and keep it updated on a regular basis.**

## Payment of Fees

All fees **MUST** be paid on the **1st** day of each month or a late penalty fee of \$5.00 per day will be imposed. No reduction is made in the fee because of absenteeism, centre closure or holidays. We charge \$ 300.00 for deposit for 1 child and \$500.00 for 2 children and up. Deposit is refundable when leaving the centre with one month written notice. Without one month's written notice, our day care will not refund the money back to the parent's.

## Facility Hours Operation

The Centre opens at 6:00 am & 7:00 a.m. and closes at 6:00 p.m. If your child is not registered for **EXTENDED HOURS** and they are not picked up by 6:00 p.m., there is a charge of \$2 per minute per child, payable to the staff that stayed with your child.

# Attendance, Pick-Up, and Illness Policies

## Attendance Sheet

Parents must sign the attendance sheet each time their child arrives at or leaves the daycare. This is for safety and custody reasons.

## Pick Up Policy

If someone other than the parent (s) is picking up the child, their name must be on the day care files or the parent(s) need to advise the day care staff ahead of time or the child cannot be released. If it is necessary to take your child out early one day, please inform the staff or director in the morning. We like to avoid interruptions between 12:00 noon to 2:15 pm, if possible, because it disturbs the children who sleep.

## Illness Policy

In case of injury, we will take the following steps:

- Attempt to contact you, the parent or guardian immediately.
- Attempt to contact you through any of the people on your emergency contact list.
- In the event of an emergency, the director / assistant director / staff will call an ambulance first and then the parents. But if the parents don't give us permission, we will still call an ambulance to save the child's life.
- In lesser emergencies the child will be transported to a walk-in clinic. They will be asked to meet the daycare staff / director / assistant director at the clinic. Any expenses incurred in giving emergency care will be charged to the child's parents.

- If your child has a fever higher than 38 degrees Celsius, a pink eye, diarrhea, vomiting or has any symptoms that tell us he / she is not well enough to be in the center, we will call you and you will be required to pick him/her up.

If a child is sent home with diarrhea, they are asked to stay home for 24 hours, and come back after the first solid bowel movement.

The Director may also request you to make alternate arrangements for your child if the illness is keeping him/her from functioning within a group.

If a child becomes sick while at the daycare, that child will be taken care of in a separate room until their parents arrive to pick the child up.

# Medication and Health Care Policies

## Medication Policy

If you feel that your child is not well enough, please keep him/her at home. All the children go outside every day, weather permitting. No medication will be administered to any child unless it is in the original container, and it is up to date, prescribed by the doctor.

Parents must fill out and sign a medication authorization form available in the Daycare centre. Medication will be administered by staff that have First Aid Training and will be administered according to the medication form and labeled instructions.

The staff that administered the medicine will record the name of the medication, time of administration, amount administered and the initials of the person who administered the medication. The medication will be stored in a locked container inaccessible to children. Medication that may be needed in an emergency is stored in a place that is inaccessible to children but not locked.

If there is a child that requires additional health care (EPI or Ventilator Machine) parent's will be asked to provide training to the staff and would also provide written instructions that would be signed by parent and staff and then placed in the child's and staff file. Staff know which children use emergency medications, where they're stored and how to administer. For emergencies, the medication has to be easily accessible for immediate use.

Once this has been administered, the license holder ensures that the following information is recorded, the name of the medicines, time of administration, amount administered and the initials of the staff who administered the medicine.

Staff will observe children after administering medication and herbal remedies for allergic reactions.

Once the child completes the medication dose, the medication has to be returned back to the child's parents.

## Health Care and Safety Policy

The License holder may provide or allow for the provision of health care to a child only if the written consent of the child's parent has been obtained, or the health care provided in the nature of first aid.

Our child care centre follows the regulations of the Day Care Licensing Unit and the Health Department. They are as follows:

- Child / staff ratios must be in place at all times.
- Staff will be aware of weather conditions and will make sure that children are appropriately dressed before going outdoors.
- Staff will open and close windows to ensure fresh air, but not to make the atmosphere draughty.
- Following the Canadian food guide chart, Cold food is served cold and hot food will be served hot. Practice hand washing regularly, after each use, before preparing the food. After sneezing, wiping nose, sweeping, mopping, changing diapers etc.
- Tables will be washed before snack and meals with bleach and water solution.

### Nut Free Policy

Solid Foundation Child Day care centers does not serve anything nut.

## Clean Air Policy

Day care premises are a no smoking environment. Staff will open and close windows to always ensure fresh air.

