



# Parent Handbook

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Welcome to the USSU Childcare Centre, Williams and McEown Location. This parent handbook has been provided to you as an outline for our policies and procedures. Please read through the handbook and if you have any questions please contact the Director at your child's centre.

## **UNIVERSITY OF SASKATCHEWAN STUDENTS UNION CHILDCARE CENTRE INC.**

Williams Location - 221 Cumberland Avenue North - 306-966-2777

McEown Location - 109 Cumberland Avenue South - 306-966-2770

### **Management**

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#### Assistant Director - Williams

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## Table of Contents

<b>Management:</b>	<b>1</b>
<b>Table of Contents</b>	<b>2</b>
<b>Mission Statement</b>	<b>7</b>
<b>Philosophy Statement</b>	<b>7</b>
<b>Communication</b>	<b>8</b>
Organization Chart	8
Directors	8
Assistant Directors	9
Early Childhood Educators (ECEs)	9
Cook	9
Casual Substitutes	9
Student Internship	9
Parent Concerns Procedure	10
When a parent has a concern with an Early Childhood Educator (ECE)	10
When an ECE has a concern with a parent	10
When a parent has a concern with the Executive Director or Manager of Childcare Operations Assistant Director	10
When the Executive Director or Manager of Childcare Operations Assistant Director has a concern with a parent	10
Serious concerns or allegations	11
The Board Hearings Process:	11
Parent Communication	11
Advocacy	11
Harassment	11

<b>Record Keeping</b>	<b>12</b>
Children’s Records	12
Attendance Records	12
<b>Operating Policies</b>	<b>13</b>
Hours of Operation	13
Statutory Holidays	13
Services offered and Age Range Served	13
Williams Centre	13
McEown Centre	13
Specialized Services	14
Assistance Grants	14
Speech and Language	14
Child and Youth Services	14
<b>Financial Control</b>	<b>15</b>
Fee Structure	15
Methods of Payment	15
Changes in Fees	15
Income Tax Receipts	15
Deposits	15
Membership Requirements	15
Collection & Arrears	16
Subsidy	16
<b>Miscellaneous</b>	<b>17</b>
Ethical Conduct	17
Professionalism	17
Smoking Restrictions	17
After Hours Use of Centres	17

Laundry	17
Violent Toys	17
<b>Child Related Policies</b>	<b>17</b>
Enrollment	17
Agreement	18
Obligations	18
Confirmation of Membership	18
Orientation	18
Siblings	18
Waiting List	19
Part-Time Spaces	19
Termination	19
Withdrawing Child/ren	19
Failure to Attend on First Day	19
Request Child to leave as Result of an Issue	19
Request Parent to leave as Result of an Issue	19
Age Out	20
Non Payment	20
Membership requirements	20
<b>Arrival and Departure</b>	<b>20</b>
Parking	20
Signing In / Out	20
Drop Off	21
Pick Up	21
Late Pick up Fees	21
Custody / Visitation	22
Intoxicated Parents	22

<b>Items from Home</b>	<b>22</b>
Clothing	22
Food and Beverage	23
<b>Infection Control</b>	<b>23</b>
Sick Child	23
Specific Illness Procedures	23
Communicable Illness	24
Pandemic	24
Medication	24
Hand Washing	25
Diapering	25
Universal Precautions	25
Equipment and Materials	25
<b>Excursions / Outdoor Play</b>	<b>25</b>
Playground Safety	25
Excursions	26
Supervision	26
Weather Guidelines	26
Transportation	27
Portable Emergency Information	27
<b>Child Endangerment</b>	<b>27</b>
Aggressive Children	27
Injury Reporting	28
Child Abuse and Neglect	28
<b>Child Management</b>	<b>29</b>
Discipline Techniques	29
Potty Training	29

Naptime	29
Kindergarten	30
<b>Nutrition</b>	<b>31</b>
Menu Planning	31
Allergies	31
Epi-pen Information	31
Safe Food Handling	32
Outside Food & Beverage	32
<b>Safety</b>	<b>32</b>
Evacuation Procedure	32
Severe Weather Action Plan	32
<b>Parental Involvement</b>	<b>33</b>
Annual General Meeting	33
<b>Board of Directors</b>	<b>33</b>

## Mission Statement

The University of Saskatchewan Students' Union Childcare Centre is an independent non-profit corporation whose essential goal is to ensure the well-being of every child in its care. It is the Centre's intent to provide a safe, loving, warm, and inviting environment in which children are free to develop and emerge as individuals. Through a variety of enriching experiences the Centre will assist children in their exploration of the world around them. The Centre is governed by Provincial Legislation and a Bylaw overseen by its Board of Directors. The Centre will be staffed by highly qualified professionals.

