



**BUILDING BLOCKS  
CHILDCARE CENTRES**

LOVE | LAUGHTER | FRIENDSHIP | FAMILY

# Parent Handbook

Created: January 2012; Amended April 2013; April 2014, September 2014; March 2015; March 2016; September 2017

Building Blocks Day-Care Southview  
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Medicine Hat, AB  
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### **Welcome to Building Blocks Childcare Centres**

Building Blocks Childcare Centres is a family oriented early learning experience for children ages birth to 6 years old or before child enters grade 1. We pride ourselves on providing a safe, nurturing and accepting environment in which children are encouraged to develop social, emotional, physical, creative and intellectual skills through play and other structured activities. We are respectful of individual differences in all children and therefore strive to be flexible within a defined framework. We welcome all families equally.

### **Mission Statement**

Building Blocks Childcare Centres mission statement is "Educating Through Love, Laughter, Friendship and Family." We exude and amplify this throughout our daily activities and interactions.

### **Philosophy**

Building Blocks Childcare Centers encourages children to develop an "awareness of the world around me." This is the daycare's yearly theme and is tied together with the monthly themes and activities of the program. We believe that in order to provide a successful daycare program, children are recognized as unique individuals who have the right to develop creativity, intellectually, emotionally, socially and physically to his or her own potential. Building Blocks Childcare Centers encourages the development by providing a playful, nurturing and safe environment.

At Building Blocks Childcare Centers we offer structured, unstructured and routine activities. We recognize that play is the work of children and is a requirement to a child's well being. Play stimulates a child to learn and is vital for his or her growth and development.

Building Blocks Childcare Centers provides each child with individual experiences in the following:

- Learning to relate to and respect other children and adults (negotiating, problem solving and co-operating)
- Exploring curiosity and understanding their own world.
- Introducing and encouraging creative skills
- Developing a feeling for positive self-image and confidence.
- Stimulating intellectual development.
- Interacting with other children in group situations
- Learning the concept of self discipline
- Functioning independently
- Promoting fine and gross motor skills
- Developing listening and language skills in various structured and unstructured activities.
- Initiating selecting and organizing their own play in unstructured activities

### **Orientation Policy**

When a family becomes interested in enrolling their child/ren into Building Blocks Childcare Centres the following procedure is followed:

- Initial contact with the centre via telephone or in person.
- Questions will be answered during this phone call
- A tour will be scheduled for the specified location.
- During the tour, parents will be shown the facility, introduced to their child's potential classroom and teacher.
- In the classroom you will be shown the schedule, planning, snack schedule and newsletter that is posted.
- The teacher or touring staff will review what you will need to bring to daycare and other items on the parent orientation checklist along with a short intake survey.
- Registration packages will be handed out should you wish to register which has programming and contact information within.
- You will be asked if you would like to apply for subsidy, which we can help you with.

Fees will be discussed and when they are due should a start date be given.

### **Enrollment Policy**

Building Blocks Childcare Centers is designed for children ages birth - 6 years of age or before child enters grade 1. We require the following to be completed before your child enters the center:

Completed and signed registration package including all forms

\$25.00 (non-refundable) registration fee

A copy of the letter from the subsidy office if you qualify for funding from the government.

### **Licensing**

Building Blocks Childcare Centers operates in compliance with:

The Daycare Act (Alberta Child and Family Services)

Canada Food Guide

All applicable Building, Health and Fire Regulations

### **Operational Days**

We operate Monday thru Friday 7:30am to 5:30pm.

We operate year round, however we break the year up into the following:

September to June - Programmed and planned based on more learning time, with themes, letter, number, and color activities.

July- August - We base our programming on "Fun in the Sun" which is geared more towards being outside, and taking walks to local parks in our area. We still have a learning time programmed into the day, but it is not as academically intense as the Fall program.

Building Blocks Childcare Centers will be closed approximately one to two weeks for Christmas Break depending on where the holiday falls on the calendar.

### **Statutory Holidays**

We will also be closed for the following:

Family Day

Good Friday

Easter Monday

Victoria Day and the Friday before

Canada Day

Civic Holiday and the last Wednesday of the month for staff PD

Labor Day

Thanksgiving Day and the Friday before

Remembrance Day

Christmas Break (approximately 12 days)

We will also be partaking in a couple of workshops throughout the year as a group. Both centres will be closed for these however the times will be announced ahead of time.

