

# Friendly Frog Daycare Ltd.

601 Hermitage Road - Edmonton - AB - T5A 4M2  
Telephone: (780) 406-6665 Fax: (780) 406-6665  
info@friendlyfrog.ca

## *Child Care Philosophy*

We provide a child-centred, safe, caring and nurturing environment that encourages, stimulates and fosters a child's self-esteem and growth in the areas of social, emotional, intellectual and creative development. Each child at our Centre is allowed to explore and learn at his or her own level with the guidance of our qualified staff.

We respect the dignity and integrity of each child and emphasize respect for all children, regardless of race, religion, gender, national origin or special needs. We develop and provide our programs to meet the needs of all children.

## *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 a Schedule A in OSC care.

Our Director has her Level III certificate and a diploma in Early Childhood Education from Red Deer College and her Schedule A in OSC care. 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. OSC Staff have Schedule A, B or the OSC Standards Orientation certificate.

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. Children are encouraged to help establish rules and guidelines along with reasonable consequences for breaking those rules. Practicing the rules help children understand them and incorporate them as part of their routine. Examples of limits are: "In order to give everyone a fair turn, you are allowed to play on the computer for no more than 10 minutes at a time if another child is waiting for a turn." Or "why not find a buddy and play a game together until it is your turn." Logical consequences for breaking a rule are also explained to the child. For example, if a child refuses to relinquish the computer after 10 minutes, privileges to use the computer may be taken away the next day.

When a conflict does arise that requires adult intervention, the parties involved are directed away from the problematic situation. The teacher discusses the problem with the children involved and encourages the expression of feelings. The discussion includes figuring out what the problem is, how the current incident may be rectified, and formulating a plan of action to avoid this problem in the future. The children are encouraged and guided to make the decisions on their own. Again, children in the OSC will work with their teachers to make up a reasonable set of rules and guidelines with a discussion on consequences for breaking those rules.

When a child is physically or verbally aggressive, he or she is removed 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. After an appropriate time, i.e. no more than 3 minutes, the teacher approaches the child and discusses the problem.

More serious behaviours or sudden behavioural 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. 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 5<sup>th</sup> business day of the month.

### ***Subsidy***

Funding for Out-of-School care is done through Community Services, City of Edmonton. Forms are available from the Director and once completed, can be mailed in or taken directly to the City's office – 5<sup>th</sup> Floor, Revillon Building, 10320 – 102 Avenue, Edmonton.

Confirmation of subsidy must be presented before we can accept your child/ren.

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.

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 50 hours per month for children in Elementary.

### ***Attendance***

Attendance of children in the Out-of-School care is recorded manually on a daily basis. Parents are required to review, initial their child's attendance sheet weekly and **sign** this attendance sheet at the end of each month in order to have their subsidy paid.

We ask that parents inform us if their child/ren will be absent before school and/or after school.

Children are the responsibility of the Centre once they are in the care of our staff or inside the Centre.

### ***Arrival/Departure***

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

You are welcome to escort your child into the Centre in the morning, however, children in the OSC program are usually quite independent and may be happy to enter the Centre on their own. Please ensure our staff are aware that your child has arrived. Please also ensure they have INDOOR shoes (no black soles please) to change into and their attire is appropriate for the weather.

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.

If you give permission for your child to go home unattended, you must provide us with written and signed authorization to do so. We cannot release your children without your signature!

Once your child leaves our Centre, we cannot be responsible for his/her well being.

### ***Transportation and Walking***

We escort children to St. Maria Goretti and Homesteader Schools only.

If your child attends any other school, it is your responsibility to arrange for transportation for your child to and from school. A staff member will escort your child to and from the bus providing the transportation. If your child is not on the bus as expected, we will call you and/or the school to follow up on your child's whereabouts. If your child has missed their bus, it is your responsibility to make arrangements to collect your child. We do not have the means nor the insurance to transport your child.

Staff from our Centre will walk children to and from St. Maria Goretti and Homesteader Schools. A letter will be sent to these schools advising the principals of the names of the children coming from the Friendly Frog Centre and attending their schools. Children do not come back to the Centre for lunch.

Children will be taken inside their respective school in the morning, and picked up at a designated spot when school is out. Should your child not be at the designated pick up location, our staff member will follow up with the school's office about the whereabouts of your child. If your child was present at school during the day, but not to be found by the school, the school and the Centre will notify you. Once your child is in our care and in our Centre, she/he is our responsibility.

If you give permission for your child to go home unattended, you must sign a permission slip allowing us to do so. Once your child leaves our Centre, your child is your responsibility.

In case of emergency while your child is in our care, we will contact you or the designated emergency contact person, if we are unable to get a hold of you. Please be reminded that the Centre does not have the means to provide transportation for your child.

### ***Daily Routine***

Children, together with their teachers, will brainstorm for ideas to develop themes and related activities on a daily, weekly and monthly basis. These activities are meant to stimulate a child's creativity and build character, while taking responsibility and building social skills. During school days, your child's day may begin with them eating breakfast and/or having a morning snack. A variety of games, puzzles and other toys will be available for your child. The morning is somewhat unstructured as children are in various stages of alertness and their time in our care in the morning is, for the most part, very brief. They will be asked to tidy up their play area and prepare for school by 8:00 a.m.

When children return from school, they will wash their hands and prepare for afternoon snack. After snack, all activity centres will be open and children are encouraged to participate in activities that were planned for the week.

On non-school days, a more extensive program plan will be developed by and with the children. Each week will include at least two Community experiences, for example, a visit to the pet store or a nature hike in a nearby park.

### ***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.

### ***Evacuation Plan***

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 OSC children are provided a snack before and after school that include 2 or more food groups for each snack, as well as a reasonable serving portion per child. We ask that parents provide the 4 major food groups for their child's lunch on all days including non-school days, unless otherwise specified. The menu is changed weekly and is posted on the Parent Information Board for your perusal.

### ***Toys and Games from Home***

Please note that neither the staff nor the Centre are responsible for the loss or destruction of toys, games, etc., that your child may bring from home. This is particularly important to note for OSC children who wish to bring Games Boys or other electronic games to the Centre.

### ***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 City of Edmonton OSC office, 5<sup>th</sup> Floor, 10320 – 102 Avenue, Edmonton, phone 496-5849.

Thank you again for choosing the Friendly Frog Daycare and OSC.

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