# Nutritional and Food Handling Policies

## Nutritional Policy Procedure for Nutritional Needs Met

Our centre makes sure that the program serves snacks and meals that are nutritious, well balanced and take into account the recent version of the Canada Food Guide and families and children preferences. Our centre also encourages families to provide healthy drinks and snacks recommended by Canada Food Guide to make sure that the children is served a nutritional meal and snack all the time.

There is a four-week rotating menu posted beside the children sign in book.

Hot food is served hot and cold food is served cold.

## Procedure for Food Handling

Procedure ensures that food handling procedures are safe. Our cooks are qualified and possess food safety certificates. We ensure that hot food is kept hot, and cold food is kept cold all the time. Fridge thermometers are used to check food temperature.

Food preparation surfaces and serving utensils are sanitized after each use. Procedures is posted in the kitchen.

## Policy for Program Supplement

Policy to make sure that the program supplements the child's meals and snacks.

Our childcare centre will not allow any food that does not meet Canada's Food guide.

When the food provided by parent's families should meet Canada's Food Guide requirement, they will be allowed.

## Policy for Sanitizing Kitchen Surfaces

We clean and sanitize the kitchen counter and sink each time in use with bleach solution.

This policy is posted in the kitchen wall.

## Meals and Snacks Policy

Our cook prepares a hot nutritional lunch daily as well as two snacks. Weekly menus are posted in each room. Any changes to the regular menu will also be posted.

Regarding children with food allergies and/or special diets, we leave a printout on the wall which has the child's name and his/her food allergies and/or special diets so the staff remember not to feed the child the specific food. All of the staff are also informed about the food allergies and/or special diets of the children when hired. The cook is also informed and notified immediately of the new child's food allergies and/or special diets. During the meal primary staff sit with the children at the table and eat with them.

Parents are asked to bring baby food for their infants.

For the children who do not eat meat, we provide them with cheese slices, eggs, lettuce, tomatoes etc. instead of meat. Those who do not eat meat sauce with spaghetti we give them tomato sauce with spaghetti. We may provide bread with butter or cheese for those who do not eat hot dogs. We may provide fish sticks for those who do not eat chicken.

**We don't serve any food that contains nuts.**

**Please keep us updated on your child's food allergies.**

# Additional Policies and Procedures

## Clothing

Children should be dressed in clothing suitable for playing. While we take every care to keep your child clean and tidy, accidents do happen. Also, children should be dressed according to the prevailing climatic season (summer/winter).

Please dress your child in suitable play clothing. While we take every care to keep your child clean and tidy, accidents do happen. If you are worried about your child's clothes being stained, please dress him/her in old clothes.

## Personal Belongings

All personal belongings should be labeled with the child's name. Each child will need a pair of indoor shoes or slippers, a toothbrush, extra clothes, diapers and wipes (for babies). Proper clothing for outdoor play should be brought everyday to ensure that children are dressed appropriately for the weather. For example:

### Winter

hat, mitts, boots, scarf, coat.

### Spring

coat, rain boots, sweater, hat.

### Summer

T-shirts, shorts, long pants, swim suit, summer hat, and sunscreen.

### Autumn

coat, sweater, hat

## Statutory & Non-Statutory Holidays

The daycare is closed on all statutory and non-statutory holidays. NO decrease in fees because of the holidays.

## NSF Charges

NSF will be charged \$40.00 and cash payments must be made at that time.

## Notice of Child's Withdrawal

One-month notice in writing must be given prior to withdrawing the child. If written notice is not given, one full month's fee will be charged and the deposit of \$300 will not be given back to the family.

## Subsidy & Grant Renewal

This is the parent's responsibility and therefore the parents are to pay the fees in full if they fail to renew or have their subsidy in place.

This is the parent's responsibility and therefore, the parents are to pay the fee's full amount if they failed to renew or obtain a subsidy.

## Additional Information

We ask that your child not bring candy, gum, sweets, money, or toys from home to the centre. The child will eat three times a day a light breakfast served about 8:00 am, a full hot lunch at 11:00 am and a snack at 2:30pm. Special diets for religious reasons are usually available and must be discussed at the time of enrolment.

# Safety and Emergency Procedures

## Field Trips Policy

Field trips and outings are often scheduled for the enjoyment of your child. Destination depends on the age of the children. Toddlers and preschool programs may take walking excursions in the local community including parks. This excursion will not include motor transportation. Daycare vans will be used for transportation of children in any program provided by the center e.g. field trip.

The staff will take the portable records of the children whenever they are going for offsite or emergency evacuations.

Parents will be notified in writing as to the details of any scheduled field trips.