### **Fees Payment Policy**

Building Blocks Childcare Centers only offers full time spots, which requires your child to be in care for a minimum of 100 hours per month.

Full Time spot - \$700.00 per month for children ages 19 months to 6 years old  
Full Time spot - \$854.00 per month for children ages 12 months to 18 months  
Full Time spot - \$1100.00 per month for children ages birth to 11 months.  
Sorry, there is no discount offered for more than one child enrolled.  
There is also a \$25.00 (non refundable) registration fee to be paid once a year.

**Parent fees are due on or before the last business day of every month. Invoices will be sent out approximately one and a half weeks before this day. If any fees are not paid by this date, another invoice will be issued to parents reflecting a late fee of \$40. This needs to be paid by the first Friday of every month. If fees are not paid by this time, another late fee will be applied to the total amount of fees owed. This needs to be paid by the following Wednesday. If fees are not paid by this time, the child will not be allowed in daycare until all of the fees, including the two late fees, are cleared up. Should parents have any questions or concerns in regards to fees, please feel free to speak to either Beth or Andrea.**

In most cases families will qualify for subsidy. In this case the parent is responsible for whatever portion the government is not going to cover. In most case the government will cover \$546.00 so the parent portion is either \$154.00 per month for children ages 19 months to 6 years, \$225.00 per month for children ages 12 months to 18 months or \$472.00 per month for children ages birth to 11 months.

Fees remain the same regardless of daycare closures, absences or illness.

**Drop Off Time:** The center opens at 7:30 and the fees you pay ensures your child has a space however we ask that you please have your child here no later than 10am. If you are going to be later than 10am please phone the school prior to so we know your child is coming. If we do not receive a phone call before 10am we may not have room for your child as we let staff go home early based on how many children are at school at 10am.

#### **Late pick up Fees**

At Building Blocks Childcare Centers we understand that sometimes situations arise that are out of our control which do not allow you to pick up your child on time. Please note however, that it is very important to your child and to us that children are picked up by 5:30pm. Your child may become anxious and upset thinking that someone forgot him/her. Also, it is government policy that we don't have children in care past 5:30 pm. Therefore, there will be a \$1.00/minute/child charge on every minute after the first 5 have passed after 5:30pm. This fee will be charged per child that is in care passed 5:35. I hope you can understand our situation and position in this matter and appreciate your cooperation very much. If you know a head of time that you will be a little late please let us know. These fees need to be cleared up the next time your child comes to daycare.

#### **NSF Fees**

There will be a \$40 charge that will be applied for any cheques, for whatever reason, that is charged back to us. All fees need to be cleared up immediately before your child returns to daycare.

**Wheelchair Accessible:** Southview: Building Blocks Childcare Centers is wheelchair accessible and has wheelchair accessible toilet facilities. When a child requires assistance with personal care, it will be done in a private and dignified manner. Where possible, we will adapt resources in our classrooms and will move furniture to create a positive safe environment, ensuring all areas are accessible for all children. At this time our Southlands location is not wheelchair accessible.

#### **Curriculum Offered**

Our program is based on the individual needs of the child, although the daily schedule is the same for every classroom. It is planned based on the individual needs of the kids and age groups in the room. Through play based activities we will focus on refining the skills they already have and develop and use newly

acquired skills through exploration and discovery. These activities keep children stimulated, busy and happy. Learning occurs through playing and hands on activities. Children learn to be independent by making their own choices throughout their play experiences. We will focus on positive interactions with their peers and their teachers. In our daily planning we will incorporate a variety of activities that will allow them to use gross motor, fine motor, and cognitive skills. We will also incorporate 3 language units, letter recognition, as well as a theme, color and number for every month.

What a typical Day will look like...Please note that this is an approximate schedule and estimate of times. Schedule will also vary depending on the age group.

