

## Licensed Family Child Care Home Parent Handbook

### Purpose of the Parent Handbook

The Parent Handbook sets out the policies and procedures for the operation of a licensed family child care home. The Parent Handbook assists parents to understand the child care service, and serves to guide expectations for both the parent and the family child care home provider. The policies and procedures in the Parent Handbook establish how the child care service may be used. Several policies and procedures are developed as requirements of child care legislation. Other policies and procedures may be developed that are unique to the operation of the family child care home.

### Family Child Care Home

KinderNova

### Philosophy Statement

**Requirement:** A written philosophy statement must be developed for the family child care home (refer to the *Child Care Licensee's Manual* – Part III – Section 14 for further information).

#### Welcome to KinderNova Family Child Care Home!

My philosophy:

- In our opinion, love, kindness, compassion, and respect are the main attributes in working with children.
- We believe the environment plays a major role in the success of an early childhood program. We are to enhance the children's interests in all developmental domains and believe in fostering a learning environment in which children are encouraged to grow, explore, and express their interests.
- Our vision is to provide a SAFE, SECURE, WELL CARED FOR AND NURTURED environment for children who are attending our day home.
- Also, we respect the child's family, and indigenous or other cultural, social, linguistic and spiritual heritage are central to the child's safety, wellbeing and development; We believe the care of the child must be appropriate to the child's mental, emotional, spiritual and physical needs and stage of development.

### Program Operation

**Requirement:** A provider must develop written policies and procedures for the operation for the family child care home (refer to the *Child Care Licensee's Manual* – Part III – Section 16 for further information).

**KinderNova**  
**Family Child Care Home**

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**Hours of Operations:** Open from 7:30 AM to 5:30 PM, Monday to Friday

**Children age:** From 12 months to 12 years old.

**Vacation and Holidays:**

We are entitled for a 20-days vacation a year and 3-days bereavement leave. These 3-days are not included in the 20-days' vacation. We will give a month's notice for any planned vacations.

**We are closed on Statutory Holidays:**

New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day.

- We are a subsidized facility and offer full-time, and daily daycare within business hours. There is also a before/after school option.
- The daycare is licensed to run on the main floor of the house, in the basement area, and in the backyard as well.
- Health and safety are essential components of the facility. The program is equipped with sanitization areas and ensures that all common surfaces are cleaned regularly. Sanitization areas include a designated handwashing sink near the entrance, a bathroom equipped with soap and disposable towels, and a surface sanitizing station used to clean toys, furniture, and other shared items throughout the day.
- The children are encouraged and educated to practice self-hygiene such as handwashing on arrival, before and after meals, outdoor or messy play, and during bathroom breaks
- Children are transported by parents and guardians.
- Planned extracurricular activities are scheduled with parents' permission to take trips to the neighbourhood playground.
- Parents are responsible for the drop-off and pick-up of kids.
- School buses do pick up and drop off kids from our front door (kindergarten kids and up).
- We go outside to play every day unless extreme weather occurs. Please ensure your child comes appropriately dressed for the weather.
- Global UV is 6 or greater—policy: Please provide sunscreen in summer.
- Hot/Cold Weather Policy: Children will not go outside in extreme weather conditions. In winter, outdoor play is cancelled if the temperature or wind chill falls below -25°C.
- In summer, children will remain indoors or have limited outdoor time if temperatures exceed 30°C.
- Air Quality Policy: In the event of poor air quality due to smoke or pollution (AQ HI rating of 7 or higher), outdoor play will be cancelled, and children will remain indoors.

**Additional details:**

- The families are notified via oral and written communication of what the daycare program consists of daily routine.
- Communication with families is done mainly through phone or text. An update will be given at the end of the day at the door. Notice is given to families a month in advance to notify them of changes to daycare programs such as holidays or events.