## Philosophy Statement

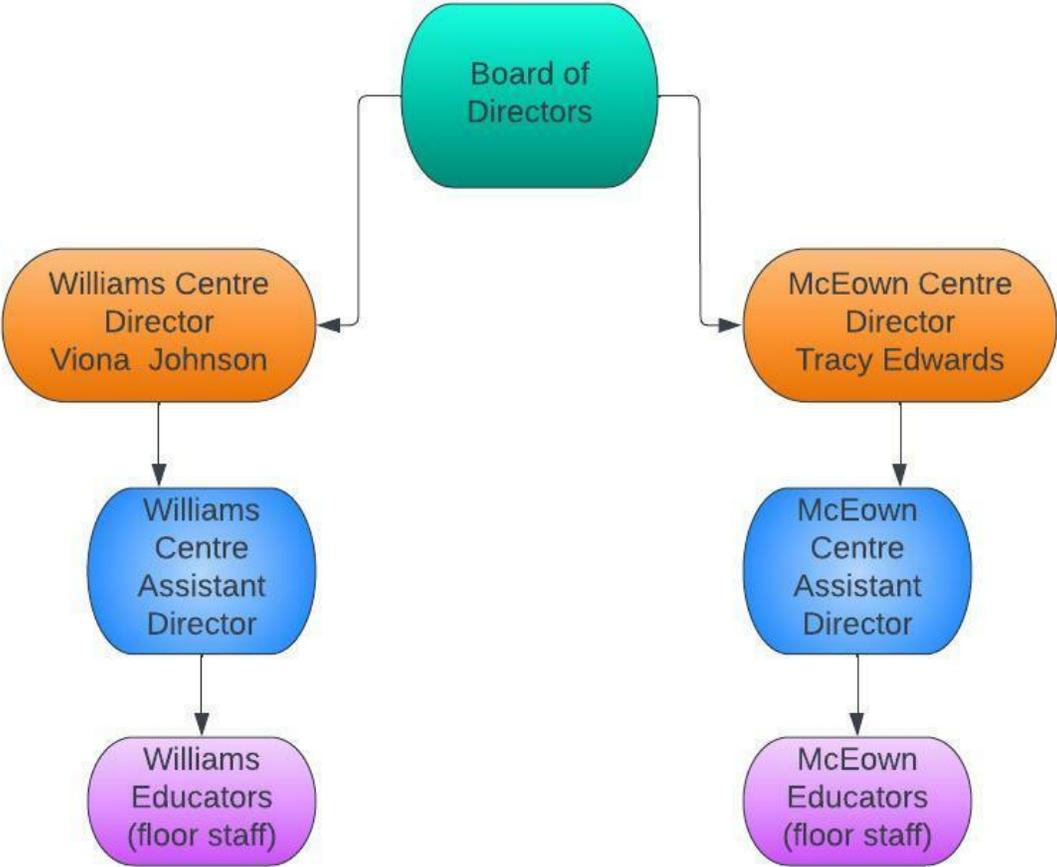
The essential concern of the USSU Childcare Centres (the Centres) is to ensure the safety and well being of every child in our care. Our intent is to provide a warm, loving, and inviting environment in which children are free to develop and emerge as individuals and to assist children in their exploration of the world around them through a variety of enriching experiences.

In addition to the above, we also encourage and adhere to the following:

- Individuality, creativity, and self-acceptance: Children in the care of the Centres are provided many opportunities to express themselves in many forms of play and group activities. Furthermore, co-operation and personal achievement are stressed instead of competition.
- Offering varied experiences: Children will have the opportunity to participate in many different activities such as crafts, circle times, drama, and gross motor play. These activities are part of each daily program plan.
- Acceptance and open-mindedness: Getting along with others is of paramount importance in the Centres. Children are encouraged to participate meaningfully in groups and to learn how to communicate with each other in a positive manner.
- Upholding the Policies and Guidelines of the Centres: All Early Childhood Educators (ECEs), parents and children are to follow the appropriate guidelines for behaviour. The Manager of Childcare Operations will make policies available to all parents and staff upon request.
- Equity: The Centres are committed to the principles of equality and social justice. Children are encouraged to learn about accepting all people. No child, parent, or ECE will be discriminated against by the Centre on the basis of race, gender, age, creed, political or religious affiliation, marital status, or sexual orientation.
- Fostering parental involvement and governance: The Centres are committed to a fair and democratic structure that recognizes the parent's role and responsibility in determining appropriate care for their child. Parents are encouraged to serve on the Board of Directors or any of its sub-committees. Parents may attend any board meeting by notifying the Director 24 hours prior to the aforementioned meeting.

# Communication

## Organization Chart



### Directors

This position is responsible for the successful leadership and management of the organization in accord with the strategic direction set by the Board. The Director has overall operational responsibility for the Centre’s staff, children, services, finances, risk management, and the execution of its Board-approved mission. At times the work is stressful and time-sensitive, and at all times the Executive Director must make the children’s safety and well-being the highest priority.

## **Assistant Director**

The Assistant Director or AD is the administrator of the USSU Childcare Centre as assigned, either the USSU Childcare Centre - Williams Building, or USSU Childcare Centre - McEown Park. The MD is directly accountable to the Director. The AD is responsible for their assigned Centre and its daily operation, while maintaining a safe environment in the Centre.