7:30-8:30- Arrival of children/ free play activities set up throughout the class  
8:30-8:45- Our first circle and attendance  
8:45-9:35- Center time  
9:35-9:45- Clean up and sing transitional song  
9:45-10:00- Snack time and wash hands  
10:00-10:05 Clean up and sing transition song  
10:05-10:35- Art time or quiet activity  
10:35-10:45- Transition time- sings clean up song  
10:45-11:20 Outside time/gym time (gross motor activities)  
11:20-11:30 Prep for lunch and wash hands  
11:30-12:20- Lunch time- quiet reading and story when done lunch  
12:20-12:40- Our learning circle  
12:40-1:30- Center time  
1:30-1:40- Clean up time- sing transitional song  
1:40-2:15- Divide up class (Pre-K and other fine motor activities)  
2:15-2:40- Story time and wash for snack  
2:40-3:00- Snack time and wash hands  
3:00-3:30- Music time  
3:30-4:15- Gym or other gross motor activity  
4:15-5:15- Free play  
5:15-5:30- Clean up and get ready to go home.

**Center Time:** During this time your child, depending on their age, may have the option to choose the center he or she wishes to participate in. For our younger children, the teacher will give more guidance as to choices for play. The centers are different from classroom to classroom to accommodate the age of the child. Toys are changed once every month to allow for a nice variety. Our centers may include but are not limited to Lego, kitchen, play dough, open ended art, dramatic play with the use of prop boxes, quiet reading center, blocks, cars, puzzles, manipulative and quiet table top toys. There is a nice variety of quiet activities as well as more active ones. This allows children ample space to explore and implement their play plan.

**Arts and Crafts:** Every day during our center and art time your child is exposed to various art experiences, which reflect your child's creativity. These experiences include but are not limited to painting, play dough, coloring, open-ended art center, as well as our sensory table and some more teacher directed experiences.

**Music Time:** This is a really fun part of our program in which we incorporate the use of different instruments into our monthly songs and songs which reflect multiculturalism. We will learn some songs from our 3 language units as well. We will also play games and sing songs during our transition periods throughout the day.

**Story Time:** Research cannot stress enough the value of reading to children every day, which is why we do just that. Different props will be used such as flannel board and puppets to incorporate more child involvement.

**Gym Time:** We strongly believe in the importance and value of daily physical activity. This helps develop gross motor skills, which are vital in your child's ability to play sports, utilize playground equipment, etc. We will always have gym time everyday unless the gym cannot be used due to a special event or function. Gym time will consist of activities geared for your child's age group. We will be utilizing basic gym equipment, playing counting games (great pre math skills), learning new dance moves, and sometimes just playing tag.

**Outside Play:** We will be playing outside as much as possible when the weather is nice. Please be sure to pack a water bottle for your child to bring outside with them as we will be outside for long stretches some days from 3:30pm till pick up. Also be sure to pack a hat as well as we will be going outside every day, as long as it doesn't rain, no matter the temperature unless it is plus 35. Outside time will be limited during extreme temperatures (over plus 32) for children age 19 months to 2 years. Because we have access to the gymnasium every day, we will not be going outside during the winter months (October – April) unless all children have the appropriate winter gear. Then we will not go outside if the weather is colder than minus 15 which includes windchill.

**Fine Motor and Seat Work:** During this block of time your child will participate in activities geared towards working their fine motor muscles. This can be anything but not limited to scissoring, stacking, sorting, manipulating small objects, painting, coloring and printing. The following is done with your child based on age:

Our children under 3 will be doing activities which will all be adult guided and in the form of fun games for the children.

Our 3 year olds will participate in 5 worksheets per week that will be sent home with them in their backpacks. These worksheets will allow them to learn how to hold a pencil and give them the basic skills they will need to be able to learn to print.

Our 4 year olds will receive 5 worksheets per week and will be based on the letter of the week and number of the month. The other one will be a cutting exercise. All sheets will be placed in a duo tang and sent home daily. We ask that this book comes with your child everyday to school so we know where he or she is needing some extra practice on certain skills. This is really great practice for following directions and being able to sit and focus on seat work as this will be expected in Kindergarten.

Our children in the Kindergarten Enhancement Program will be doing worksheets more geared towards printing basic words and numbers. Children in this program are typically going into kindergarten the following fall, or are already in Kindergarten. This helps to grow upon what they are learning in Kindergarten and maintaining exposure to an academically structured day while not in school.

**Circle Time:** This is the time when we will sing our welcome song, learn about the shape, number, color and theme of the month, the letter of the week, weather as well as calendar time (days of the week; how many and what are they, month, date, year, yesterday, today and tomorrow). It is also at this time the children will be taught our new words in the foreign language unit we are working on.

