



16538 59A street Edmonton, AB T5Y3S9

## **KINDER KOLLEGE DAYCARE & OSC PARENT HANDBOOK**

Kinder Kollege Daycare & OSC is committed to fostering a positive and enriching experience for both parents and children within our center. We greatly value your cooperation and support as we navigate the critical early childhood development years together.

### **OUR MISSION:**

At Kinder Kollege Daycare & OSC, our mission is to provide safe, affordable, and high-quality childcare services. We aim to support families in their endeavors by offering a cognitively based program for children. Our daycare provides a nurturing, home-like environment where children are encouraged to develop at their own pace. The dedicated staff at Kinder Kollege Daycare & OSC are committed to serving the families we support with care and encouragement.

### **VISION:**

Our vision is to cultivate a lifelong desire for learning in children based on their unique interests and passions.

### **GOALS:**

- To provide stimulating early care and educational experiences that promote each child's social, emotional, physical, and cognitive development.
- To align our practices with the center's purposes and philosophy, enhancing each child's development and interests.
- To maintain a safe, consistent, and enriching environment that encourages exploration and hands-on learning experiences.
- To foster a sense of dignity and self-worth within each child and their family.
- To promote spontaneity, curiosity, and self-discipline.
- To ensure high-quality care by continuously evaluating and improving center operations.
- To maintain adequate staff ratios.
- To stay updated with the latest research and best practices in health and safety.
- To encourage parent visitation, input, and participation in our programs.



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### **PROGRAM PHILOSOPHY:**

At Kinder Kollege Daycare & OSC, we believe that children develop uniquely across physical, social, emotional, and intellectual domains. We prioritize providing opportunities for children to progress and learn at their own pace while nurturing their interests. Our philosophy emphasizes a learning-through-play environment that stimulates imagination and creativity. We aim to guide children in developing cooperation, sharing, fairness, and consideration for others, all while ensuring their safety and well-being.

We actively involve ourselves with the children during play, engaging them with questions, suggestions, and providing necessary information and materials. We encourage parental involvement and value their suggestions and ideas, considering them integral to our program.

### **CODE OF ETHICS:**

- Promoting the health and well-being of all children.
- Enabling children to participate fully in carefully planned environments that support their individual needs.
- Demonstrating care for all children in every aspect of our practice.
- Working in partnership with parents and colleagues to support children and their families.
- Enhancing human dignity through trusting, caring, and cooperative relationships.
- Pursuing ongoing professional development and maintaining integrity in all professional relationships.

### **MULTICULTURAL DIVERSITY:**

We acknowledge and respect the primary role of families in child-rearing and their right to transmit their values, beliefs, and cultural heritage to their children.

### **OPERATING HOURS:**

The center operates from 7:00 am to 6:00 pm. Late pickups will incur a fee of \$25 for every 15 minutes beyond the designated time.



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### **FEES:**

The parent portion of fees, at full subsidy, is due on the first day of each month. The daycare fee, including transportation, hot lunch, and snacks, is to be paid by the 1st week of every month. Parents are required to submit a written four-week notice before withdrawing their child from the center.

We appreciate your trust in Kinder Kollege Daycare & OSC and look forward to partnering with you in the care and education of your child.

### **FEE RETURN POLICY:**

Kinder Kollege Daycare & OSC operates as a full-time facility. Should you choose to withdraw your child from the facility mid-month, full fees for that month will be applied.

### **PARENTS' RESPONSIBILITY:**

We value clear communication and collaboration between parents and our center to ensure the well-being of each child in our care. Please adhere to the following guidelines:

1. **Punctuality:** To optimize your child's participation in our program, please ensure they arrive at the center by 10:00 am.
2. **Late Pick-Up:** If you anticipate being late for pick-up, kindly inform the center to prepare the child accordingly. Only individuals listed on the registration form will be permitted to pick up the child. If an exception is necessary, a release form and photo identification are required, along with prior notification to the center.
3. **Absences:** It is crucial to inform the center of your child's absence to ensure proper staff ratio compliance and appropriate staffing adjustments.
4. **Arrival Procedure:** Accompany your child into the center, assist with their transition, and ensure they are appropriately settled before leaving.
5. **Communication:** Please provide relevant information to staff regarding your child's well-being, such as sleep quality, health status, and dietary preferences.
6. **Attendance Sheets:** Sign in/out your child daily attendance is available through Lillio App (Formerly Himama)



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### **HOLIDAYS AND CLOSURES:**

The center will be closed on the following holidays:

- New Year's Day
- Labor Day
- Family Day
- Civic Holiday
- Good Friday
- Thanksgiving Monday
- Easter Monday
- Remembrance Day
- Victoria Day
- Canada Day

Additionally, the center will be closed for the week of December 24th to January 2nd.

