

Parent Handbook

SADDLERIDGE DAYCARE

RHH Enterprises Inc.

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Message for Parents

WELCOME TO SADDLERIDGE DAYCARE

Welcome to Saddleridge Daycare, a place where we embark on a journey of nurturing and growth with your child. This handbook has been meticulously crafted to offer you insights into the essence of our daycare program, revealing its values, philosophy, and the essence of our approach.

At Saddleridge, our philosophy is simple yet profound: every individual who enters our centre is not just welcomed but cherished. We are committed to fostering an environment that not only recognizes but celebrates the uniqueness of each child, enhancing their self-confidence, self-esteem, and fostering respect for all. We firmly believe that children are the embodiment of life's "Spice," encompassing a diverse array of social, physical, intellectual, creative, and emotional needs. It is this richness that drives our dedication to providing holistic care and support for every child under our care.

Central to our approach is a commitment to kindness and gentleness. We believe that guiding and teaching children should be rooted in compassion and understanding, nurturing their growth with patience and empathy.As you embark on this journey with us, we invite you to delve deeper into our philosophy and values, and to join us in creating a nurturing environment where every child can flourish and thrive.

Welcome to Saddleridge Daycare - a place where every child is valued, respected, and supported in their journey of discovery and growth.

Sincerely,

Saddleridge Daycare

Mission and Vision **Statements**

MISSION STATEMENT

Our mission is to provide a safe, nurturing and developmentally appropriate environment where children can grow.

Saddleridge Daycare centre staff will strive to provide the Highest Quality Childcare and Educational Service that promotes and enhances each child's development; while assuring our parents' peace of mind in the care and service we render.

VISION STATEMENT

Our vision is to deliver exceptional childcare services to all children and families within our daycare community, striving to be recognized as a leading childcare centre known for its unwavering commitment to excellence.



Our Program Plan

To promote children's social, emotional, cognitive and physical growth and development, we:

1. Bring diverse activities that include multiculturalism in the centre, embracing the backgrounds children come from in order to reflect a wide variety of cultures, languages, life experiences and lifestyles.

2. Provide and meet every child's need by developing a flexible and stimulating curriculum where independence is encouraged and self-esteem is built.

3. Focus on the children's interests and needs instead of focusing on the theme.

4. We value, nurture and supplement each child cultural heritage rather than supplanting.

5. Involve and inform the parents in their children's daily activities.

6. Listen, communicate and interact with children in a playful manner in order to get them engaged and involved in play.

7. Praise, model and show pride in the children's accomplishments.

8. Provide a trusting and stimulating environment in which children can adapt, learn, be confident, creative, challenged, and independent.

Nut-Free **Environment**

NUT-FREE ENVIRONMENT

We are committed to ensuring the safety of all children in our care, including those with life-threatening allergies to peanuts and other nuts.

To maintain a secure environment for these children, we strictly adhere to a “peanut and nut safe“ policy. This means that all snacks and lunches provided at our centre are free from peanut butter, peanuts, peanut oils, as well as any nuts and nut oils.

Your child’s safety and well-being are our top priorities, and we appreciate your cooperation in supporting this important measure.



HOURS OF OPERATION

Hours of operation are 6:00 a.m. to 6:00 p.m. Monday to Friday. We are not able to receive your child before 6:00 a.m. Staff will be present but will be preparing the centre for your and your child's arrival.

The responsibility for your child by the centre does not begin until he/she has been received by the person in charge. For this reason, we must insist that children be accompanied into the centre in the morning and left in a staff members care.

A late pick-up fee of $1.00 per minute, per child, applies after 6:00 p.m. Parents must notify the daycare by phone in advance if someone else will be picking up their child. If the individual is not listed on the child's emergency contact file, their full name must be provided beforehand. Valid photo ID is required for all first-time pick-ups, including those by parents or guardians.

CLOSURE DAYS

New Years Day	Civic Holiday
Family Day	Labour Day
Good Friday	Thanksgiving
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day



Daycare **Policies**

Parents and Staff Communication

We have an open-door policy; we encourage parents to be involved in their children activities and volunteer their time (if possible) as well as communicate with our facilitators to ensure the health, safety and well-being of all children.

Fee Policy

Daycare fees may be paid by cash, cheque, or e-transfer. A $35.00 fee will be charged for any non-sufficient funds (NSF) payment. All fees must be paid in full by the 1st of each month. A $50.00 late fee will apply to any overdue payments.

GUIDANCE AND DISCIPLINE

Staff members will review and reinforce the expectations outlined in our Guidance and Discipline Policy with all children. Positive guidance techniques will be used to encourage appropriate behaviour, including clear communication, positive reinforcement, and praise. We recognize that children are continually developing their ability to express emotions, manage frustration, and communicate their needs.

Staff will provide support and guidance in a calm, respectful, and understanding manner, helping children learn appropriate ways to express their feelings, resolve conflicts, and make positive choices. All staff are expected to demonstrate patience, professionalism, and consistency while serving as positive role models and ensuring that every child is treated with kindness, dignity, and respect.

Daycare **Policies**

Behaviour Policy

Our daycare is committed to providing an environment where children feel safe, comfortable, and encouraged to learn. Daily activities, and experiences are planned to support children's growth and development. Children are encouraged to develop an understanding of positive behaviour, respect personal boundaries, follow daily routines, and recognize how their actions affect others. When a child has difficulty meeting these expectations, staff will provide appropriate support, redirection, and guidance based on the child's age, developmental level, and individual needs.