With the letter of the week, we combine Animated Literacy and a visual phonics program, "See the Sound". This combination allows for all types of learners as we really don't know yet whether your child will be an auditory, visual or kinesthetic learner. This really helps with phonemic awareness and gives more cues for your child to correlate the sound of the letter with the shape of the letter.

For our color of the month we have a color board that we ask children to bring something from home that we can either staple or pin to the board. Please label the item with your child's name so we can return it faster.

**Show and Tell:** We have this once a month which varies from month to month so always check the newsletter so you know when these days are. We ask that the child bring something from home that reflects either the letter, color or shape of the month or their culture to share with their friends.

### **Special Events:**

Building Blocks Childcare Centres is pleased to be able to offer many special events such as:

**Field trips:** will be held approximately every other month. We will be visiting a variety of businesses in the community. All children must be three years of age or older to participate.

**Halloween:** These are celebrations where your child can dress in their costume, sing songs for their parents, and do some fun activities.

**Christmas:** These are celebrations when the children can enjoy doing some fun activities which include edible and non-edible crafts and snack. We also have a Christmas Concert in the evening.

**Valentine's Day:** These are celebrations where the children can bring valentines for their friends and sing songs, and do some fun activities with their parents.

**Class pictures:** At the end of September or beginning of October we will be having class photos. We will be having a photographer coming into the center. Blocks of time will be set aside for your child's class to go get their pictures taken. All the information on times for pictures will be put in the September newsletter so that you know when to have your child at school by.

**End of the Year Wrap Up:** This is held in June in the evening. This special event is only for children who are in Kindergarten and are aging out of the program. This is held in Southview upstairs. All parents, siblings and grandparents are encouraged to attend.

### **Arrival and Departures**

The daycare is not licensed to have children in care till 7:30am so the doors will not be open until then. We ask that you take your children's things to their cubby and then bring them to their classroom. Upon arriving in the classroom please make sure to sign your child in and help them with their name tag. This is always a good time to touch base with your child's teacher with anything they might need to know for the day. Please note that we will not accept any children after 11:00am unless your child attends Kindergarten or you have notified the centre that your child will be a little bit later.

At times children will have difficulty separating from their parents. This is very typical when a child experiences something new. Usually, if the parent stays for a few minutes it helps the child to settle and the child will soon feel comfortable. However, there are times when this may just prolong the good bye and make it harder for the child to settle. You know your child best and together we will work through this adjustment period to make things more comfortable for you and your child.

The door to the daycare will be locked during the day due to licensing regulations. If we are not outside when you come to pick up just ring the door bell and one of the staff will be up as quick as they can.

### **Lunch and Snacks**

At Building Blocks Childcare Centers we require that you pack a healthy lunch for your child daily including a cold pack (frozen yogurt tube, juice box or an actual cold pack). Any food that needs to be cut in can's opened, please do so as you pack your lunch. Our classrooms do not have knives or can openers. In some age groups, this takes away from the monitoring and supervision of the children. Please also send any utensils your child may require and label these things. You can leave them in their cubby for us to use daily if you wish. We do have access to a microwave so feel free to pack things that need to be heated. We do supply 2 snacks daily which consists of 2 food groups and follows the Canada Food Guide. There are some exceptions of snacks offered for party days and birthday snacks. Building Blocks Childcare Centers is a nut sensitive facility so it is very important that you do not send anything made with nut products. **Please have your child's lunch at the centre no later than 10:30 as some classes start eating at 11:00.**

**Birthday Snacks:** We encourage all parents to bring in a special birthday snack and beverage for your child's class when it is your child's birthday. Please speak to your child's teacher if you would like to bring a

special snack in for your child. Feel free to bring anything from cake to fruit or cheese and crackers. It definitely doesn't have to be cake we just ask that it is nut free.

### **Absences**

We ask that you please contact the facility at 403-504-7544 if your child is sick or absent for the day. Fees will remain the same for the month regardless of the amount of times your child is sick or absent from care. If you are subsidized it is important that your child is in care for a min. of 100 hours a month so as to avoid being charged the difference that subsidy will not pay. Please call subsidy at 1-877-644-9992 if your child has an extended absence in one month for your subsidy to not be effected.