**Daily Schedule**

**Requirement:** A provider must plan and implement a daily program that is consistent with the philosophy statement, and is developmentally appropriate for children attending the family child care home (refer to the *Child Care Licensee’s Manual – Part III – Section 14* for further information).

Children will enjoy a structured routine that allows for flexibility. A routine helps the day flow more smoothly and lets children know what to expect from day to day. The following is only an example of a typical day and may vary depending on the moods of the children and infants in care.

7:30–9:30	Welcome & Quiet play while the others arrive
9:30–10:00	Morning snack + clean-up
10:00–12:30	Free play/ Circle time/ Arts & Crafts/ Music & Movement/ Show & tell/ Dramatic play/ Outdoor play
12:30–1:00	Lunch + clean-up
1:00–3:00	Nap time
3:00–3:30	Free play/ Story time/ Quiet games
3:30–4:00	Afternoon snack + clean-up
4:00–5:30	Free play/ Music & Movement/ Outdoor play. Pick up time. Closing

**NOTE:**

- Water is available at all hours.
- In the summer, many of the activities are planned outside to encourage and engage the children.
- Routine is flexible due to weather, mood & interest of the children.
- There are a variety of age-appropriate activities available. The development of children is essential, therefore activities are variable to keep the interest level of the children.

**Meals and Snacks**

**Requirement:** A provider must serve meals and snacks to children who are six months age or older that meet their nutritional needs, and ensure children are fed appropriately according to their ages and developmental level. Providers are not required to supply infant formula or baby food. Children must be served a meal or snack at a minimum of three-hour intervals. Menus follow *Canada’s Food Guide* and are posted for parents (refer to the *Child Care Licensee’s Manual – Part III – Section 24* for further information).

- Good nutrition is not only important to fuel children’s bodies, but also their minds.
- We strive to offer healthy and nutritious snacks and meals. Our menu plan follows the

Canada Food Guide and recommendations of the provincial Healthy Start program.

- Please inform us of any allergies or intolerances prior to enrolment. We will do our best to accommodate. In the event of severe allergies, the child may be required to bring a packed lunch to eliminate the possibilities of cross contamination.
- Children are served two snacks and one meal, following nutritional guidelines. If a child is consuming infant formula or baby food, the parent or guardian is responsible for providing them with the daycare. We will have written communication with parents to ensure there is adequate stock at the daycare.
- The menu is always posted on the Parent Board.

### Social Environment

**Requirement:** A provider must ensure that the social environment promotes the safety and well-being of children (refer to the *Child Care Licensee's Manual* – Part V – Section 70 for further information).

- Parents can expect my family to be at the house. This includes my husband, my mother and children.
- The children are constantly supervised by the daycare providers.
- The house is always a smoke/alcohol-free environment.
- There is also 2 small parrots in the home. The parrots do not interact with the children.

### Supervision

**Requirement:** A provider must ensure that children are adequately supervised at all times (refer to the *Child Care Licensee's Manual* – Part V – Section 68 for further information).

- The children are consistently under supervision by me or an additional helper and an assistant.
- Children are always supervised in the backyard during playtime. The area is fully fenced and gated to prevent any trespassers. On excursions, a party of two attendants (2 adults always present) supervises the children. Parents are given written notice of planned excursions and a reminder text is given to inform them of the activity. Excursions are carried out within walking distance of the daycare, so transportation is not an issue. Parents are welcome and encouraged to attend excursions with the children.

### Child Guidance

**Requirement:** A provider must implement child management practices with that support children's appropriate behaviour. The following practices are not permitted forms of child management: corporal punishment, physical, emotional, or verbal abuse, denial of necessities, isolation, inappropriate physical or mechanical restraint (refer to the *Child Care Licensee's Manual* – Part III – Section 15 for further information).

