



Parents Handbook

Inglewood Child Learning Center

<https://inglewoodchildlearningcenter.com>

Welcome to Inglewood Child Learning Centre

Dear parents!

We aim to keep the lines of communication open. Our interaction with you is as important as our interactions with your child.

W.E.L.C.O.M.E! Everyone benefits from high quality, inclusive early learning services at Inglewood Child Learning Centre. Thank you for choosing our Program. This handbook has been developed to provide you with important information that you need to know about our center and our approach to child care services.

Please take time to read this Parent's Manual to ensure you understand the policies that are in place to help keep the center a happy and safe environment for everyone involved. Please feel free to call at any time during the day or to set an appointment with program director to discuss any question or suggestion you may have with regards to your child's care.

Our Philosophy

Our philosophy is based on children's respect. We believe that all children are different and unique. At Inglewood Child Learning Centre we strive to create an environment where we recognize the uniqueness of each child. Our center supports children's love of learning by providing a prepared environment where they are able to respond to their natural growth and learns under the guidance of trained educators. Centre provides a positive learning environment for your child that enhances his or her level of development and provides a happy place to learn and explore.

Through play children learn about themselves and the world around them. We offer free play time that will meet each child's individual needs. Our staff will adhere to this philosophy by providing quality care and creative programs.

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Our Goal

Inglewood Child Learning Centre aims to provide an opportunity for children to develop and grow during their formative years, from 12 months to six years. We are committed to providing a caring environment to support physical, social, emotional and cognitive development.

Our Mission

Our mission is to enhance the well-being of families through responsive, quality services. We achieve this by responding to the developmental needs of children. We provide a quality child care environment in which children, families and staff from all cultures are valued.

At Inglewood Child Learning Centre we aims to prepare children to excel as young leaders of tomorrow by combining an advanced early learning programs and first class child care services. Our Adequate personnel ensure each child reach a high level of learning, education and supervision.

Our Program

Inglewood Child Learning Center focuses on exposing young children to English to help them develop better communication skills and their appreciation for different ways of thinking so they can practice speaking calmly about what matters most to them throughout their life. In our center, children learn through practicing tasks rather than through listening and having to memorize. Our program is based on stability, variety, regularity and flexibility. The activities will include dramatic play, arts and crafts, fine and gross motor activities, circle time, field trips and indoor and outdoor free play.

Children's Activities

- Safe and fun activities are provided for all children based on their interests and developmental needs.
- Educators plan Full Day Learning curriculum for planning activities.
- Samples of children's daily art & craft are posted on each room's bulletin board.

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- Our staffs plans open-ended activities and experiences for the children, which allow them to have the opportunity to manipulate, create and learn new skills.
- The day care program encourages all aspects of child's development. We provide planned activities and experiences that promote reading and various learning concepts such as math /science.
- Rooms are well equipped and arranged in various learning centers. The children are free to move from area to other, choosing the activities in which they wish to participate.
- Each class has: a house and dress-up corner, a block, sand and water area, a story area, and a variety of age-appropriate toys and educational material.
- Learning based on actual experience and participation. We will expose the children to a variety of experiences and give them the freedom to expand and explore.
- Teaching children social and intellectual skills and helping them understanding and expressing their own emotions. Occasions will be allowed children make personal choices and individual contacts.
- Promoting good self-help skills will also allow the child to develop independence and self-esteem.
- The children play daily indoor and outdoor. Experiences such as a petting zoo and puppet shows are brought into the center, and children usually participate in a field trip.
- The program consists of a well-balanced daily schedule of structured and unstructured activities.
- We plan based on the interests of the children. A variety of multicultural activities will be offered.
- We plan activities that touch on all of the developmental areas, such as:
 - a. Fine motor(manipulative)
 - b. Gross motor
 - c. Dramatic play
 - d. Arts &craft
 - e. Sensory
 - f. Science/Math

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- g. Music and movement
- h. Language/ Reading books /Songs