### **Sickness and Injury Policy**

Building Blocks Childcare Centers takes precautions to provide a safe healthy environment for your child. Please help us keep your child home for at least 48 hours after the last symptom has occurred for the following:

He/she had a fever in the last 48 hours  
He/she had diarrhea or vomiting in the last 48 hours  
He/she has a cold with heavy nasal discharge or discharge that is colored  
He/she has an unexplained cough  
He/she is irritable and generally not his/her self  
He/she has symptoms of a communicable disease  
Has an unexplained rash  
Has colored discharge in the corner of their eye

If your child becomes sick while at our center we will contact you to come pick up your child. If you cannot be reached we will notify the emergency contact person. The child will be kept comfortable and closely monitored until your child is picked up. Please be sure to sign the illness/incident forms upon pick-up.

Please inform us if your child has been exposed to a contagious disease so that we can notify the other parents and be alert to the first sign of illness. If your child contracts a contagious disease please notify us and consult your doctor as to when your child can return to daycare.

Please note that it is Alberta Child and Family Service's policy that we require a doctor's note before your child can come back to school if you are called to come and pick up your child due to a rash or cough. This note needs to state that your child is not contagious and when your child can come back to daycare.

**Please note that we reserve the right to enforce a longer time period of exclusion over and above the doctor's recommendation if we feel your child still poses a health risk.**

Please note that Building Blocks Childcare Centers excludes children for lice and chicken pox. If your child is sent home with lice, the child will be excluded for 48 hours and must come to the office to be checked before returning to class. For chicken pox, a child may return to the center after there is no fluid present in any pox.

Pink eye: a child may not return to daycare for at least 48 hours and no eye discharge present.

Building Blocks Childcare Centres realizes that sometimes children will present with symptoms such as diarrhea and fever during teething and after immunizations however we still must treat these symptoms as being potentially contagious therefore your child will be still be excluded for a period of 48 hours.

If your child sustains an injury, first aid will be applied and then, in case of a minor injury, the parents will be notified at time of pick up and will need to sign our "incident report form".



If the injury is major, necessary first aid will be applied and then the parent will be notified of the injury and type of treatment required. The teacher will supervise the injured child until the parent can assume responsibility of the child.

### **Medications**

Building Blocks Childcare Centers does administer some medications for children. We will however only administer medications that are issued from a doctor and is in a bottle labeled from a pharmacy. The bottle must have the following information on the label: child's name, name of medication, dosage of medication and instructions to dispense medication. Please note: staff can only follow instructions on the label. They cannot administer medication over and above the instructions on the label. You are required to fill out a medication form when you drop your child off. This form must be completed before any medication will be administered. A teacher who has a first aid certificate will administer all medication and document when the medication was given and where it will be kept. No over the counter medications such as Tylenol, Benadryl will be administered without a pharmacy label indicating the above criteria.

### **Termination Policy**

Building Blocks Childcare Centers requires 30 days written notice at the beginning of the month if your child will no longer be using care. Unfortunately we are unable to adjust the monthly fee for any missed days. Your monthly fees ensure that your child has a reserved spot in daycare.

Building Blocks Childcare Centers has the right to immediately terminate services if a parent shows abusive behavior towards any staff. We also reserve the right to immediately terminate services for children who pose a safety risk to the other children and staff. No fees will be reimbursed in either case.

### **Releasing of Children**

Building Blocks Childcare Centers is not authorized to release your child to anyone that is not listed on the registration form. We have the right to ask for photo identification to confirm the identity of any person wanting to pick up a child. If someone other than the authorized people on the registration form are picking up we must have your permission in writing. In the case of an emergency or last minute change of who is picking up especially if they are not on the list, we require a phone call to let us know that this is permissible by you otherwise we will not be able to release your child.

### **Custody Agreements**

In the case that a custody agreement is in place the parent who has primary residency will be the parent that will fill out the registration form. This is the only parent that can make changes on the registration form as well. Please provide copies of court documents. Also note that Building Blocks does not have the legal right to withhold children from their parents without legal documentation.

### **Things to Bring to From Home**

The following items listed below are needed for every child coming to daycare as these are not supplied. Please ensure that everything you bring is clearly labeled as it makes it easier to ensure the right belongings are going home with the right kids.