### **ARRIVAL AND DEPARTURE:**

Arrival and departure times mark significant transitions for children and require delicate handling. It's not uncommon for your child to exhibit signs of reluctance, such as clinging or crying, during these moments. Please understand that tears or clinging should not be interpreted as personal rejection or a dislike for the center. Such reactions are typical for young children adjusting to new environments. We are committed to working together with you to ease these challenging transitions for both you and your child. By maintaining open communication and consistent routines, we can create a supportive environment that fosters your child's sense of security and well-being. Arrival and departure times are critical transitional moments for children and should be handled with care. Please follow these guidelines:

- Bring your child directly to their classroom, ensuring their teacher is aware of their arrival.
- Avoid leaving children unaccompanied in designated areas.
- Inform staff in writing of any special instructions or information for the day.
- Say goodbye to your child before leaving, allowing for a smooth transition.
- Maintain a quiet entrance to avoid disrupting ongoing activities.
- Pick-up must occur within designated hours to avoid late fees.



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### **LATE PICKUP:**

Parents are encouraged to pick up their children before the center's closing time. Late pickups will incur a fee of \$25 for every 15 minutes beyond the designated time..

In the event of significant delays without prior notification, the center will attempt to contact parents. Emergency contacts will be called if necessary, and after one hour with no contact, appropriate authorities may be notified.

### **Health & Administration of Medication Guidelines:**

Ensuring the health and well-being of all children at Kinder Kollege Daycare & OSC is of utmost importance. Please adhere to the following guidelines regarding health and medication administration:

1. **Illness Policy:** If your child is unwell and unable to participate in regular daycare activities, they should not attend the center. Bringing a sick child to the center is unfair to both your child and other children. If your child exhibits symptoms of illness that we are unsure of, we will request a doctor's note confirming that your child is safe to attend daycare.
2. **Medication Administration:** If your child requires medication during their time at the center, parents must complete the medication administration record. Failure to do so may result in your child not receiving the necessary medication. Please inform the staff if your child requires medication to ensure proper administration. Consult your child's doctor for persistent health concerns such as rashes, high fevers, diarrhea, or eye and ear infections.
3. **Contagious Diseases:** Children with known contagious diseases, such as chickenpox or measles, are not permitted to attend the center. We follow the regulations outlined by the Alberta Health Services in such cases. Smoking is strictly prohibited on daycare property.



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### **Meals and Snacks:**

- Kinder Kollege Daycare & OSC follows a monthly menu rotational plan, providing two snacks (morning and afternoon) and a cooked hot lunch. Parents requiring extended care must provide an evening snack for their children. The menu is posted at the entrance of the Daycare.
- Snacks include at least two of the three food groups, and all three groups are covered at lunch. We will always try to accommodate any meal substitution but any necessary meal replacements due to cultural beliefs or allergies must be provided by parents if daycare is not able to substitute.

### **Clothing:**

- Children should be dressed appropriately for outdoor activities throughout the year. Clean, comfortable footwear is required while indoors.
- Please provide two extra sets of labeled clothing for your child, stored in their bag. Winter clothing, including snow pants, mittens, and hats, is essential as we engage in outdoor activities daily.

### **Nap Time:**

- Nap time occurs between 12:00 pm and 2:30 pm, during which each child has their own mat. While we encourage all children to sleep, quiet activities are provided for those who do not nap. Parents are required to provide a blanket for their child, which will be sent home for washing on Fridays.

### **Toys and Technology:**

- Please refrain from sending toys from home, as the daycare provides a variety of toys for children's entertainment.
- Use of movie videos, computer games, or television is limited to one day a week, with staff-approved content. Personal electronics such as iPads or cellphones are not permitted, and any emergencies requiring communication with parents will be facilitated through the daycare's landline or assigned cellphone.



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## **Field Trip Policy and Guidelines for Staff & Volunteers:**

**Policy:** It is the policy of Kinder Kollege Daycare & OSC that field trip forms must be signed by parents, and any additional information relevant to their children should be provided to staff when going for field trips. Staff and volunteers must adhere to recommended guidelines and checklists for field trips.