A consent letter will be sent home with the child to their parents. The place, date, time when and the cost will be stated in the form. The child's parent will sign the form and return it back to the child's room. If the parent did not sign the paper, the child will not be allowed to participate in the field trip. The centre will need a volunteer to accompany the group. The written procedure outlines the staff and the volunteer responsibility. The staff will make sure that safety rules are reviewed with children and their chaperones prior to each field trip. Staff enforces car safety rules that comply with Transport Canada guidelines. Staff prepares children for outings with the appropriate weather clothes. Explain to the children where they are going, what will happen, whom they will see and who they need to listen to.

Parents Volunteers are encouraged to volunteer with their children on a field trip.

It is your right to withhold consent for your child to participate in any trip; however, if you decide you don't want your child to participate, it will be your responsibility to arrange for his/her care on that day. We may not be able to accommodate your child in another room because the addition of your child to that room will alter the child / staff ratio.

Field trips and outings are often scheduled for the enjoyment of your child. Destinations depend on the age of the children. Toddlers and preschool programs may take walking excursions in the local community including parks. These excursions should not include motor transportation. But in case of transportation, Day care will make sure that the van will have full insurance coverage for transportation of children. Secondly, those under 40 pounds should have a car seat while children over 40 pounds should have a booster seat for safety reasons.

## Hand Washing Policy

Staff will encourage children to wash their hands with soap and water properly before / after each of the following activities.

- Breakfast
- Lunch
- Snack
- After using toilet
- Outside play
- Messy play
- Play with sand etc.

## Single Used Paper Policy

All the children used a single paper towel when they finished washing their hands. They don't share any paper towels together with one another. The children discard the paper towel after each use.

## Sanitization Procedures for Potty Chairs

Staff will clean the potty chairs each time it is used by any child in the daycare. Clean with Lysol disinfectant, bleach, use a brush to scroll inside the bowl. Staff will make sure that there is no trace of dirt remaining inside. Then rinse with clean water, wipe with a clean paper towel thoroughly, and dry before another child can use it.

## Cross Contamination Policy

All the soiled linen and garbage are put in a closed container and stored properly. All the children used their personal belongings. The children's diapers and wipes are labeled with their names. The toilet and the potty chairs are cleaned and sanitized after each use.

## Outdoor Play Policy

We have one outside play areas. We take children outside for nature walks with their teachers.

When using the outdoor playground equipment, we check the clothing of each child for straps, buckles, hoods, and strings that could become snagged. Long hair must be tied back or buckled in. Sand box has a tightly fitting cover which is always closed when not in use. Water table is drained and stored when not in use.

Discard or repair broken equipment, immediately. Check the environment for hazards, on an ongoing basis. Implement a safety checklist to ensure a safe play environment.

Educate children on safety that is helping them to determine what is safe and what is not appropriate.

Active Supervision, provides appropriate adults.

If we have a smaller number of children, we bring all of them to the playground at the same time. Teachers take care of them group wise.

Staff ratios will be always maintained on the play area. Children will take partners when walking to and from the play area. All children will go to the toilet and wash their hands before going outdoor play. On summer days, staff helped children to put on their sunscreens and summer hats.

## Safety Policies and Procedure for Indoor Safety Rules

We always walk and do not run while inside the daycare room, so that no one will not fall and hurt yourself.

We do not roll balls and do not throw them in the centre.

We handle books and toys gently.

Fire drills will be observed once a month.

We do not allow the children put small toys in the mouth; as they might choke on the toys, this includes: crayons, pencils, car tires etc.

We respect each other and their belongings, creations and the buildings.

We keep all the electric outlets covered, and the sharp or broken toys will be place away and out of reach.

We place small objects should be kept out of reach of babies and toddlers.

We maintain all the beddings, toys and play areas, by cleaning, washing and sanitizing as required.

We keep the kitchen clean and sanitized after each time used.

All medications are securely locked in a box. Medication should be given by the staff that has First Aid training and administered to the children following the medication form.

We keep the required ratio 2:10 (2-4 older babies and 6-8 toddlers) 1:8 (toddler) at all times.

Incidents and accidents should be reported to the director. The parents should also be notified in writing no matter how small or big of the incident.

## Missing Child Policy

In the event of a missing child from the daycare, the daycare staff will remain calm and follow the procedures below:

The remaining children will stay together.

Staff will stay calm and call the RCMP and give them a complete description of the child.

Staff will then notify the parent/guardian and inform them of the steps that are being taken to locate their child.