Child Management practices that support children's appropriate behavior include:

- Encourage positive behavior
- Providing appropriate choices
- Set clear expectations for behavior that are specific, observable, measurable

- Provide choices that allow children to feel empowered and valued
- Provide children with concrete examples and visual aids. Actively involving them in solving their conflicts and problems whereon developmentally appropriate
- Creating a structured environment with routines and schedules. Activities that teach social skills such as group discussions and storybooks will be used to work through common conflicts. The provider will also model conflict resolution for the children to observe and follow.
- The daycare provider will consider situational and environmental factors and ensure preventative techniques
- Appropriate behavior will be encouraged with praise and positive attention
- The daycare provider will aim to ensure control by not getting angry or emotional when unusual behavior happens and will focus on maintaining understanding and compassion while teaching self-regulation skills
- Open communication is always encouraged by Parents & Guardians. KinderNova Family Child Care Home aims to communicate the day-to-day activities, provide insight into a child's strengths and weaknesses, and encourage communication to convey any problems or concerns that may arise.
- KinderNova Family Child Care Home aims to understand each family's expectations and views about their involvement. Our goal is to work together with families to resolve any conflicts that may arise and work together to create a respectful and reciprocal relationship—one in which families feel valued and supported.
- **Duty to Report:**
- If at any time We have reason to suspect a child's physical, mental health, or welfare has been, or maybe, impacted by abuse or neglect We have a legal duty to report such information immediately to a local Ministry of Social Services Child Protection Office, First Nations Child and Family Services Agency or the police.

### Health Policies

**Requirement:** If a provider suspects a child has a Category I or II communicable disease, the provider must inform a designated public health officer, and follow any recommendations to ensure the health and well-being of children attending the home (refer to the *Child Care Licensee's Manual* – Part III – Section 26 for further information).

KinderNova Family Child Care Home consistently intends to reduce the acquisition and transmission of communicable diseases. Daily health assessments of each child are conducted through direct observation & communication with the child, as well as communication with the parents or guardians.

- We note the following:
  - Changes in behavior or appearance from previous attendance
  - Change in appetite or complaints of stomachache
  - Skin rashes, itchy skin, itchy scalp
  - Increase in child's body temperature
  - Complaints of pain, or not feeling well
  - Cough, difficult or increased work of breathing
  - Loose stools or diarrhea

- Runny nose with yellow and green discharge
- Vomiting or signs of puking
- Parents and/or guardians will be contacted if a child is displaying any of the above symptoms and will need to be picked up. The daycare will consequently be sanitized thoroughly, and all children will engage in hand hygiene. The symptomatic child will be kept comfortable and at a distance from the other children until pick-up time. Children may return to daycare after 24–48 hours of being symptom-free, depending on the illness and based on public health guidance.

**Lice Policy** If a child is found to have lice or nits:

- Parents will be notified immediately and asked to pick up their child.
- The child must be treated with appropriate lice removal products and be free of live lice before returning.
- A re-check may be performed before readmission.
- Parents are encouraged to check their children’s hair regularly, especially after known community outbreaks.

### Administration of Medication

**Requirement:**

(1) Written Authorization: If a provider agrees to administer medication, written authorization on a form supplied by the department must be obtained. On the same form, a written record of each dose of medication must be made. All non-emergency medications must be stored in a locked enclosure (refer to the *Child Care Licensee’s Manual* – Part III – Section 26 for further information).

(2) Oral Authorization: In exceptional circumstances, a provider may administer non-prescription medication on the oral authorization of the parent of the child. Written authorization must be obtained as soon as possible in these circumstances (refer to the *Child Care Licensee’s Manual* – Part III – Section 27 for further information).

**Medication:**

Both nonprescription and prescription medications may be administered if needed. Parents are required to fill out the proper form and to supply all medications in their original container. Medications must be labelled with the child's name, dosage, instruction for storage and administration of the drug and must be a current prescription. Over the counter medications and prescription medications are only given together with doctor's written note. Medication will be kept in a lock container.

### Enrollment

**Requirement:** A provider must enter into a written agreement with a parent for the provision of child care services (refer to the *Child Care Licensee’s Manual* – Part III – Section 17 for further information).