**Guidelines:** Field trips are integral to daycare programming as they provide opportunities for children to learn beyond the classroom and engage with their community. Here are the guidelines to be followed:

## **Field Trip Procedure at Kinder Kollege Daycare & OSC**

### **A. Planning for Field Trips:**

#### **1. Trip Selection and Planning:**

- Field trips are chosen based on their educational value and relevance to the curriculum. Ideas from parents and children are considered during the planning phase.
- Careful attention is given to age and developmental appropriateness of the chosen activities.
- Trip details including destination, activities, and itinerary are thoroughly planned and communicated to all stakeholders.

#### **2. Logistics Assessment:**

- Factors such as washroom and water availability, telephone access, and presence of security personnel are evaluated to ensure the safety and comfort of all participants.
- Potential hazards are identified, and risk mitigation strategies are implemented.

#### **3. Pre-Visit Preparation:**

- Staff conduct pre-visit preparations, including familiarizing themselves with the trip location, identifying rest areas, and ensuring wheelchair/stroller accessibility if required.

#### **4. Approval Process:**

- Field trip requests are submitted to management for approval, ensuring compliance with safety and educational standards.



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## Preparing for Field Trips:

### 1. **Staffing and Safety Protocols:**

- Additional staff are assigned to maintain appropriate staff-to-child ratios.
- Safety rules are reviewed with children, staff, and volunteers to ensure everyone understands and follows safety guidelines.

### 2. **Identification and Communication:**

- Children are provided with identifiable items such as matching clothes and wristbands containing daycare contact information.
- Appropriate forms including parental permission forms and attendance lists are prepared and carried during the trip.
- Attendance is taken before departure, and emergency contacts are readily accessible.

### 3. **Essentials and Emergency Preparedness:**

- Necessary items such as water bottles, lunch, sunscreen, hats, and first aid kits are packed.
- Staff/volunteers with valid first aid certification and emergency medications are assigned.
- Designated meeting places and safety rules are reviewed with children and staff.

### 4. **Lost Child Procedure:**

- In the event of a lost child, a brief search is conducted, and help is sought from nearby personnel or security officers.
- A description of the child and their clothing is provided, along with a group picture and portable record.
- Authorities, parents, and daycare management are contacted promptly.

### 5. **Safety During the Trip:**

- Children are reminded to stay together and follow safety guidelines.
- Regular attendance checks are conducted, and communication with the center is maintained.
- Children are instructed to seek help from safe adults if separated from the group.

At Kinder Kollege Daycare & OSC, meticulous planning and thorough preparation ensure the safety, educational value, and enjoyment of every field trip experience for our children.





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### **Cold Weather Policy:**

In consideration of extreme weather conditions, Kinder Kollege Daycare & OSC maintains a proactive approach to ensuring the safety and well-being of all children under our care. As part of our cold weather policy:

#### **1. Closure Correspondence:**

- If local schools are closed due to severe weather, our daycare facilities will also be closed. We understand the importance of timely communication and will promptly notify all parents of such closures.

#### **2. Outdoor Play Restrictions:**

- Outdoor play sessions will be suspended when temperatures fall below -10 degrees Celsius or rise above 25 degrees Celsius. This precautionary measure is implemented to safeguard children from potentially harmful weather conditions.

### **Outdoor Play Policy:**

At Kinder Kollege Daycare & OSC, we recognize the significance of outdoor play in fostering holistic development and a healthy lifestyle for children. Our outdoor play policy encompasses the following principles:

#### **1. Safe and Stimulating Environment:**

- Daily scheduled outdoor play activities are designed to provide children with a safe, stimulating, and developmentally appropriate environment. We prioritize the creation of spaces that encourage exploration, creativity, and physical activity.

#### **2. Diverse Play Opportunities:**

- Outdoor play sessions feature a variety of play opportunities aimed at enhancing gross motor and fine motor skills. Our outdoor play areas are equipped with different centers to cater to diverse interests and developmental needs.

#### **3. Supervision and Engagement:**

- Qualified staff members closely supervise outdoor play sessions to ensure the safety and engagement of all children. Staff actively participate in



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facilitating play and fostering positive social interactions among the children.