Our Daily Schedule

- 7:00 Am – 8:00 Am Supervised Free play
- 8:00 Am – 8:30 Am Morning breakfast
- 8:30 Am – 9:00 Am Circle time
- 9:15 Am – 9:45 Am structural and planed activities, Art and craft
- 9:45 Am – 11:15 Am Gross motor activity, may go for walks, playground,
- 11:15 Am – 11:30 Am Prepare for lunchtime; set table, set out lunch
- 11:30 Am – 12:00 Am Eat lunch
- 12:00 Am – 12:15 Pm Prepare for rest period
- 12:15 Pm – 2:15 Pm Rest time
- 2:15 Pm – 2:45 Pm Wake up and wash up
- 3:00 Pm – 3:30 Pm Snack time
- 3:15 Pm – 4:15 Pm Free choice of center activities
- 4:15 Pm – 5:00 Pm Gross motor activity, playground
- 5:00 Pm – 6:00 Pm Supervised free play

Registration

To complete your child's registration process, you must provide the following items:

- Completed Registration form
- Completed emergency portable card form
- Completed Emergency Medical Treatment Consent form if applicable
- Completed Permission forms if applicable
- \$50.00 non-refundable registration fee
- Completed Child Care Subsidy forms if applicable
- Copy of Alberta health card

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Parents must bring

- A box of diapers and wipes clearly labeled with the child's name for children who use diapers.
- A complete change of clothing, including socks. Please put the extra set of clothes in a clear bag and write the name of your child on each item and on the bag.
- A blanket.
- If the child has one or any object of security, (i.e. teddy bears, or stuffed toy).
- A pair of shoes for exclusive indoor use.
- Training pants for children who are ready to be toilet trained.
- Appropriate clothing for outdoor play. Proper clothing so that children can go outside every day.
- Formula if your child uses it (formula must be pre made by the parent at home).
- Medication (if needed) please be aware of medication policy
- Sunscreen (summer)
- Hat (summer)
- Snow pants, coat, mitts toque (winter)
- Bottle or Sippy cup if needed
- Healthy lunch
- If your child has special dietary needs and cannot eat the foods that we provide please provide his snacks as well.

For Parents

Child Discipline Policy

There is no doubt that children need to grow in an environment that is secure, clean, nurturing and safe. Professionals in early Childhood education expect to be met with challenging behavior from time to time because children are just beginning to learn how to handle their own intense emotions.

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We believe it is important to set a realistic guidance policy for young children to ensure the safety of each child; the protection of his rights and those of other.

Our goal is to help children become self-disciplined as they learn appropriate and acceptable behavior. We will accomplish this by:

Guidance Strategies

- ✓ Adult's model positive behavior: As staff members we will show that we can accept, control and express feelings in direct and non-aggressive ways this will Show children how to act by example.
- ✓ Approaching children individually, establishing eye contact and using a clam controlled voice.
- ✓ Using positive reinforcement in words and actions, focusing on what to do rather than what not to do. Because it's better to congratulate a child for doing something well.
- ✓ Positive phrasing: Putting comments in a positive rather than a negative phrase: "soft touch" "hands are for hugging" rather than "don't hit.
- ✓ Using logical consequences: (ex if a child spills juice he will be expected to wipe it up.) Because Natural and Logical Consequences will allow the child to experience the result of his actions also experiencing the consequences of his actions can be learning experience for a child.
- ✓ Setting simple limits in a clear and consistent manner and at level of children understanding.
- ✓ According to each situation. guide children in dealing with anger, frustration, fear and other strong emotions,
- ✓ Encouraging children to speak about their feelings and Assist them to solve problems.
- ✓ Offering Choices: can be used to avoid uncontrollable misbehavior.
- ✓ Physical Affection: hugs and kisses! Do a lot to encourage the positive atmosphere between adult and child that naturally leads to good behavior on the child's part.
- ✓ Individual Attention: Recognizing a child's feelings before discussing behavioral limits.
- ✓ Encouraging and caring cooperative relationships.

