

Friendly Frog Daycare Ltd.

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Child Care Philosophy

Over the past five years our center has set a standard of excellence in all areas of childcare. We not only strive to meet the standards set by child services, we rise above, each and every day to be a center of quality care in all areas of childcare. We provide a child-centred, safe, caring and nurturing environment that encourages, stimulates and fosters a child's self-esteem and growth.

Each child's individuality is respected and valued as an important contribution to our center and the daily experiences. Children are encouraged to explore and learn at his or her level with the guidance and loving support of our qualified caregivers.

A play-based approach to children's learning and development is the basis for our program planning and delivery of activities. Children use play to explore their environment, understand and make sense of their feelings, and develop their social skills among their peers. Our holistic program encompasses every area of a child's development – social, physical, intellectual, creative and emotional development. Each room is designed to offer a variety of centers with countless opportunities for the children to grow in each of these areas. As well, the children are encouraged, through modelling and guidance to build appropriate social skills, gain a sense of self and celebrate their many accomplishments as they grow and learn.

Hours and Days of Operation

The Centre operates twelve months of the year, five days a week from 6:30 a.m. to 6:00 p.m. with the exception of the following statutory holidays:

New Year's Day	(January)	Civic Holiday	(August)
Family Day	(February)	Labour Day	(September)
Good Friday		Thanksgiving	(October)
Easter Monday		Remembrance Day	(November)
Victoria Day	(May)	Christmas Day	(December)
Canada Day	(July)	Boxing Day	(December)

Our Staff

Our staff is made up of Owner/Operators, Director, Child-care Workers, and a part-time Cook.

The owners are a husband and wife team, both with a Bachelor Degree in Education from the University of Alberta and both working toward their Early Childhood Level III certification.

Our Director has her Level III certificate and a diploma in Early Childhood Education from Red Deer College. She is also a Certified Toast Master and an instructor of First Aid. With over ten years experience working with children in many capacities, she is a valuable leader of our team.

The rest of our team have a Level I, II or III certificate in Early Childhood Education, are certified in Child Care First Aid and have a variety of years and experiences working with children, which is shared with one another. All staff are required to have a police record check completed as well.

Together with much enthusiasm, experience and interest, we lead, teach and live by example.

Child Guidance Policy

Each child at our Centre is treated with respect and dignity. We believe that children have the right to self-expression. To discipline is to teach. It is not through humiliation or degradation. It is not dangerous, exploitive, psychologically damaging or harmful to any child.

We believe that most potential discipline problems can be prevented by acknowledging positive behaviour, setting clear expectations for acceptable behaviour, and by offering a program that interests the children and keeps them actively involved.

General expectations of the child:

- 1) The child will respect the rights and feeling of others.
- 2) The child will show respect for personal and Centre property.
- 3) The child will stay in designated areas.
- 4) The child will play safely with others.
- 5) The child is responsible for his/her actions and must accept consequences for their behaviour.

The Centre's philosophy is that children should be taught to make choices and that each choice has a consequence. Where possible, a "problem-solving" approach is used to address inappropriate behaviour.

Limits and guidelines are essential in the creation of a safe and organized environment. Limits are explained to the children along with the reasons for those limits. Practicing the rules help children understand them as part of their routine. Examples of limits are: "Only three people are allowed to play on the climber at one time. It is not safe for more than three to be on there." Or "There are two easels for painting, who would like to paint?" Logical consequences for breaking a rule are also explained to the child. For example, if a child throws sand, that child will be removed from the situation and may not be allowed to play in the sand for a while. That child is also invited to apologize to their friends for throwing sand at them.

When a conflict does arise that requires the staff use problem solving strategies such as; active listening, negotiation, setting limits, affirmations and when absolutely necessary- setting apart The children are encouraged express their feelings and guided to choose an appropriate solution.

When a child is physically or verbally aggressive, he or she will be guided away from the situation and asked to sit quietly away from the situation. This time alone is intended for the child to calm down and reflect about his/her actions. The child will decide when they are ready to return to the play activity with appropriate behavior.

More serious behaviors or sudden behavioral changes will be brought to the attention of the parents of the child. A meeting may be arranged between the Caregiver, Director, parents of the child and the child, to discuss the problem and decide on a plan of action that is consistent both at home and at the Centre. The Centre has the right to refuse care for your child should their behaviour become a danger to themselves or others.

Registration Information

Registration forms must be completed and returned before your child can attend the Centre.

An orientation of the routine and a tour of the Centre is conducted by the Owner or Director. We encourage parents to visit the Centre with their child/ren for an appropriate period of time, i.e. an hour or so, prior to starting a full-time attendance at the Centre. This is a "get acquainted" time for both you and your child. Parents and child/ren are introduced to their teachers and you and your child can become familiar with their environment.