#### 4. **Health and Safety Measures:**

- We adhere to strict health and safety protocols during outdoor play, including regular equipment inspections, sun protection measures, and hydration reminders. Children are encouraged to engage in outdoor activities while maintaining proper clothing and sun protection.

### **Transportation Policy:**

To ensure the safety and appropriate supervision of children enrolled in Kinder Kollege Daycare & OSC has established the following protocols and procedures for transportation:

### **Procedures:**

#### 1. **Written Authorization:**

- The daycare operates under regulated standards, requiring written authorization from parents or guardians for the transportation of children. Parents are requested to provide this authorization document to the daycare.

#### 2. **Meeting Protocols:**

- At the end of the day, children are to meet at the designated Bus stop according to the transportation agreement. If parents drop off their child/children at school in the morning, they must inform the daycare/OSC program whether their child/children require pickup after school.

#### 3. **Incident Response:**

- In the event of a child missing or failing to show up: a) Staff will contact the daycare to ascertain if the parent has made contact. b) School offices may assist by informing staff or paging the child. c) Parents and/or emergency contacts will be informed by staff. d) After waiting for 15 minutes, if contacts remain unavailable, the police will be notified.
- If buses are late or do not arrive the daycare will contact the bus driver within 10 minutes
- In emergencies or if staff are late picking up children the daycare will contact the school, and children will be asked to wait in the office. Children will never be allowed to walk to the daycare unsupervised.



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#### 4. **Parent Responsibilities:**

- Parents must provide the daycare with school information and particulars, including enrollment in after-school activities/events. It is the responsibility of parents to arrange transportation or make alternative arrangements.

#### 5. **Late Arrival Responsibilities:**

- If children arrive late and miss the bus, it is the parent's responsibility to transport them to school.

#### **Morning Procedure:**

- Children are dropped off at the program on time.
- Staff assist children in preparing to leave for school.
- Attendance of the children is taken.
- Children are signed out.
- Ratios are ensured to comply, and portable information of children leaving the program is with staff.
- A primary staff member walks the children to the designated area until they board the bus.
- A list of children taking the bus is prepared by staff for reference in the afternoon.

#### **Afternoon Procedure:**

- Staff review the communication book for necessary information.
- Attendance of children being picked up is brought along with portable information.
- A primary staff member meets the children at the designated school bus area.
- Attendance is taken and compared with the list of pick-up children.
- Children are walked to the daycare.
- Upon entering the program, children are counted and signed in.

#### **Monitoring and Licensing Inspection Report:**

At Kinder Kollege Daycare & OSC, transparency and accountability are paramount. Here are the key procedures and policies related to monitoring, incident reporting, parent involvement, disciplinary actions, complaint resolution, volunteer involvement, and general communication



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### **Children's Records:**

- All records pertaining to a child, including enrollment information, medical records, accident reports, and progress reports, are kept confidential. Parents have the right to view their child's records by contacting the Director in advance.

### **Procedure: Incident/Accident Reporting**

#### **1. Documentation and Storage:**

- All incident and accident reports are diligently documented and stored in child's file.

#### **2. Parent Notification:**

- Parents are promptly informed of any incidents or accidents as they occur.
- In the event of an emergency resulting from an accident, parents will be contacted immediately.

#### **3. Attempts to Contact Parents:**

- If the staff, including the director or primary caregiver, are unable to reach parents directly, the emergency contact person listed on portable information records will be contacted via phone.

#### **4. Emergency Response:**

- If contact with parents or emergency contacts cannot be established, and if warranted by the severity of the situation, children will be transported to the designated medical facility, such as the Medi Centre or Hospital, as indicated on the child's registration form.
- The decision regarding transportation will be based on the extent of injuries sustained by the child in the accident.

#### **5. Documentation and Follow-Up:**

- All incidents and accidents, regardless of severity, are documented as they occur.
- At the end of the day, parents will be met with to discuss any issues related to incidents or accidents.
- It's important to note that all daycare staff meet First Aid requirements to ensure appropriate response and care in case of incidents or accidents.



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## Policy: Communication and Parental Involvement

### Open Door Policy:

1. **Accessibility:** All inquiries, questions, and concerns from parents regarding the daycare are addressed promptly.
2. **Open Door Approach:** The daycare operates on an open door policy, allowing parents to communicate through various channels including phone calls, walk-ins, and through Lillio App
3. **Contact Information:** Parents can reach us at 780-472-9210 for any inquiries or concerns they may have.