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- ✓ Reminding children of limits, as they have short memories and are easily distracted.
- ✓ Giving a warning cue that will indicate a coming change in activities.
- ✓ Responsibility: Even at an early age, children can begin to learn responsibility. The children often seem to take pride in simple accomplishments.
- ✓ Redirection: distracts the child's attention from the undesired behavior to something else: "let's go in the reading corner to read a book!"
- ✓ Be Proactive: Anticipate children's actions before they happen. The caregivers can strategically place themselves to intervene before an undesirable behavior occurs.
- ✓ Children's interaction with one another is also carefully watched so that they learn to respect one another. The children are encouraged to make amends through thoughtful apologies.

Occasionally a staff member may need to intervene and assist or remove a child from a situation he is unable to handle. A staff will sit with the child, reminding him for acceptable behavior. Give a child a time when he may calm down and offer him a variety of activities idea that he can choose.

We need to remember that each child is a unique individual. No one strategy will be effective in every situation. Some "problem" behaviors may be normal within certain age groups, and we will be flexible to each child's needs. Our discipline policy was designed to create a safe, nurturing environment.

Children whose behavior endangers others will be closely supervised; the child will then process the problem verbally with the staff member and any other concerned parties.

An adult will stay close to any child who is emotionally out of control and needs private time to regain composure.

Form of punishment are not permitted

We will always be positive, productive and immediate when behavior is inappropriate. No child will be humiliated, shamed, neglected, isolated, frightened, deprived of food or other basic needs

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or subjected to physical punishment or verbal or physical abuse by any staff member.

We will make sure that every member of the professional staff understands and follows our disciplinary approach as well as the standards on guidance and management in Alberta Licensing Regulations. We work intensively with staff so they also understand and employ this guidance approach.

We will include a copy of this policy discipline in staff hand book and discuss it in details with staff in the first day of orientation. This discipline policy will be communicated to parents at the time of registration.

Supervision Policy and Practices

Supervision is one of the key requirements in the prevention of accidents / injuries throughout the center.

- ✓ Primary staff must be familiar with the children in their care to ensure safety and meet the needs of the children enrolled in the program.
- ✓ License holder / director is conducting orientation for new staff to ensure that staff must observe children's play and behavior both indoors and outdoors and be familiar with indoor and outdoor physical environments.
- ✓ All children attending the center are supervised at all times.
- ✓ Staff will also have opportunities to attend professional development training on varied topics such as programming, child guidance, and effective supervision of children plays both indoors and outdoors throughout the year.
- ✓ Staff in our program will receive periodic evaluations and a face to face feedback about work performances and expectations to ensure understanding about child supervision.
- ✓ All staff in our program will hold a minimum childcare certification of Level 1.
- ✓ Program administrator will ensure that all staff actively engages in developmental and age appropriate program planning in their classrooms.
- ✓ Staffs are expected to have program planning posted to demonstrate that activities are planned for children to engage in interested play activities to minimize unwanted

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behaviors. Indoor and Outdoor program planning is also required.

- ✓ Staff to child ratios is respected at all time.
- ✓ Providing an aesthetic, adequately size, organized, play space which will allow children to play in a relaxed manner and avoid conflicts which may arise from crowded play areas.
- ✓ Children must be in direct sight or sound of the center's personnel at all times.
- ✓ The staff must position themselves in the optimum spots (areas where they can supervise the most / all children)
- ✓ Staffs situate themselves equally around the play space either indoors or outside carefully avoiding congregating or grouping together due to increased supervision needs during active play.
- ✓ A minimum of two (2) centers personnel will be on the center's premises at all times that the center is operational.
- ✓ At least one staff holding first aid /RCP is present all time.
- ✓ At no time are children permitted to exit the center unaccompanied.
- ✓ Centre personnel are required to ensure children only leave the center with a nominated person authorized by the child's parents /guardians.
- ✓ Ensure that all children must be signed in/out upon arrival or departure on a daily basis.
- ✓ Staff members must always know the number of children and which children they are responsible for.
- ✓ Staffs should be actively engaged with children and facilitate interactions at the child's level as appropriate.
- ✓ When supervising the children, primary staff must use developmentally appropriate child guidance and positive reinforcement.
- ✓ Do regular head counts of children in your care, especially when entering / leaving the playground, during transitions.
- ✓ Provide adequate supervision when using a variety of age appropriate equipment (bikes, slides, etc.).
- ✓ Before going outside, staffs needs to perform a visual scan of the area to make sure that the gates are closed and the area is secure and safe.
- ✓ Staffs need to carry portable records of all the children and first aid kit at all times.