## Policy for Off-Site and Emergency Evacuation Procedures

In case of emergency, each staff member is responsible for knowing the following: All the emergency exits of the Day Care and evacuating the children out of the Day Care as soon as possible but in a calm and safe manner.

Exit routes are posted in each room, near the door. The portable record for each child will be taken whenever off site including for emergency evacuations.

To perform these tasks teachers will gather all the children in the EAST fenced corner of the Day Care Centre.

Each staff is to make sure that all of the children are present by counting the children and matching the numbers against the attendance sheet.

One primary staff member is designated to carry out the small emergency box which includes all children's emergency contact numbers.

Another primary staff will be responsible to check the Day Care after children have exited.

If it is necessary to evacuate the Day Care because of a disaster such as fire, explosion, or air disaster, the re-location address and phone number is as follows:

**Best Western Premier Calgary Plaza Hotel & Conference Centre**

1316 33 St NE, Calgary, AB T2A 6B6

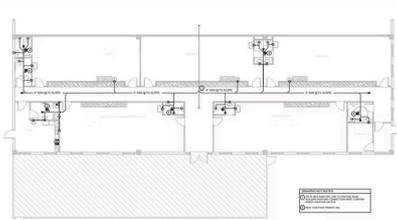
(403) 248-8888

In case of a re-location, the children will be taken to the relocation site on foot.

In case of an emergency evacuation, parents will be contacted as soon as possible.

Fire drills are held each month, unannounced and are recorded with the date and time.

## Daycare Floor Plan



# Our Children's Programs and Guiding Behavior

## Our Children's Program

The programs in Solid Foundation Daycare Centre are designed to meet the individual child's basic developmental needs- social, physical, intellectual, creative, emotional and self-concept. The child's world is expanded mainly through appropriate staff-peer interactions and by staff picking upon children's cues. Themes are used to expand the child's knowledge of their own world and it is integrated within the learning activity centre whenever possible.

## Our Approach for Meeting Children's Needs

 <h3>Social Needs</h3> <p>The children interact with peers and adults, they learn to function as a group member and learn appropriate social behavior through self-directed activities in all centre</p>	 <h3>Physical Needs</h3> <p>The children are given the opportunity to use a variety of physical skills in the gross motor and fine motor Centre, e.g. outside play, table toys etc. The program ensures the child has the opportunity for adequate nutrition and rest as required. The centre provides a healthy and safe environment through extensive and observant supervision to ensure safe play.</p>	 <h3>Intellectual Needs</h3> <p>The children are given the opportunity to explore, observe, know, and understand objects and events in the environment. It includes the need to develop language skills, both the use of the world and in the skills of listening, through communication which are integral to the development of social, intellectual, creative, and emotional skills.</p>	 <h3>Creative Needs</h3> <p>Creative thinking is the ability to use experience to generate new ideas or new combinations of ideas. It is basic to all creative self-expression, creative problem solving, invention, discovery and experimentation and pervades all areas of development.</p>
 <h3>Emotional Needs</h3> <p>Children are respected as individual and unique beings. Gaining independence, taking initiative, expressing anger appropriately, coping with frustrations and being able to give and receive affection are part of emotional development.</p>	 <h3>Self-Concept Needs</h3> <p>Children need to feel valued as an individual, for who one is, to develop a positive self-esteem, to feel accepted for one's differences, with a right to acknowledge one's own difficulties and celebrate one's own joys.</p>		

## Guiding Children's Behaviour

### Introduction

Behavior management, or "discipline" is the process by which children are guided and encouraged to act in appropriate ways. Guiding children's behavior is an important part of the primary staff member's role and one that takes place continually throughout the day. In guiding children's behavior two types of methods or strategies are used: Preventive and Intervention strategies. Preventive strategies are based on knowledge of child development. Intervention strategies are used to stop or redirect undesirable behavior when it occurs.

### Preventive Method - Overall Approach

- **Set a good example** by modeling appropriate behavior and problem-solving techniques, when staff is polite and considerate of other staff and children, they set the tone for everyone.
- **Recognize each child as a unique individual** in terms of age, level of development, temperament, experience, family background and culture. All of these factors affect children's abilities to understand and respond to your directions. For example, most children under three years of age cannot understand the concept of taking turns, so distracting them with a different activity is more effective than telling them to wait their turn.
- **Respect each child's individual needs and interests** to encourage the development of children's self-esteem. For example, if a child needs a lot of time alone, do not insist she always play with others.
- **Plan a program of varied and developmentally appropriate activities** that maintain children's interest and allow them opportunities to choose among sufficient activities and equipment.
- **Know the group and plan for difficulties** to prevent problems from occurring. For example, have the slower dresser begin early to get ready to go outside, so that the others will not get bored and restless waiting for them.
- **Plan transitions between activities** so children know what is coming, have sufficient time to finish what they are doing and can "switch gears" for a new activity. For example, telling the children "five minutes until clean - up and lunch" allows them time to finish what they are doing and prepare for new activities.
- **Organize the indoor play space** into distinct activity centers to reduce large free-flow traffic areas and prevent inappropriate running and chasing.

