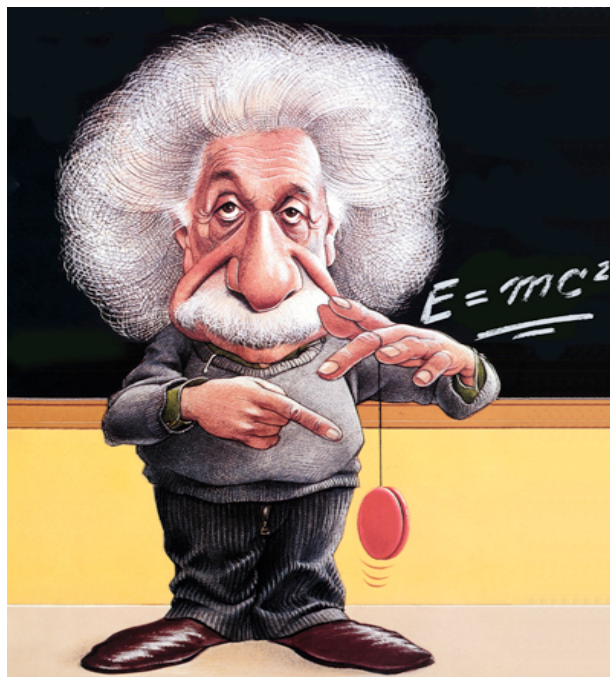


**Tender Heart
Child Care Center Ltd.**

Parent Handbook



**3319 – 118 Avenue, Edmonton, AB T5W 4X1
479-4351**

Updated May 15, 2007

“INFORMATION AND POLICIES OUTLINE”

GENERAL:

1. HOURS OF OPERATION ARE 6:30 A.M. TO 5:45 P.M.
2. TENDER HEART WILL BE CLOSED ON ALL GOVERNMENT HOLIDAYS.
3. CHILDREN RECEIVE “BREAKFAST” A “HOT LUNCH” AND AN AFTERNOON “SNACK” EACH DAY.
4. ONE (1) FULL MONTHS “WRITTEN” NOTICE IS REQUIRED PRIOR TO REMOVAL OF YOUR CHILD OR ONE FULL MONTHS FEE WILL BE PAYABLE.
5. PLEASE PICK UP YOUR CHILD/CHILDREN NOT LATER THAN 5:45 P.M. (NOTE: A \$10.00 LATE FEE WILL BE CHARGED FOR EACH 15 MINUTES A PARENT IS LATE.)
6. MONTHLY CHILD CARE FEES ARE DUE AND PAYABLE ON OR BEFORE THE FIRST DAY OF EACH MONTH. (NOTE: A \$10.00 SERVICE FEE MAY BE CHARGED FOR ANY LATE PAYMENTS.)
7. NO REDUCTIONS IN MONTHLY FEES CAN BE MADE FOR ABSENCES. (I.E. ILLNESS, HOLIDAYS, ETC.)
8. PLEASE NOTIFY DIRECTOR IMMEDIATELY OF ANY CHANGE OF INFORMATION ON THE REGISTRATION FORM. (I.E. PHONE #, ADDRESS, WORK #, EMERGENCY CONTACT PERSON ETC. ETC.)
9. FOR YOUR CHILD’S OWN SAFETY WE WILL NOT RELEASE HIM/HER TO ANYONE OTHER THAN THOSE AUTHORIZED IN WRITING ON OUR FILES.
10. PLEASE CALL TENDER HEART IF YOUR CHILD WILL BE ABSENT ON ANY DAY.

MEDICAL POLICIES:

11. FOR THE WELL BEING OF YOUR CHILD AND THE OTHERS AT “TENDER HEART” PLEASE KEEP SICK CHILDREN AT HOME WITH PROPER CARE. TENDER HEART WILL NOT ACCEPT CHILDREN WITH COMMUNICABLE DISEASES, “FEVER” OR ANY OTHER OBVIOUS ILLNESS.
12. MEDICATION WILL NOT BE ADMINISTERED TO ANY CHILD UNLESS THE PARENT HAS COMPLETED THE PROPER “MEDICATION ADMINISTRATION FORM”.
13. ALL MEDICATION MUST BE IN THE ORIGINAL PRESCRIPTION CONTAINER. (WITH CHILD’S & DR’S NAME, DATE AND DOSAGE). NON PRESCRIPTION DRUGS WILL NOT BE ADMINISTERED BY THE CENTER UNLESS ACCOMPANIED BY A WRITTEN REQUEST FROM THE PARENT.
14. ALL MEDICATION MUST BE REMOVED FROM TENDER HEART AS SOON AS THE AUTHORIZED ADMINISTRATION DATE IS EXPIRED.

15. "TENDER HEART" WILL ALWAYS HOLD YOUR CHILD'S WELFARE FIRST, AND THEREFORE WE WILL ACT ACCORDINGLY TO ENSURE YOUR CHILD GETS THE PROPER CARE. AT THE SOLE DISCRETION OF TENDER HEART AND IN THE EVENT OF ANY EMERGENCY, MEDICAL ASSISTANCE (INCLUDING CALLING AN AMBULANCE) MIGHT BE SOUGHT PRIOR TO CONTACTING THE PARENT. ANY CHARGES FOR THESE SERVICES WILL BE THE PARENT(S)/GUARDIANS RESPONSIBILITY.