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- ✓ The supervision policy is posted in the rooms and on the parent information board. It is also discussed with each individual family during the orientation process at the beginning of enrolment.
- ✓ The safety of our children is imperative and demonstrated in the due diligence of our supervision by our staff members.
- ✓ The parent(s) is asked to notify the center if the child will be absent.
- ✓ If the parent(s) fails to notify the center, the primary staffs contacts the parent(s).
- ✓ In mixed age groups to ensure adequate supervision during outdoor play activities. Program staff is required to guide and model to children on how to safely interact with both indoors and outdoors toys to prevent hurting self or other children.

For Preschool and Kindergarten Children who goes to school

- ✓ Staff will have a list of the children being transported to and from school.
- ✓ The children are counted before they get on the bus, once on the bus.
- ✓ When the children arrive at the school they are escorted to their classroom(s) by staff.
- ✓ A primary staff may walk to the school to pick up the children.
- ✓ The parent(s) is asked to notify the center if child will be absent.
- ✓ If the parent(s) fails to notify the center, the primary staff will locate the school or office to find out if the child attended school.
- ✓ If the child was absent from school and we were not notified, we will call the parent and confirm.
- ✓ If we cannot locate the child, the police will be notified and the parent(s) will be notified.
- ✓ The staffs count the number of children when they return to the center.

All staff in our program will be made aware of the above guidelines and required to acknowledge content by signing.

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Communication

To prepare for your child's first day, we encourage you to visit the center, our program director helps you take a tour of the center, introduce you to present staff and inform you about center's policy and procedures. We can also discuss your child's development and individual needs in order to prepare a plan to create a smooth transition for your child into the daycare.

The center provides the following opportunities to parents

- ✓ Parents are invited to visit the center at any time. Families are encouraged to participate in special events that are offered throughout the year.
- ✓ Suggestions and feedback are welcome at anytime.
- ✓ Open Communication – Staff are committed to providing an environment which fosters children's growth and learning and responds to the needs of parents. If a parent feels their child's needs are not being met, they are encouraged to speak directly to the program director.
- ✓ Email – Sometimes a question or comment comes to mind after hours and sending us a quick email at childcentre124@gmail.com this will ensure that any question or comment reaches us

We value the contributions of all families. You will be working in partnership with your child care provider, it's important to talk regularly with your child, as well as staff who care for your child. When you pick up or drop off your child, take a few minutes to talk with the staff. Ask about the day and make sure you share information with your child care provider that may be important to your child's care.

We ask that parents pass on any information at the beginning of each day that will be relevant to their child's care (i.e. inform the daycare staff if the child had difficulty sleeping the night before). Likewise, we will communicate with parents/guardians any positives or areas of concern that the children may have faced during the day. Parent should talk with his child about what he/she did during the day and participate in activities whenever you can. Please stay actively involved.

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For more information to find the Parent Link Centre nearest to you, contact your local child and family services authority or check the online directory at www.parentlinkalberta.ca

Newsletter

Seasonal newsletters will be created to detail what's happening at Inglewood Child Learning Centre. Parents will receive an electronic copy; on the same time, a copy will be posted on parent's bulletin board.

Parent's bulletin board

We have set up a bulletin board at the Main Entrance of Centre. We post information and resources that interest parents and children. Upcoming events, activities or other relevant information, Recent License Inspection Reports are posted as well for parents view.