### Guiding Behaviour and Setting Limits

01	02
<b>Encourage behavior you want to continue</b> with words or gestures: "you two are sharing those trucks nicely". Children should receive attention when they are behaving well, not just when they are misbehaving.	<b>Establish clear limits</b> that are understandable to children and be consistent in applying these limits: "You cannot grab the car from Rida, You must wait until she is finished with it." Children will understand a reasonable explanation for rules but can't learn what is expected if the rules are constantly changing from one day to the next.
03	04
<b>Use simple straight forward statements of expectations</b> when setting limits. These statements should not be in the form of questions. For example, "It's time to get ready to go home", not, "Would you like the trucks away?"	<b>Focus on what to do, rather than what not to do.</b> For example, "Please clean up the paints" not. "Don't leave the paints out".
05	06
<b>Explain the "natural" or inevitable consequences of actions.</b> For example, If you put the blocks away where they belong, you'll be able to find them next time.	<b>Explain the logical or adult-constructed consequences of actions.</b> For example, 'If you cannot use the slide without pushing, you will have to play somewhere else.'
07	08
<b>Give children a choice only when they really do have a choice</b> and be prepared to follow through on their decision. When there is no choice, make a clear statement of expectations. For example, at the end of the day: 'Its time to get ready to go home. Would you like to put on your boots first or your coat?' not " would you like to get ready to go home?"	<b>Give children time to respond to expectations.</b> Young children have short memories and sometimes need to be reminded of the rules: "Remember, we all stay together when we walk to the park".
09	10
<b>Ignore minor incidents.</b> Set some basic rules that help distinguish minor incidents from those needing adult intervention. Adult intervention may not be needed if children are not hurting themselves or others, or not breaking or taking away another's personal property.	<b>Help children learn to solve their own conflicts</b> by teaching them how to problem-solve. For example, if a child complains "Susie hit me" ask what he might do in response, what will happen next, and how he would then feel. Teaching children to think of effective alternative reactions will help them to learn to get along with others.
11	12
<b>Deal with the incident that has just occurred</b> and do not dwell on past problems or incidents. Children need to be praised for appropriate behavior, not nagged for past mistakes.	<b>Let children know they can come to you</b> for further direction if they need it. For example, "It's time to clean up. If you are not sure where to put things, come and ask me for help".

### Intervention Methods

When undesirable behaviors do occur and children need to be stopped or redirected, the following intervention methods may be used:

- 1 Stay calm.** Gain the child's attention by stating her name, bending down to her level establishing eye contact and speaking in a calm, controlled voice. Becoming angry and raising your own voice will only make the child more upset.
- 2 Move close to the child** to help him gain self-control; kneeling down and placing your arm around him may provide needed reassurance. It may take several minutes to calm a child (and yourself) before you can talk to him and resolve the situation.
- 3 Acknowledge the child's feelings** and remind her of the limits in simple and straightforward language.
- 4 Focus on the behavior as unacceptable, not the child** or his character. Protect the child's self-esteem by telling him that his behavior is not appropriate, not that he is a "bad" child: "You must let Gerard decide if he wants to give you the car" not "Don't be such a bossy boy".
- 5 Reassure the child,** physically and verbally, that she is valued and cared about, in spite of her behavior. A hug and a smile work wonders.
- 6 Redirect or distract** a younger child with a new toy or activity. Offering an infant or very young preschooler a new toy or encouraging him in a different activity may resolve behavior problems. If necessary, remove him from the situation altogether.
- 7 Offer a choice of appropriate alternative activities** to an older child and help her get interested and settled into the new activity.