CLOTHING AND OTHER BELONGINGS:

16. FOR THE COMFORT OF YOUR CHILD, KINDLY BRING TO THE CENTER ONE "EXTRA" SET OF CLOTHING. (TWO FOR BABIES) PLEASE LABEL ALL BELONGINGS. MANY ITEMS ARE DUPLICATED.
17. AS A PORTION OF YOUR CHILD'S DAILY ACTIVITIES AT "TENDER HEART" WILL INCLUDE BEING OUTDOORS, KINDLY BRING APPROPRIATE OUTDOOR CLOTHING.
18. "TENDER HEART WILL USE ALL DUE CARE AND ATTENTION IN CARING FOR YOUR CHILD'S BELONGINGS HOWEVER WE WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE TO THEM. "TENDER HEART" HAS A LARGE SUPPLY OF TOYS AND EQUIPMENT FOR THE CHILDREN. PLEASE ENCOURAGE YOUR CHILD TO LEAVE THEIR TOYS AT HOME. IT IS VERY UPSETTING TO THEM WHEN AND IF THEY GO MISSING.

PARENT VISITATIONS/AND INVOLVEMENT:

19. PARENTS ARE ALWAYS WELCOME AT OUR CENTER AND CAN FEEL FREE TO DROP IN FOR A VISIT "AT ANY TIME".
20. PLEASE FEEL FREE TO DISCUSS YOUR CHILD WITH THE DIRECTOR OR PROGRAM DIRECTOR IF YOU HAVE ANY CONCERNS OR QUESTIONS.
21. IN THE BEST INTEREST OF YOUR CHILD AND THE OTHER CHILDREN AT "TENDER HEART" WE RESERVE THE RIGHT TO WITHDRAW CHILD CARE SERVICES OF ANY CHILD WHO IS HAVING EXCESSIVE PROBLEMS. CIRCUMSTANCES SUCH AS THESE ARE RARE BUT WE WILL GLADLY RECOMMEND ALTERNATIVES TO HELP ENSURE YOUR CHILD RECEIVES THE CARE BEST SUITED TO HIS OR HER PROBLEM.

LIABILITY:

22. "TENDER HEART CHILD CARE CENTER LTD." ALWAYS APPLIES THE BEST CARE AND ATTENTION POLICIES AND PROCEDURES TO ENSURE A "LOVING" CARING AND "SAFE" ENVIRONMENT FOR OUR CHILDREN, HOWEVER THE CENTER NOR IT'S STAFF SHALL BE LIABLE FOR ANY ACCIDENT, INJURY, SICKNESS, DISEASE, HARM NOR NEGLECT OR ANYTHING WHATSOEVER THAT MAY OCCUR TO ANY CHILD WHILE IN THE CARE OF THE CENTER.

GOALS OF OUR CENTER:

CHILDREN ARE A "GIFT" AND AS SUCH SHOULD BE TREATED ACCORDINGLY AND ENCOURAGED TO ACHIEVE THEIR FULLEST POTENTIAL AS "INDIVIDUAL HUMAN BEINGS".

AT "TENDER HEART CHILD CARE CENTER LTD." WE BELIEVE IT IS VERY IMPORTANT TO FOSTER:

- A) LOVE
- B) PHYSICAL HEALTH THROUGH SOUND NUTRITION
- C) GOOD HEALTH CARE HABITS
- D) PHYSICAL EXERCISE
- E) INTELLECTUAL STIMULATION
- F) SOCIAL INTERACTION
- G) CREATIVE DEVELOPMENT THROUGH PLAY, ART, LANGUAGE, MUSIC, MOVEMENT, DRAMA AND SCIENCE RELATED ACTIVITIES
- H) CONCERN FOR THE RIGHTS AND PRIVILEGES OF OTHERS
- I) RESPECT FOR THE ENVIRONMENT AT OUR CENTER AND IN THE OUTSIDE WORLD (NATURE, OTHERS PROPERTY, ETC.)

IT IS OUR BELIEF AND PHILOSOPHY THAT CHILDREN SHOULD BE TREATED WITH: LOVE, RESPECT AND CONSISTENCY.

DISCIPLINE POLICY:

PHYSICAL DISCIPLINE WILL NOT BE USED AT "TENDER HEART" AT ANY TIME.

DISCIPLINE WILL BE ADMINISTERED IN A "POSITIVE" FIRM AND CONSISTENT MANNER. CHILDREN WILL BE TALKED TO ON A "ONE-TO-ONE" BASIS, WITH THE ADULT ATTEMPTING TO EXPLAIN AT THE CHILD'S LEVEL THE REASON FOR THE DISCIPLINE.

THE EXPLANATION WILL INCLUDE WHY THE CHILD'S BEHAVIOUR WAS IN APPROPRIATE AND SUGGEST ALTERNATE BEHAVIOUR.

IF THE CHILD IS UNABLE TO ACCEPT THE ALTERNATIVE DIRECTION HE/SHE MAY BE ASKED TO SIT AWAY FROM THE OTHER CHILDREN FOR A FEW MINUTES OR UNTIL THEY FEEL THEY CAN REJOIN THE GROUP.

INAPPROPRIATE BEHAVIOUR WILL INCLUDE SUCH THINGS AS:

- A) INTERFERING WITH THE RIGHTS OF OTHERS
- B) PHYSICAL OUTBURSTS OF ANGER
- C) DAMAGING OR DESTROYING PROPERTY
- D) ANY OTHER FORM OF DISRUPTIVE OR NEGATIVE BEHAVIOUR

EMERGENCY PROCEEDURES:

IN THE EVENT OF AN EMERGENCY (FIRE ETC.) THE CHILDREN WILL BE WALKED OVER TO ABBOTTSFIELD MALL (N.E. CORNER OF 34 STREET AND 118 AVENUE, PHONE 477-9121) AND THE PARENTS WILL BE NOTIFIED TO PICK UP THEIR CHILDREN. IF THERE WAS AN AREA EVACUATION NECESSARY (GAS LEAK ETC.) WE WOULD TRANSPORT THE CHILDREN TO THE LONDONDERRY MALL (137 AVENUE AND 66 STREET, PHONE 475-9266).