### Parent Involvement:

1. **Significance of Parents:** Recognizing parents as integral figures in a child's life, we aim to foster mutual respect between parents and center staff.
2. **Openness:** Our doors are always open to parents, encouraging their active involvement in their child's daycare experience.
3. **Communication and Events:** Daily Activity report and any special events are communicated to parents through Lillio App. Parents are encouraged to participate in center-sponsored events throughout the year.
4. **Feedback and Volunteers:** We value suggestions and input from parents, and volunteers are always welcomed and appreciated.

### Parent-Teacher Communication:

1. **Importance:** Effective communication between parents, children, and teachers is vital for a positive working relationship.
2. **Daily Communication:** We encourage daily communication between parents and teachers regarding the child's progress and well-being.
3. **Information Sharing:** Parents receive information about their child's progress, and teachers communicate through daily activity sharing via Lillio App.
4. **Encouragement:** Parents are encouraged to visit classrooms and speak with teachers regularly.



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#### Parent Conduct:

1. **Expected Behavior:** Parents are expected to conduct themselves courteously and respectfully at all times.
2. **Role Modeling:** The relationship between parents and teachers sets an example for children, emphasizing healthy adult interactions.
3. **Communication Channels:** While issues with teachers should be addressed privately and respectfully, parents are encouraged to communicate concerns or complaints directly to the caregiver or Director.
4. **Disciplinary Actions:** Serious violations, including but not limited to inappropriate language, violence, or disrespect, may lead to immediate disciplinary action, including termination of enrollment.

#### Disciplinary Action:

1. **Violation Reporting:** Any violation of center policy is reported to the Director.
2. **Warning Procedures:** Minor violations may result in a verbal warning from the Director, with written documentation kept on file. Repeat offenses or serious violations may lead to written warnings and corrective actions.
3. **Termination:** In severe cases, the Director reserves the right to ask a family to leave the center, with the timing of departure determined at the discretion of the Directors.
4. **Complaint Procedure:** Parents who disagree with disciplinary actions may submit a written complaint to the Director for review and resolution.

#### Complaint Resolution and Grievance Policy:

1. **Attempted Resolution:**
  - Parents encountering problems or misunderstandings should first attempt to resolve the issue through discussions with the involved teacher and the director.
  - If resolution is not achieved through informal means, parents may proceed with a formal complaint process.



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## 2. **Formal Complaint Process:**

- In cases where resolution cannot be reached through discussions, parents may submit a formal complaint to the Director via email at [Kinderkollegecentre@gmail.com](mailto:Kinderkollegecentre@gmail.com), with the subject line "Attention Director."
- The decision made by the Director following the formal complaint process will be considered binding and will conclude further discussion on the matter.
- Continued discussion of the issue after the Director's decision may result in disciplinary action against the parent for non-compliance.

## **Volunteers Policy:**

### 1. **Invitation for Parental Involvement:**

- Parents are encouraged to share their time and talents with the children whenever possible.
- Parents should consult with their child's teacher to determine the best time for involvement and may be suggested materials to bring along for activities.

### 2. **Responsibilities of Volunteers:**

- Volunteers are responsible for their own child only during their time at the daycare.
- All volunteers must adhere to the rules and regulations set forth for volunteers and primary staff.
- Each volunteer and staff member with unsupervised access to children must provide a criminal record check, including a vulnerable sector search, dated not earlier than 6 months prior to the commencement of their involvement and every 3 years thereafter.
- At least one staff member with first aid certification acceptable to the director is always on duty.

## **General Policy:**

### 1. **Parental Responsibilities:**

- It is the responsibility of parents to notify the Centre of any changes in address, phone numbers, employers, or emergency contacts.
- Staff members are available to discuss children's activities and progress at the Centre upon request.



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2. **Policy Notification:**

- Parents will be notified of any changes or revisions to daycare policies 2 weeks prior to their implementation.

3. **Access to Reports and Licensing Information:**

- Parents are welcome to view the daycare's most recent licensing report or inspection upon request by contacting the Director.
- For concerns regarding licensing, parents can contact Child Care Connect at 1-844-644-5165.

4. **Contact Information:**

- Parents are encouraged to contact Kinder Kollege Daycare & OSC at any time with questions or concerns, and all contact information is readily accessible and prominently displayed.


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