### Calm Down or Mellow Down Method

Time out is not allowed in the centre but we can use a re-directive method to help children calm down when they have lost control and are unable to reason. Caution should be used with this strategy as it is easily misunderstood and often misused. The following guidelines apply when using calm down method:

- Calm down or mellow down method where the child will be till he or she is ready to regain control of themselves and join his friends back to play.
- The meaning of time calm down or mellow down method and how it works should be explained to the child before it is used. For example, "Billy, I want you to sit over here until you are ready to talk to Sally without hitting".
- Calm down method should **never** be used with children who are too young (usually under 3 years old) or otherwise unable to understand how it works.
- Calm down method is a break, not a punishment, and should not be used as a threat.
- Calm down method should not exceed 5 minutes.
- Calm down method should not be humiliating. Do not use a predetermined period or place, particularly one in a designated chair or corner or facing the wall.
- Children in the calm down method should be within the play space but far enough removed that they cannot bother others or be bothered by others.
- Once the child has calmed down, it may be appropriate to talk to him about his feelings and how he needs to behave.
- When the child is ready to return to the group, the first acceptable behavior should quickly be encouraged.
- Refrain from nagging or moralizing about the incident that led to the calm down method. Consider the incident over.

### How We Keep You Informed

To keep you current with behavior problems, the staff are responsible for communicating with you regarding your child's day. Staff will fill out an incident report if your child has caused harm to another child, deliberately broken equipment, or lost control and had to be removed from the group. If a child is injured, a report will be completed.

If behavioral problems continue to become excessive, a meeting will be set up with you, the staff, and Director to address the problem.

### Corporal/Physical Punishment

<input checked="" type="checkbox"/> Corporal punishment <b>will never</b> be used at the centre. The children will not be left alone, humiliated or stay in a corner.
Physical punishment is <b>not allowed</b> by staff or parents in the daycare eg, spanking, hitting, slapping, biting, squeezing, kicking etc.
Other child management methods that are not acceptable include harsh or degrading measures that humiliate or undermine a child's self-respect, hollering, isolating a child, using demeaning language, or withholding food.

### Guidelines and Procedures

Solid Foundation Daycare Centre will employ the following procedures when dealing with a child:

- set a good example by modeling expected behaviors.
- setting limits
- setting standards of behavior
- providing explanations
- providing choices and appropriate activities
- being firm but flexible
- anticipating a child's needs
- encouraging appropriate behaviors
- recognizing differences in children
- helping children to solve their own difficulties.
- ignoring the behavior, where appropriate
- Removing the child from the situation, either to another activity or to a quiet place to calm down

If undesirable behaviors do occur, the teacher will:

- stay calm.
- stay close to the child.
- acknowledge the child's feelings.
- focus on the behavior as undesirable, not the child.
- Time out is not allowed in our centre, and it cannot be used as a last resort.
- Calm down method will not be used with the two-year-olds.
- Calm down method will be used as an opportunity for a child to calm down, not as a punishment.
- The child will be asked to leave the situation and go to a quiet place in the playroom.
- The child will be in control of when he / she are ready to return to the group.

Teachers do raise their voices with the children on occasion. They also, at times, must hold a child for his / her own protection or for the protection of others. The following are the examples of when a staff may raise their voice:

- as a warning in an unsafe situation
- to call a child who is a distance away.

Solid Foundation Daycare Centre has the right to refuse or terminate the enrolment of a child with a severe behavior problem that could in any way affect the well-being of the other children in the program.

### Licensing Visits

Licensing representatives visit the daycare on irregular and unannounced visits. Reports from such visits are available for parents to read at any time. If you have any concerns and/or expectations, you are free to talk with the Director or the owner, and if you are not satisfied, we will give you the phone number of the **Regional Licensing Office at 297-8111 or Regional Child Care Programs Office at 297-6100.**

# Parent Involvement and Additional Policies

## Inclusion / Diversity Policy

Solid Foundation Child Day Care Centre is a Multicultural centre. We welcomed children and their families from different cultures and backgrounds. We provide materials that are culturally inclusive, diverse and reflect an anti-bias approach. Solid Foundation Child Daycare and Before and After school Care, provide programs that reflect a diverse population.

Our centre welcomed and treated inclusion children fair and just as other children. The inclusion children are included in the play and in planning the activities. With increased knowledge of culture and diversity in the early childhood centre, our educators can help children have a positive self-image and learn how to understand and respect others.

## Technology Policy

The use of technology is limited, timed and well supervised. The children take turns in using the technology. Only safety and education is used at the centre. The centre used the technology two days in a week, well timed and supervised.

## T.V Policy

The centre doesn't watch programs, broadcasted nationally on the television, however, educational videos from the library can be watched from time to time.

## Quiet Time Activities

Children that do not sleep or wake early are taken to the art table in the separate corner where we provide them quiet activities such as books, puzzles, crayons, papers etc.

## Policy for Appliances

All appliances used in the childcare program meet safety requirements and are in good repair or shape. We make sure that all the broken appliances must be repaired or otherwise replaced with a new one.

## Policy on Toxic

Only non-toxic arts and craft supplies used in the day care centre. No toxic plants will be found inside, outside or over the gate of the daycare centre. The environment is known as a toxic free.