Fee Information

Fees are due and payable in advance, on the **FIRST** of each month. For our mutual convenience, we have installed an **INTERAC** Terminal by which we can process your debit card. If you prefer to pay cash, please give this to the Owner or Director, who will provide you with a receipt.

We do **NOT** accept personal cheques.

The Centre has the right to refuse services for your child if payments are in arrears by more than 5 business days.

Parents who have registered their child/ren at the Centre but are uncertain of their work schedule are required to pay before dropping their child off for the day. We are unable to accommodate you for the day if payment has not been received.

Parents who have selected certain days of the month on a regular basis, i.e. every Tuesday, Wednesday and Friday, will be charged for those committed days. Payment is due for those days on the **FIRST** day attended in the month. We cannot give a refund nor a credit for days committed and not used.

NSF charges are \$30.00 and must be paid in cash. The amount to be replaced must then be replaced in cash, certified cheque or money order.

An official tax receipt is issued to you in early January of the following year.

Termination Policy

If you withdraw your child/ren from the Centre, we require one month written notice. This applies to all parents, subsidy or full fee. If a month notice is not given, the next month fee is due to be paid.

The Centre reserves the right to terminate services for your child if the child's behaviour puts themselves, a staff member or other children at risk or for non-cooperation of parents/guardians.

The Centre also has the right to terminate service for your child/ren if fees have not been paid by the 5th business day of the month.

Subsidy

Funding for daycare is the responsibility of Alberta Family and Social Services. Subsidies may be awarded after an assessment of family income and conditions are made. Application can be made directly on-line at <http://www.child.gov.ab.ca/childcaresubidy>. A response should be almost immediate.

You may also go directly to the Social Services office (7th Floor, 9942 – 108 Street, Edmonton) where an intake officer will make an immediate assessment.

If you are applying for subsidy, you are required to pay the parent portion of your child's fee prior to your child attending the Centre. You will then have 3 days to submit approval for subsidy. Should you be unable to provide written confirmation of subsidy within that time frame, your child/ren will not be able to continue attending.

It is the responsibility of the parent to arrange for subsidy and to renew subsidy applications before they expire.

If your subsidy expires, you will be charged the full monthly fee due until your subsidy has been reinstated. You will be credited the following month(s) for any overpayment.

Please note: To qualify for full-time subsidy, your child must attend the Centre for a minimum of 100 hours per month for children in Daycare.

Attendance

Upon registration, parents are made aware of the time clock at the front entrance of the Centre. This is how we account for the children's hours of attendance in the Daycare. Each month a new card is made for each child. Parents are responsible for "clocking" their child/ren in every morning and out every evening. At the end of the month, we ask that parents sign their child's time card. Staff in each room also record daily attendance. This record is maintained primarily to ensure children are accounted for in case of evacuation.

Arrival/Departure

Our Centre opens at 6:30 a.m. and closes at 6:00 p.m.

Please escort your child/ren into the Daycare in the morning. Assisting your child with the removal of outerwear, putting on their indoor shoes (no black soles please) and generally "unpacking" is a positive way to prepare your child for their day ahead.

Please ensure medication forms are filled in and signed should your child require medication that day. Please also notify staff of any special instructions or message, for example, you will be at a different phone number for the day or someone other than yourself is picking up your child/ren that day.

We charge a late fee of \$1.00/minute after 6:00 p.m. The funds are to be paid directly to the staff member on that shift.

We are required by Social Services to call the Child Welfare Department if your child has not been picked up by 6:00 p.m., unless we have been notified by you that you will be late.

Absences

If for any reason your child/ren will not be attending the Centre on their regularly scheduled day, please call the Centre by 8:30 a.m. to notify the staff. We are concerned for the well-being of you and your family and when we expect to see you and you do not arrive, we worry!

Releasing Children

Children are only released to authorized persons or “special” pick up people. Authorized persons are those listed on your child’s registration form. “Special” people are those not identified on the registration form but the Centre has been advised by the parent authorizing us to release your child to this person.

All persons picking up children are required to show identification to the staff if they are not known to them.

Illness and Medication Policy

Any child too ill to participate in the daily activities at the Centre is too ill to attend.

The following guidelines are indicators that your child would be more comfortable at home:

- A fever of 38C or 101F
- Persistent coughing
- Green running nose
- Vomiting
- Several bouts of diarrhea within a 3-4 hour period
- Any communicable disease – e.g. measles, chicken pox, pink eye, etc.
- Lice – a child must stay away from Daycare for 24 hours or until all nits are removed

Your child may return to the Centre when:

- The fever has subsided for 24 hours
- Prescribed antibiotics have been administered for at least 24 hours
- Diarrhea has subsided for 12 hours
- Vomiting has subsided for 12 hours
- Chicken pox are fully scabbed over
- You provide us with a Doctor's note stating your child can return
- After child has been properly treated for lice or other disease – owner/director have the right to examine child upon return to Daycare

It is beyond the Centre's capability to provide care for sick children. If your child becomes ill while at the Centre, you will be contacted. If you cannot be reached, your emergency contact person will be called. Your emergency contact person cannot authorize treatment or medication.