A backpack

Change of clothes including socks and underwear

Diapers if your child is not potty trained (feel free to buy a bag and leave it in their cubby)

Wipes (feel free to buy extra and leave it in their cubby)

Hat, sunscreen and bug spray in the summer as we do not supply this

Lunch

Bottle of water

Toque, mittens, snow pants, boots in the winter

Inside shoes

Blanket and crib sheet for children under 3 years of age (These will be sent home every Friday or before if soiled so you can wash them. Please return these on Monday)

**Please Note:** The daycare does not provide diapers or pull ups for your child. When your child is running low on diapers or pull ups the teacher will give you a note or write it in your child's communication book. Please be sure that you bring some diapers or pull ups the following day. **It is the daycare's policy that we cannot accept children into care without having at least 6 diapers or pull ups to change them with for the day.**

#### **Confidentiality Policy**

All staff that are employed with Building Blocks Childcare Centers has signed our confidentiality policy.

In the confidentiality agreement the following is stated:

All documents pertaining to children will be kept in a secure place.

Anything that is discussed regarding any child will not be taken outside of the center

Posting pictures, or comments regarding children past or present on social networking sites is prohibited

#### **Emergency Procedures:**

Building Blocks Childcare Centers has a list of emergency phone numbers posted beside every phone:

Emergency medical services

Ambulance

Fire

Police

Poison control

Hospital

Child abuse hotline

Child protective services

Whenever the children are not in their classroom staff will have a backpack that contains portable records for every child, a first aid kit and a cell phone. They will also be carrying with them the sign in and sign out sheet so that attendance can be taken to ensure all children are accounted for.

#### **Fire Drills:**

We conduct practice drills so that the children know where to go in case there is an emergency. Please understand the nature of the fire drill is to get these children out of the school as fast as we can so we do not have time to put shoes or coats on. This is why we stress inside shoes (not slippers or dress up shoes) and being dressed appropriately for the weather because if it is a real fire and we need to evacuate the building we would be walking across the parking lot standing by the garage. If it were cold it would be a very cold walk if kids are not dressed for the weather.

In case of an evacuation the teachers are informed in orientation what calls to make first, and to ensure the safety of all children in the facility. It is very important that you inform us of any changes to phone numbers or emergency contacts.

Upon arrival at the centre each child and adult dropping child off is received and greeted by the staff. Staff will ensure that each child is signed in on the general attendance sheet either by the adult dropping the child off or the staff filling it out. The teacher will then ensure that the time the child is brought to the center is noted on the child's individual attendance sheet along with their signature. The general attendance sheet will be the one the teacher will take on all outings outside of the classroom including gym, playground and field trips.

#### **If there is a need to evacuate:**

1. Each childcare staff is responsible to collect the general attendance sheet
2. Immediately remove children and occupants in a calm and orderly manner.

3. The Program Supervisor, or acting program supervisor, is responsible to search all activity areas and bathrooms to be sure that all children have been evacuated.
4. The Administrative Director/Program Supervisor will call 9-1-1 to report the details of the emergency including location name and address:

**BUILDING BLOCKS CHILDCARE CENTRES #1 2366 SOUTHVIEW DRIVE S.E.**  
**BUILDING BLOCKS CHILDCARE CENTRES #2 6 SOMERSET WAY S.E.**

5. All teachers are sure to grab backpacks, turn lights off, and the attendance sheet for the day.
6. The Administrative Director/ Program Supervisor will grab the staff sign in and out sheet.
7. All staff and children will meet in front of the garage (southview) or the corner of Southlands Drive and Somerset Way(southlands center). Both of these locations have been approved by the Fire Department.
8. Parents will be notified if necessary.

#### **Behavior Management Policy:**

All employees of Building Blocks Childcare Centers and adults who work in the classroom daily will consistently adhere to the following:

We will provide all children with a safe and healthy environment  
 We will be consistent and firm, yet kind and loving in our guidance and interactions with all children  
 We will establish expectations and ensure each child knows and understands these expectations. We will also provide symbols and signs as reminders of these expectations  
 We will be flexible and considerate of the child's age and development level  
 We will provide enough interesting experiences for the children to encourage positive behaviour  
 We will endeavour to redirect possible negative behaviour before it happens  
 We will provide more attention to appropriate behaviour and less to inappropriate behaviour "Catch them being good"  
 We will remain calm and model appropriate positive interactions with others  
 We will use a combination of discipline methods: "1-2-3 Magic" (3 chances given prior to \*discipline) and "Love 'N Logic" (clear choices given prior to \*discipline) throughout the center (\*discipline used will be a "thinking time" where the child is separated from the activity for an age-appropriate period of time)  
 We will explain to the child about appropriate empathy for those he/she has wronged and to encourage the child to reconstruct any damage done  
 We will ensure that any necessary disciplinary action is both age-appropriate and reasonable in the circumstances  
 We will not display favoritism  
 We will not use guilt as a form of guidance  
 We will not withhold food, restrain or isolate a child  
 We will refrain from physical punishment, verbal abuse, social abuse, humiliation and any other action which could be detrimental to the self esteem of a child  
 We will allow children to express their feelings of anger but they will not be allowed to hurt themselves, others or property.

Children ages 12 months - 2 years will often just be redirected. We find this method very suitable to this age group. Offer the child another toy or start painting and usually crisis is averted!. Two year olds will be given the words though to tell their friend, "No Thank You" or "Stop" if someone is doing something that is upsetting them. Don't be surprised if that starts getting repeated at home!!

Children 3 - 6 will be asked to use or given the words to problem solve and talk about feelings. That will again avert the crisis. There are times however if a child hits another child, throws toys or starts to destroy property that child will be taken to another place in the classroom or even removed from the room if a support staff is available. After the child has calmed, we can then talk about feelings. If the issues still continue the teacher will call the parent and have the parent talk to the child. That usually seems to do the trick. If issues still continue then staff will call parents for the child to be picked up. Building Blocks will always act within the safety of the children and if a child is not safe to be at school due to aggression, running out of the classroom, or destroying property, the parent could be asked to search for another child care solution.

If a child seems to have repeated difficulties we will discuss it with the parent. Together we will come up with a solution. Please feel free to talk to the child's teacher, Administrative Director/Program Supervisor or the Director at any time should you have any further questions.

### **Communication**

We offer many forms of communication at the daycare. We have a software program that allows us to send emails such as reminders, newsletters, receipts. We have a monthly newsletter that is placed in your child's backpack at the beginning of every month, a parent board that is a great resource for up coming events both in the center as well as in the community, and a communication book. The communication book serves as a dual purpose. Each child will receive one upon coming to daycare. It should be kept in your child's backpack and brought to school daily. We use this to write little notes about your child's day, who they played with or what centers they had the most fun in. As well we will be writing in reminders of upcoming events or things that your child may need to bring to daycare (i.e. wipes, hat, etc.). Feel free to write comments or notes to the teachers regarding your child at anytime. Please initial the book this way we know that it was read.

We will hold parent teacher interviews twice a year. This is a time when parents and teachers can talk openly about any concerns you may have as well as your child's progress in the program. Please refer to the monthly newsletters in regards to days and times for your child's class.

### **Parent Volunteers:**

Building Blocks Childcare Centers provides the opportunity for parents to participate in the classroom as parent volunteers. This involvement allows you to see what your child does while at daycare. Children love to share his/her day at daycare with Mom or Dad. Please feel free to sign up on the day that you wish to volunteer on the snack schedule, which is posted on the door of your son or daughters classroom. Please take note that we are unable to accommodate younger siblings coming in with you to volunteer. Please note that it is our policy that children are with us for at least one month before you come in to volunteer because we want to give your child time to adjust. We find the adjustment period goes a lot faster if they are used to staying on their own. Thank you for your understanding and cooperation.

Duties of parent Volunteer could include:

- Greet children and help with good byes
- Sit with the children during circle time
- Assist with free play centers
- Assist with snack
- Assist with cleaning up

There are other ways to show interest in your child's daycare if coming into the classroom is not possible for you. These include:

- Discussing any problems or worries with us
- Reading the monthly newsletter and parent board
- Collecting the junk materials
- Teaching us greetings in the language that you speak at home
- Bringing things from your culture to school so your child can share it with her classmates.

If volunteering to go on a class field trip the following will be asked of you:

Provide supervision of the children. Volunteers will be paired up with a group of 2 or 3 children.  
Encourage children's participation, enthusiasm and good behavior by acting as an enthusiastic role model.  
Be cognizant of possible unsafe areas, equipment, and or material and direct children away from these hazards.