## Policy on Aerosols

The use of aerosols is avoided wherever possible at Solid Foundation child day care centre.

## Pesticides Policy

The use of pesticides in the daycare centers both indoors and outdoors when children are present is avoided. In Solid Foundation child day care centre, pesticides of any kind have not been sprayed in the area around the centre. But whereby neighbors sprayed pesticides children are kept away from indoor areas where pesticides have been applied recently, for as long as it is recommended by the local health Authority.

## Child Concern Policy

If there is a repeated area of concern about a child, we will discuss it with the child's parent but whereby the parents seem not to work hand in hand with us or mutual agreement cannot be reached, for the safety of the child and others the Director has the right to send that child away from the daycare.

## Open Door Policy

Our centre is open to all the parents and their families, feel free and come to us if you have any concern regarding your child or our centre and the staff, it will be highly welcome. Remember, you are part of our family.

## Parent Involvement/ Volunteer Policy

Solid Foundation Child Daycare Inc recognizes that in order to provide quality service, parents, children, volunteers and community members will be consulted on the following: program planning, field trips, suggestions, inputs advice etc.

## Volunteer Policy (Revised February 2026)

All the volunteers shall be treated with respect and gratitude for their contribution. They shall carry out duties assigned to them by the Director of the company. The volunteer shall not be alone with the children but must always be with another staff member. All the volunteers are requested to have police clearance. They are not allowed to supervise the children alone. There must be a staff appointed to be with them all the time. To orient them, we will take them around the centre, introduced them to the staff. Read the program rules and regulations to them and ask them questions where necessary.

They must have their police clearance or proof to show that they are eligible to volunteer in our centre.

## Confidentiality Policy (Revised February 2026)

Solid Foundation Child daycare Staffs will not disclose individual children with people other than the parents of that child. Information given by parents will not be passed on to the third parties. Personnel issues will remain confidential to the people involved. Parents will have access to the files and records of their own children, but not any other child.

## Communications Policy

Solid Foundation child Daycare and Out of school care is committed to communicating with families, children, staff members, community and schools in a professional and respectful manner in order to provide a positive relationship with our child care professionals.

Families registered in our centre have the right to be fully informed of their child's experience while involved in a program.

*Methods of communication is as follows:*

Communication books in all the rooms, Parent notices in the Parent corner, Open door policy, Orientation program, how was my day sheets.

We also have written communication via: Newsletter distributed at the end of the month, Menus, and Children's weekly or monthly planning through Brightwheel.

## Verbal Communication

Verbal communication will be used to establish a positive relationship with each family and instill a sense of open communication. The caregiver will acknowledge families when they arrive and leave the centre. They will also use the opportunity to inform the parents about their child's day in the centre.

## Parent Participation and Feedback Policy

Solid Foundation Child Daycare and Before and After School Program will provide parents with the opportunity to offer their feedback through, Parent Suggestion boxes, Conversation with the Caregiver, meetings and Parent Surveys.

## Community Stakeholders Have Input Into the Centre

Community stakeholders include parents, staff, and local businesses such as Fire department, Block parents, Library. We encourage input via a suggestion box at the front door. Having an open-door policy and continuing community involvement.

Community stakeholders have input into the centre policies and practices.

The library staff encouraging young children to read is the best way to ensure their success in school.

## Policy for Input the Development and Updating Policies

Parents and staff have input into the development and updating of policies and procedures. The handout was distributed among staff and parents to read and review. Parents and staff are currently coming with the suggestions or any ideas that they know the children will benefit from after reviewing both handbooks. The parties came up with some ideas which we are working on right now such as reviewing the handbooks and attending as many workshops as we can.

We also advise you that if you finish reading the handbook, and you feel that you have nothing to change, please feel free and sign the above sheet provided for feedback.

## Policy for Room Planning

Children's interests are observed and documented and serve as the base for planning. The planning is once a week.

## Policy on File Update

Children's files are updated every six months.

## Policy for Updating Handbooks

We are asking for parents and staff input which we feel will be helpful to our daycare centre.

## Policy for Reviewing Handbook

Parents and staff handbooks are reviewed yearly and parents suggestions and expressions are valued. We would like you to review the handbook and give us feedback. Community stakeholders include parents. Staff and local businesses, such as, fire department, Parent Links and library.

We encourage input via a suggestion box at the front door. Having an open-door policy and continuing community involvement.

Community stakeholders have input into the centre policies and practices. The library staff encourages young children, "quote" to read is the best way to ensure their success in school.