No medication, whether prescribed, non-prescribed or herbal can be administered by the staff without written permission from the parent/guardian. All medication must be in their original container from the pharmacy, with the child's name, dosage, name of drug and date on the label. All medication must be given to a staff member and will be stored in a locked box.

Emergency Transportation

If your child is seriously ill or injured, we will contact you immediately. In some cases a child may be taken to a MediCentre by Daycare staff, by way of car or taxi. If a serious illness/injury occurs, an ambulance may be called and the parent will be responsible for the cost of the ambulance. A child with a serious injury will be taken to the nearest available hospital.

Any incident or accident of significance will be recorded by the staff member in charge, brought to the attention of the Director and then discussed with you when picking up your child/ren.

In the event that it is necessary to evacuate the children from the Centre, they will be taken by their teachers, via the nearest exit as indicated on the Evacuation Plans posted in all rooms to St. Maria Goretti School. If an emergency does exist, parents will be called and asked to come pick up their children.

Nutrition and Menu Planning

The Centre provides a healthy and nutritious “home cooked” lunch, as well as two snacks each day for children attending the Daycare. Our cook prepares lunches, which include the four food groups, while snacks include at least two food groups. We encourage and serve lots of fresh milk daily. Parents with babies in the Nursery need to supply their own baby food, formula or milk, juice and snacks.

The menu is changed weekly and is posted on the Parent Information Board for your perusal.

After lunch, children 3 years of age and older brush their teeth under the supervision of one of their teachers. We would ask you to bring in a child-sized tooth brush for your child. We supply the toothbrush holder and the toothpaste. When your child's toothbrush starts to show signs of wear, we will ask you for a replacement.

Rest time / Quiet time for Children in Daycare

Rest time/quiet time is from approximately 12:00 – 2:30 p.m. in all rooms. Children who do not nap will do quiet activities, listen to stories, tapes, quiet music or go for a walk, play in the playground or sometimes watch a movie. However, all infants, toddlers and children under 4 ½ years of age are encouraged to have a nap/rest.

Please bring in a small blanket for your child. The blanket will stay at the Centre for your child to use at nap time. On Fridays, we will give the blanket to take home and wash.

Your child may also wish to have a favourite stuffed toy to cuddle with at nap times. We encourage you to label both blanket and toy. We ask that your child/ren do NOT bring play toys to the Daycare unless for “Show & Share” or as requested by their teachers.

Please note that neither staff nor the Centre is responsible for the loss or destruction of toys/games, etc. that your child may bring from home.

Clothing and Diapers for Daycare Children

All children should be fully and properly clothed for the weather and for the day’s activities. We suggest a change of clothing, including underwear and socks, be left in the child’s locker in the event of spills or accidents. All clothing should be labeled with your child’s name.

We ask that children have a pair of **INDOOR** shoes (no black soles please), which are left at the Centre and a pair of **OUTDOOR** shoes.

During the summer months, we ask that each child as a swimsuit, sun screen (no purple or blue please), insect repellent, water bottle and a hat in their locker. Again, please label all your child’s belongings.

Please supply diapers and any special ointment for your children as needed. We will provide the baby wipes.

Parental Involvement

Our Director, Owner and Caregivers are there to provide information on your child’s progress, as well as provide information regarding your child’s activities. We also encourage input from parents in areas that directly concern the care and well-being of the child/ren including, but not limited to, child guidance, program philosophy, and activities, toys, equipment and nutrition.

Building Positive Rapport

We thank you for choosing the Friendly Frog Daycare for your child/ren.

It is important to us that you feel comfortable about leaving your child/ren in our care. We will do our utmost to ensure they feel safe, secure and loved. This in turn will give you peace of mind to be able to go to work and concentrate on your job without worrying about the welfare of your child/ren.

We hope you feel comfortable speaking with the Owner, the Director, or any of the staff at the Centre should you have any questions or concerns regarding your child/ren.

We encourage and appreciate your feedback, positive or negative. Only through your comments can we resolve your concerns. We value your interest in your child/ren's daily routine and also encourage you to discuss your child/ren's progress with any of our staff.

Should you feel that your concerns regarding the safety or well being of your child/ren has not been addressed by the staff, Director or Owner, you are certainly welcome to contact the Edmonton office of Alberta Family and Social Services, 7th Floor, 9942 –108 Street – phone 427-0444.

Thank you again for choosing the Friendly Frog Daycare.

WELCOME TO YOU AND OUR FAMILY. COME GROW WITH US!