Open Door Policy

Inglewood Child Learning Center practices an open door policy with parents. We welcome parents to call or drop-in to the daycare at any time during the day to visit their child and see how the program is running. We encourage parents to stay for a short time at the beginning of the day to settle their child. If they wish to spend longer time at center we ask that they make arrangements with the staff ahead of time.

Confidentiality

Inglewood Child Learning Centre ensures that all documentation in your child's file is kept confidential. Staff of ICLC will only release information (written and verbal) to parents/guardians unless there is an agreement allowing ICLC staff to share information with other professionals involved in your child's care.

Any information of a sensitive or more serious nature will be considered confidential and discussed only in person with the parents/guardians.

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Location & Parking

We ask that you use the main entrance on 124 Street; for children security the door is locked there is a door bell on the right side of the entrance.

We have five labeled parking stalls reserved in the back parking lot (behind the building) which parents can use for pick up and drop off. You can also park on the street along 114 Avenue, or 124 Street.

Please make sure not to park where parking is not permitted.

Hours of Operations

Our operating hours will be 7:00Am to 6:00Pm, Monday through Friday with observance of all major legal holidays.

Statutory Holidays

- ✓ New Year's Day –January
- ✓ Family Day-February
- ✓ Easter Monday
- ✓ Good Friday
- ✓ Victoria Day-May
- ✓ Canada Day-July
- ✓ Heritage day –August
- ✓ Labor Day-September
- ✓ Thanksgiving Day-October
- ✓ Remembrance Day-November
- ✓ The center also closed from December 24 until January 2 for the Christmas break.

Rest Times

All children in the daycare program are encouraged to have a rest time; however, we do not force

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children to sleep. If a child is unable to rest, the daycare staff will provide the child with a quiet activity such as looking at books, drawing, puzzle...

We provide mats/cots and fitted sheets for each child which will be cleaned every Friday, more often if required. The small blanket that you provide for your child will be sent home once a week for washing.

Clothing

Your child must be fully and appropriately dressed for the season upon arrival at the daycare. Please make sure to have your child's hair neatly trimmed and out of the eye, as well as their nails clipped weekly. For safety reasons, necklaces, bracelets and toe or finger rings for girls and boys is not allowed.

Every child has a hook and cubby for their clothing and belonging. Please ensure your child's outdoor shoes, jacket, backpack are clearly labeled with their name to avoid disappearance and confusion.

Please be aware that we frequently enjoy messy play activities, however all paints and markers used at the center are washable.

The daycare accepts no responsibility for loss of clothing or any other articles.

Food

Snacks

Morning and afternoon snack is provided at the center. The menus are posted in parent's bulletin board and they follow the requirements of the Canada food guide. If there is a menu item that you know your child would not like or that you would prefer them not to eat you are welcome to bring your child own snack, we just ask that the food you bring also follow Canada food guide.

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Lunch

Children will bring their own lunch. We encourage parents to send in healthy light meal and try to cut back on sugar based juices and other junk food. Please do not provide open drinks as they spill easily. Make sure to send nutritious lunch. Please follow Canada food guide.

Throughout the day water is available for the children as they need it.

At all times during eating, children are required to be seated at the table and not engage in play activity, this is to ensure safety and to promote appropriate eating habits. Under no circumstances will young children be allowed to walk around or play with bottles/Sippy cups in their mouths. If your child requires a bottle at nap time it will be given to him or her at the table. **Under no circumstances will children be allowed to go to sleep with bottles.** This is also to ensure safety and to prevent dental problems.

At all meal times staff sit with children and model positive appropriate social interaction and promote healthy eating habits. It is the parent's responsibility to notify staff in regard to any dietary or cultural considerations for their individual children so staff can ensure that nutritional requirements are fully met.

Free nut Zone

We have children with severe peanut allergies. Because of this extreme danger, we want you to be peanut-aware. You should not bring anything made with peanut products to the center.

Good Morning and Good byes

Please be aware that our staffs **sign your child 'IN' and 'OUT' every day**, with child's name and the time – this is a legal requirement by Alberta child care licensing.