Parent Concerns

As a child care centre for we are a community of children, parents, and staff all interacting and sharing our lives together. We recognize that parenting is one of the most difficult, intense, and rewarding experiences in your life. We want you to share your thoughts, hopes, and dreams for your child. You want what is best for your child, and we know it is your job to advocate and protect your child. We, as a staff, will make mistakes; create misunderstandings, and occasionally miscommunication. When these mistakes occur, we want you to tell us. As a staff, it is our goal to offer your family the best child care services possible. In order to meet our goal, we need your input, your suggestions, your questions, and concerns.

Daycare **Policies**

Notice of Withdrawal

If you choose to withdraw your child, you **must** notify at least one month prior to the office or you will have to pay a full one month fee for your child.

Notice of Absence

We appreciate a phone call when children will be absent from the centre so that we can better plan for the daily program. If your child is absent due to a communicable illness, we need to know so we can inform other families (i.e., chicken pox, thrush, strep throat, etc.)

TERMINATION OF CHILD CARE

Child care may be terminated for the following reasons:

- If a child's behaviour indicates they are not adjusting to the program, has needs the program cannot fill or accommodate, or is detrimental to the functioning of the class as a whole.
- If it is determined the centre cannot serve the child's needs, or if a child significantly disrupts the program for other children, parents will be given two weeks to find alternate child care.
- If a parent or guardian exhibits behaviour that is detrimental to the health and well-being of the children or staff in a classroom.
- In an instance in which a parent is deemed verbally or physically hostile or abusive to centre staff or children.
- Disregard of centre policies and procedures might include, but are not limited to: delinquent payments; leaving a child past closing time; leaving a child unattended; endangering the well-being and safety of children etc.



Illness

Please keep your child at home if s/he has been ill during the night or in the morning and has active symptoms as listed below. A child will likewise be sent home from the centre when exhibiting the following symptoms:

- **Fever** (oral temperature of 101 degrees or above) accompanied by behaviour changes or other symptoms
- Symptoms and signs of possible **severe illness** (lethargy; uncontrolled coughing, persistent crying; difficulty breathing; wheezing)
- **Diarrhea** – defined by more watery stools, not associated with changes of diet or medicine that is not contained by the child's ability to use the toilet.
- **Undiagnosed skin rash**
- **Vomiting** (2 or more times within 24 hours)
- **Persistent abdominal pain**
- **Mouth sores** with drooling
- **Rash** with fever or behaviour change
- **Head lice** (from the end of the day until after the first treatment)
- **Strep throat or other streptococcal infection**, until 24 hours after initial antibiotic treatment and cessation of fever
- **Chicken Pox**, until all sores have dried and crusted
- **Impetigo**, until 24 hours after treatment
- **Scabies,** until after treatment has been completed
- **Any communicable illness**



Illness

It is not our intent to allow children who are truly sick to stay at the centre, but it is also not our intent to exclude children who are only mildly ill. We are relying on parents to make good decisions regarding your child's health, so please don't send them to the centre if they are sick. Every situation is different, but we will use three criteria to determine if a child needs to be excluded:

- The illness prevents the child from participating comfortably in our daily routine and activities.
- The illness results in a greater need for care than the child care staff can provide without compromising the health and safety of the other children.
- A fever is accompanied by any of the symptoms or conditions previously listed.

If a child becomes ill while at the centre, the parent(s) will be notified immediately. We will contact parents by phone. It is imperative for all parents to provide us with accurate contact and scheduling information so we can access you during the day. If a parent cannot be reached, we will contact someone on your emergency list. We will sometimes call parents to notify you of a low-grade temperature or an incident of vomiting or diarrhea. If we determine your child is too ill to stay, parents are expected to pick up within one hour (sooner for a child with a high fever).

If medical attention is required, our staff will call 911 and notify the parent. Should it be deemed necessary to transport your child by emergency vehicle, the parents will be responsible for the cost incurred.



Meal Services

Children grow and develop so quickly, making good nutrition is especially important. A healthy diet provides the energy and essential nutrient that children need for their growth. Our menu considers children's ages, food regulation, nutritional needs, cultural and religious practices and health needs (allergies).

Note: Saddleridge Daycare is a free-of-nut centre for safety reasons, we ask parents not to provide any kinds of foods with nuts and gums for children.

Supply **List**

To ensure your child's needs are met during their time at the Centre, please provide the following items for their use:

Clothing

- 1 complete change of clothing. This includes shirt, pants, socks and underwear

- Soiled clothing will be sent home and a new change of clothes will need to be brought the next day.

Sheets

- A bed sheet and a blanket for your child. Parents will take them home for washing every Friday and bring it back on Monday.

Seasonal Outerwear

- Proper seasonal outerwear for outside play.

Spring/Fall – rubber boots, raincoat, and light mittens.
Summer – sun hat, light jacket, and running shoes.
Winter – hat, mitts (2 pair), warm coat, snow pants, and winter boots.

Additional items for children not yet potty trained:

- Diapers or Pull-Ups – 1 Full package.
- 1 box of baby wipes – at least 80 to 100 counts.
- Any diaper creams that you wish to be used on your child – if it is not supplied, none will be used.

Please ensure that all supplies are labeled with your child's full name.



THANK YOU & SEE YOU SOON.

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