**Staff Qualifications:**

All staff employed with Building Blocks Childcare Centers hold a certificate or diploma in Early Childhood Education. We have also received various training in behavior management techniques and disorders (FASD, Autism, Aspergers, ADD) through workshops and professional development conferences. All staff also hold current criminal record checks, Child Welfare checks and valid First Aide and CPR.

**Program Planning:**

All classroom teachers are required to develop a program plan of activities which meets the individual and development needs of the children assigned to their care. To ensure teachers are incorporating and are aware of individual children's interest, an observation sheet must be performed on each child once per month. Themes for the various class/group areas may be incorporated into the staffs' activity plan.

**Children Evaluations and Referrals:**

If staff/parents feel that a child may need an assessment to evaluate any developmental areas, the staff member would notify the program supervisor/director. The program supervisor/director would then go observe the child and speak with the parents about possibly having someone from a school district come in and do a formal evaluation. The program supervisor/director will contact the specific school board to notify the community preschool teacher about concerns and the possibility of a formal assessment being completed. The community preschool teacher would come into the school, observe the child and recommend follow up evaluations. All children attending Building Blocks Childcare Centres will have a bi-annual development checklist done with the consent of the parents. These will include but may not be limited to the Ages and Stages Developmental Checklist. Only staff trained in these programs will be administering the assessments.

**Program Evaluations:**

Yearly surveys will be handed out to parents as well as staff. Ideas and information gathered within these surveys are used to make important changes to the program where needed. These surveys as well as all policies and procedures will be reviewed at our annual orientation staff meeting held at the end of August. This will give all staff the opportunity to provide ideas and input as to possible changes. Any changes that need to be made will be reviewed and put into effect by October to ensure follow through of said changes. Parents and staff are advised of possible changes or additions of policies through newsletters and memos at least one month in advance before new policies take effect.

**Visual Media Policies (VCR/DVD/TV USAGE):**

Children are able to watch a show (30 min in length) every Friday. These shows are always will be of age appropriate content. Children under the age of 3 will not be watching any TV.  
Pictures: Teachers like to take pictures of your children during various activities in and out of the classroom. All pictures taken of your child are for BBPS purposes only. No pictures of your child will be used for any other reason without prior consent from you.

**Parent Concerns:**

Should you have a concern, please feel free to speak to your child's teacher as she is the one who is with your child every day. The program supervisor or director are also available at any time to discuss any issues further. There are also grievance forms that are located in the main entrance by the community board. These can be filled in any time and dropped in the suggestion box or handed to a supervisor.

**Code of Ethics:**

The following is part of the code of ethics that the staff must adhere to:

**Obligation to Children**

Recognizing these responsibilities, as a facilitator and an educator of young children, in the stage of their greatest vulnerability, I, to the best of my intention and ability, shall devote myself to the following commitments and act to support them.

I shall encourage all children to develop socially, emotionally, physically, intellectually and cognitively to his/her capability.

I shall accord the respect due to each child as an individual and give first priority to each child's individual needs.

I shall recognize the unique potential to be fulfilled within each child.

I accept the right for children to ask questions about unknowns that exist, and accept the responsibility to encourage and provide different views and opinions free from bias.

I undertake to treat all children equally without regard to race, sex, creed, social economic status, identified needs or appearance.

I agree to maintain confidentiality of information obtained in the course of professional dealings with children, according to the centre's privacy policies.

I will, to the best of my ability, know and observe the laws pertaining to child welfare.

I will refrain from physical punishment, verbal abuse, social abuse and any other action which could be detrimental to the self-esteem of the child.

**Obligation to Client Families**

I undertake to respect the dignity and rights of each child in a way which will enhance his/her opportunity to function as a contributing member of society.

I undertake to share with parents my knowledge and understanding of their child's learning and developmental process and, where possible, support positive growth of children in the family setting.

I undertake to respect the confidential nature of information obtained about children and their families.

I understand that I am legally obligated to return all client and client family information to the center. This information includes, but is not limited to: child history forms, registration forms, Individual Program Plans, Speech and Language goals and reports, Occupational Therapy goals and reports, session notes, assessments and any other documentation that contains sensitive material.

We hope that you will enjoy your time with us and find that we are a holistic childcare center which offers support to both yourself and your child.