On arrival at the center, please allow yourself enough time to help your child undress, put on indoor shoes, and place him in his classroom. We require that all children be in the program **no later than 9:00 Am**. This allows the child to get the most benefit from the daily program by

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participating in the majority of activities. Exceptions to this policy will be made only when necessary, due to appointments etc. Please call to advise the center when a late arrival is necessary.

Outdoor Play

Outdoor play times are scheduled as part of each group's daily program. It is very important for the children development to be exposed to fresh air and sunshine. The children will enjoy our lovely, secure play yard twice a day as long as the weather allows. Parents are required to ensure that their child is properly dressed for the weather. Children are allowed to play in puddles and dig in the sand and the mud. Neighborhood walks also is encouraged.

Field Trips

At Inglewood Child Learning Centre Field trips are carefully supervised part of our program, and are planned to respond to children's interest. You will be notified a head of time before each field trip. Parent Consent form will be provided to give permission to your child to participate.

Toys

At Inglewood Child Learning Centre we provide approved educational toys for early learning. Your child may bring a special stuffed animal that may help him rest at naptime. We request children not bring other personal toys from home to the daycare to ensure that they do not get lost or taken home by another child. Please leave all sentimentally important toys and belongings at home except on special sharing days.

Photography

Photos and videos are sometimes taken for educational purposes. This will be communicated to parents. Names of the children are never used with their photos.

If you do not wish your child's picture to be used for publications about the child care center or for educational purposes, please notify the office staff at the time of registration. We will then

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ensure that your child's picture is not taken.

A permission slip will be handed out.

Child assessment & Portfolio

As part of our ongoing commitment to help children develop to their full potentials, we conduct developmental screening, at no cost to parents.

The ICLC Developmental Screen form is a tool designed to record the developmental progress of children in the following areas: learning, communication, gross motor, cognitive, social, emotional, and self-help. Parents are asked for a written consent for the staff to use developmental form on their children. Result will be shared with the parents in scheduled Sessions.

Transportation to/from School

Parents need to give parental Authorization for a child to be transported to and from School to the Centre (if applicable).

Attendance

It is recommended that children attend the daycare no longer than 10 hours per day. We ask that if your child will be absent for the day that you call and notify us

Please note: if you are later than 1 hour past closing time to pick up your child and the staff have not been notified (and the emergency contact is unavailable) children and Family Services will be called. Also you will be charge a dollar per minute past 6:00 pm.

Termination

If parents wish to terminate their child care in our center Please provide us with one month written notice.

Please note that payment will be charge if sufficient notice is not received. Also it is

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recommended that you give us notice vacation

Inglewood Child Learning Centre has the right to terminate care of the child registered in our program for the following reasons:

- ✓ If the child has been absent from the program for one month without the parent giving notice.
- ✓ The child is continuously attacks his friends and physically harming them.
- ✓ If the child's account is overdue and no arrangements has been made.
- ✓ Parents are abusive to staff.

In the case that the program discharges a child, the one month notice may be waived and remaining funds will be refunded.

Fees

Program Fee

- ✓ Monthly fees are due on the 1st to the 10th; a late fee will be charge of \$20, all fees not covered by subsidy is the responsibility of the parent.
- ✓ Parents are responsible for renewing subsidy application.
- ✓ Fees must be paid by cheque made payable to Inglewood Child Learning Centre, E transfer or cash,
- ✓ Parents will receive an annual receipt.
- ✓ Please note that Fees are subject to change.
- ✓ Monthly fees are set according to the calendar month regardless of illness, statutory holidays or vacation.
- ✓ To retain a child care space during a prolonged absence, parents may be required to pay current fee. All programs run for the full 12 months each year. Please speak to Daycare Director prior to making arrangements.

Alberta Child Care Subsidy

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If parent requires subsidy please speak to Daycare Director for information. The application for Provincial subsidy can be found online at <https://www.alberta.ca/child-care-subsidy>

You may qualify for a subsidy to offset the cost of your child care program depending on your income, your reason for needing child care and the size of your family.

Thank you for choosing Inglewood Child Learning Centre