Parents can visit the childcare before children start, and parents can also send their children 1 or 2 days ahead for a few hours for an easy transition. All parents must fill out four required forms: Child Care Agreement, Child's Emergency Information, Child's Health Resume, and Child's Emergency Information. A written agreement that reflects a balance between the needs of the daycare, the parent, and the child will be created. This written agreement will respect the provisions of childcare services to the child. The agreement is legally binding and will serve as a common understanding of the services being provided. All paperwork must be completed before your child starts.

A non-refundable deposit equivalent to half of the first month's parent portion is required to secure a spot. This deposit is applied toward the first month's fee.

### Termination of Child Care Services

**Requirement:** A provider must enter into a written agreement with a parent for the provision of child care services (refer to the *Child Care Licensee's Manual* – Part III – Section 17 for further information).

Written notice is required from parents wanting to terminate a contract. If possible, parents should outline the circumstances as to why they wish to terminate their contract. One month's written notice is required for termination of services. This policy applies to me in the case of contract termination. The circumstances under which termination might occur are the following:

- Physical/verbal abuse by parents and children. Any threatening or harassing behavior by parents would result in immediate termination.
- Consistent failure to comply with the policies and procedures in this parent handbook.
- Failure to pay on time. Consistent late pick-up without notice.

### Changes to Child Care Services

**Requirement:** A provider must enter into a written agreement with a parent for the provision of child care services. Agreements are updated as changes occur (e.g. change in fees or hours of care). Refer to the *Child Care Licensee's Manual* – Part III – Section 17 for further information).

KinderNova Family Child Care Home will give a one month's written notice to parents if there are any changes in our services. We request a month written by parents if there are any changes to the childcare service, for example: full-time to part-time, hours of care or any other change.

### Fee Schedule and Payment

**Requirement:** A provider must have a written schedule of fees, and give advance notice to parents of any changes to fees. Parents are charged the same fees for the same service (e.g. the infant child care fee is the same for all parents with infants). Refer to the *Child Care Licensee's Manual* – Part III – Section 18 for further information.

- Full fees/payments are due by the 1st of each month.
- Acceptable methods of payment: e-transfer or cash.

- Late payment is accepted only under extenuating circumstances and must be discussed with the provider.  
Failure to pay will result in a \$10/day late fee or possible termination.
- An agreed payment plan may be arranged at the discretion of the provider.
- Fees for additional services (e.g., extended care, field trips, optional programs) will be discussed with families a month in advance.
- Tax Receipts will be issued on a monthly/annually basis as agreed upon between us.
- A Notice will serve at least 1 month before any change/increase in fee.
- Parents/ guardians are responsible for providing diapers and wipes and Rash Cream-or Vaseline if needed. All unused items will be returned to parents.
- If an ambulance was required, parents would be responsible for the payment.

<b>Operating Hours 7:30AM – 5:30PM</b>	<b>Daily Fee (per day) 9 days or less</b>	<b>Parent Portion (per day)</b>	<b>Full Time Fee (per month) 10 days or more</b>	<b>Parent Portion (per month)</b>
<b>Infant (0-18 months)</b>	\$67.45	\$10	\$963.50	\$217.50
<b>Toddler (19–30 months)</b>	\$63.00	\$10	\$900	\$217.50
<b>Preschool (31 month- 5 years old)</b>	\$58.19	\$10	\$831.27	\$217.50
<b>School Age (6+)</b>	\$50	N/A	\$500	N/A
<b>School Age Summer</b>	\$50	N/A	\$800	N/A

**Parents pay 217.50 per month or \$10 per day**

#### **Attendance**

All children are expected at daycare as per contract. It is expected parents will communicate if their child is unable to attend due to illness or personal matters. As per the contract, families are liable to pay the expected amount whether their child attends daycare or not.