## Helping Parent to Do Their Subsidy

In Solid Foundation child daycare Inc, we help parents in our center to do their subsidy both initial subsidy, renewal or change of information.

## Parent Resources Policy

Our Program has created partnerships with the community agencies to support children and their families.

These partnerships support children and families by taking care of the parents, teaching them basic things by sending them to school to learn English, or other courses that they will benefit from. The Centre for Newcomers will place their children in our daycare to stay, while their parents are studying. Some parents that cannot afford the Parent's portion, Alberta Works will send a cheque for Parent portion fees.

The Parent Links will provide for us and the families workshops, training, and information where to get free clothing, reading skills etc. The information can be delivered through Parent Handbook, Flyers, Face to Face Communication.

We provide them information on resources available to them. I help them to integrate into the Canadian system, by introducing them to the Catholic Immigrant Women's Association food bank, salvation army, thrift store or value village where they can get things at a cheaper rate. The families are made aware of these partnerships through parent hand book, Flyers, Newsletters and face to face communication or referrals.

## Stakeholder Policy

A Stakeholder can be any person, group, organization, Community that has a vital interest in the business or activities that you are doing. They can also be within our organization or outside our organization, National Government and a regulatory authority.

## Community Consultation Policy

Community Consultation Policy is a Policy that the Board of Director, Stakeholders, Staffs and Parents are directly involved in the decision making of Solid Foundation Child Daycare Inc. They have the right to change or implement any policy that will be of benefit to the centre, family and the children.

## COVID-19 Program Plan Policy (Updated June 2020)

01	02	03
The license holder will review, comply, and implement all of the Alberta Public Health Measures, enhanced infection prevention and control measures, which will include, but is not limited to: Distancing requirements of at least 2 meters (this will remain in place throughout all stages). All staff and children will have to go through daily screenings for COVID-19 symptoms, such as fever, cough, chills, headaches, shortness of breath, difficulty breathing, sore throat, painful swallowing, runny nose and nasal congestion, feeling unwell, fatigued, vomiting, diarrhea, unexplained loss of appetite, muscle joint aches, loss of sense of taste, smell and conjunctivitis. If any person, parent or child have any COVID-19 symptoms, they will not be allowed to enter the childcare centre. The childcare programs must keep daily records of anyone entering the facility who stays for 15 minutes or more (eg. staff working each day, children and contractors). Groups of up to 10 people, including staff and children in an area/room. Each group will not be able to come in contact with other groups. Both staff and children will be frequently reminded to follow proper hygiene etiquette. Everyone in the building must wash their hands frequently, sneeze/cough into their elbows, and put tissues and garbage in the proper waste bin.	The license holder will ask the parents to check their children's temperature daily before coming to the centre. Every morning at arrival, parents should fill out the screening questionnaire. The normal temperatures are as follows: Mouth: 35.5-37.5°C (95.9-99.5°F), Underarm: 36.5-37.5°C (97.7-99.5°F), Ear (excluding infants): 35.8-38.0°C (96.4-100.4°F) Social distancing will be in place all the time, at least 2 meters should be kept from other children. If a child happens to develop symptoms while at the centre, the child will be isolated in a separate room, and the parent or guardian will be notified to come and pick up the child immediately. If a separate room is not available, the child will be kept at least 2 meters away from other children in a spot in the room until a parent or guardian arrives. All the toys, beddings, or any other objects used by the children will be washed immediately or multiple times throughout the day. All activities that require clustering around an item or a part of the room will be avoided.	The license holder will comply with all the guidelines and workplace rules that are currently in effect to address COVID-19 in order to keep everyone who comes in contact with the centre safe. Employees who self-isolate will receive 14 days of job-protected leave. Extended personal and family leave will be given to employees who are caring for a child affected by school or daycare closures, or a dependent adult who is required to self-isolate to take job-protected leave. Staff must use personal protective equipment and follow guidelines to wear it properly. Staff must disinfect surfaces and practice frequent hand washing and hand sanitizing procedures. Always encourage physical distancing with parents, children, and other staff members.
04	The license holder will make sure that all applicable zoning, health and safety legislation and Child Care Licensing Act and regulations and all standards are in place. We have had recent fire drills; Alberta Health inspections are in place. Our centre always maintains the licensing capacity and keeps the children-staff ratio in place.	05 The license holder ensures that the program policies are in alignment with all of the Public Health measures. We use Health Canada approved hard-surface disinfectants and hand sanitizers, maintaining social distances, making use of personal protective equipment and any symptoms of COVID-19 will require immediate 14 days of quarantine to prevent the spread of the infection.