The month after the 6<sup>th</sup> birthday, kids no longer qualify for the parent’s fee reduction grant and parents will pay the facility full fee.

#### **Pick-up/Drop off**

The safety of children is of paramount concern to KinderNova Family Child Care Home. Persons picking up children must be at least 18 years of age and bring valid photo identification. When children are being picked up from daycare by someone other than the parents, we will ensure that the person doing the pickup is authorized to do so.

**Pickup by an unknown person**

If the person picking up the child is not known to us, the child's file will be checked for the individual's name, and photo identification will be required. If the unknown person is not authorized to pick up the child, the parent will be contacted for permission. Should the parent(s) be unavailable, the child cannot be permitted to leave with the unauthorized individual.

**Late child pickup procedure**

KinderNova Family Child Care Home closes at 5:30 p.m. Parents are asked to plan sufficient time to dress their child, collect the child's clothes, and artwork, speak to me and leave by 5:30 p.m. If the parent/guardian is aware that they are going to be late, they should call me to advise me of this and of their plan to pick up their child/children. Due to the operational costs incurred when a parent/guardian is late, a late fee may be charged.

**Late Fees**

The late fee schedule is \$20 for half an hour until the child is picked up.

If a parent/guardian cannot be reached, the provider will call the child's emergency contact(s) listed on file or a crisis nursery if necessary

**Fee Adjustment**

With sufficient notice (minimum one month), fees may be reviewed and increased as needed. KinderNova Family Child Care Home reserves the right to adjust rates to cover operational costs, if required.

\* Important Note: This is regulated by the government under the Canada-Saskatchewan child care agreement.

Any inflation-based increases will not affect parents until March 2026, as per the current policy.

**Confidentiality**

**Requirement:** A provider must maintain the confidentiality of personal information of children attending the home, including files, documents, or any other records. Confidential information must not be disclosed without a parent's written permission, except as required for the health and safety of children, or as required by law (refer to the *Child Care Licensee's Manual – Part III – Section 40* for further information).

KinderNova Family Child Care Home will preserve the confidentiality of all children concerning personal information and not disclose or communicate any information without the permission of the child's parent. Information will only be shared as required for the health or safety of that child or any other child, or as required by law. The confidentiality of records will be maintained by ensuring all personal documents are kept in a locked filing cabinet. Before any information is released to consultants or agencies, parents will be contacted to sign a release form. Confidentiality does not pertain to the ministry, an employee of the ministry or the parent to whom the record pertains.

## Alternates

**Requirement:** An alternate child care provider who is at least 18 years old must be made available by the family child care home provider in the provider's absence to ensure continuous, reliable care for children attending the home. The provider may use an alternate for a maximum of 10% of operational hours monthly, and for up to four weeks of vacation time per year (refer to the *Child Care Licensee's Manual* – Part V – Section 62).

- Our fee is monthly, and no discounts will be given or absences or sickness to keep your space for your child. There will be no discounts on vacation time taken, and parents must notify us in advance. We are entitled to vacation time of 4 weeks per calendar year. Sufficient notice will be provided so that the parents can make alternate childcare arrangements. I will reimburse the parents at a rate of 90% of our total daily rate (\$10.00 per day) upon the parent providing a receipt for the alternate care provided.
- an alternate for when I have appointments a qualified alternate (18+) is available for short absences. Otherwise, parents will be informed of closures in advance.

## Parent Responsibility: Items to Bring

Parents are expected to provide the following items, labelled with the child's name:

- **Water bottle** (refillable, spill-proof)
- **Change of clothes** (season-appropriate)
- **Outdoor clothing** (boots, snow pants, hat, mittens, rain gear, etc.)
- **Indoor shoes or socks**
- **Diapers and wipes** (if applicable)
- **Rash cream or Vaseline**
- **Blanket and nap supplies** (if needed)

All unused supplies will be sent home. Parents are encouraged to check their child's cubby weekly to ensure items are restocked or updated with the season.