## **Early Childhood Educators (ECEs)**

The Centre understands that caring, responsive and able ECEs are a crucial element in creating a positive experience for the parents and their children during their involvement with the Centre. ECEs will be required to maintain a good, open communicative relationship with parents. Our program embraces the vision and principles of Play and Exploration: Early Learning Program Guide. Children are seen as competent learners, using holistic development and learning skills like social, emotional, physical, intellectual and spiritual abilities. We want children to develop strong and positive relationships with others in a stimulating and dynamic environment.

Our daily program includes a balance of activities in individual and small groups. We encourage child initiated activities with adult supervision. We encourage active and quiet play along with indoor and outdoor activities.

All ECEs are encouraged to complete their Early Childhood Education III training along with maintaining a valid First Aid/CPR and have a criminal / vulnerable check done prior to hiring.

## **Cook**

The cook must have a valid Safe Food Handling course certificate and a valid First Aid/CPR training. The cook will maintain a valid First Aid/CPR course and have a criminal / vulnerable check done prior to hiring.

## **Casual Substitutes**

If an ECE is absent a casual substitute worker will be called in to cover. The Casual substitute worker will maintain a valid First Aid/CPR course and have a criminal / vulnerable check done prior to hiring.

## **Student Internship**

The Centres welcomes students from the University of Saskatchewan and Polytech. Parents will be informed of when students will be in the Centre on practicums or for observations. If a student desires to work with a specific child, the parents must first sign a permission form to allow the student to do so. ECEs will always be in attendance when students are with the children in the Centres and will be accountable for the conduct of each student. A student will not count in the child/ECE ratios unless paid to substitute.

## **Parent Concerns Procedure**

The following procedures will be carried out in the event of any grievance originating from parents, ECEs or management.

### **When a parent has a concern with an Early Childhood Educator (ECE)**

1. The parent is to have a private, informal discussion with the ECE; if either the ECE or the parent feels that the situation is of greater gravity, they can request the presence of the Director or Assistant Director during the discussion.
2. If not settled at step 1, the concern can go to the Board of Directors as per the Board Hearings Process (see end of this section).

### **When an ECE has a concern with a parent**

- 1) The ECE is to have a private, informal discussion with the parent. If the concern is of greater gravity, the ECE is to bring the problem to the attention of the Director or Assistant Director who will aid them in the grievance procedure. The parent may also request the presence of the Director or Assistant Director when approached with a concern.
- 2) If the matter is not resolved and if the problem continues, the Centre may provide that parent with one month's written notice.
- 3) The parent may appeal the decision to the Board subject to the Board Hearings Process. If the parent addresses the Board as soon as possible after receiving notice, they can keep their child in the Centre until the end of the 30 days, or until the Board reaches its final decision, whichever is later. All Board decisions are final.

### **When a parent has a concern with the Director or Assistant Director**

- 1) The parent is to have a private, informal discussion with the Director or Assistant Director. If the concern is of greater gravity, the parent may request the presence of the Chairperson of the Board at this first meeting or at a subsequent meeting.
- 2) If the matter is not resolved to the satisfaction of either party, it may go to the Board subject to the Board Hearings Process.

### **When the Director or Assistant Director has a concern with a parent**

- 1) The Director or Assistant Director is to have a private, informal discussion with the parent. If the concern is of greater gravity, the parent or the Director or Assistant Director may request the presence of a third party at this first meeting.
- 2) If the matter is not resolved and if the problem continues, the Centre(s) can provide that parent with one month written notice. The contact information for the Chairperson of the Board should be given to the parent should the parent wish to appeal the director's decision.
- 3) If the parent chooses to address the Board on the issue, they are to follow the Board Hearings Process. If the parent addresses the Board as soon as possible after receiving notice, they can keep their child in the Centre until the end of the 30 days, or until the Board reaches its final decision, whichever is later.

### **Serious concerns or allegations**

- 1) In the event that a parent has a very serious concern or allegation, they may be asked in writing to remove their child from the Centre until the situation is resolved.
- 2) Within two days of the concern there should be a meeting between the Director or Assistant Director, the parent, the Chairperson of the Board, and anyone else relevant to the concern. If all parties are not satisfied with the outcome, it will be heard at the next Board meeting subject to the Board Hearings Process.
- 3) It is also an option for any parent, at any time, to contact our Early Years Early Learning and Child Care representative. The contact information for the current representative is always posted at each of the centres on the main bulletin board outside the entrances.
- 4) Re-admittance of the child to the center is subject to Board approval.

### **The Board Hearings Process:**

Either disputant may take their concern, in writing, to the Board of Directors. The Board will then hear a presentation from both disputants at the next Board meeting. Both parties will then be asked to leave the meeting while the Board reaches its decision. The Board will inform both parties in writing of the decision. One appeal is allowed which will follow the same process at the next meeting. The decision on appeal is final.

### **Parent Communication**

Parent, ECEs and management communications are extremely important to ensure the best childcare and maintain a supportive relationship between all groups. Mutual respect is a key factor to promoting clear and meaningful communication.

### **Advocacy**

The USSU Childcare Centre advocates for the rights of all children in their care. Our goal is to ensure that each child's developmental needs are met through the provision of the daily program.

### **Harassment**

The USSU Childcare Centre(s) will make every reasonable effort to ensure that every employee will work in an environment free of sexual or personal harassment and will take appropriate disciplinary action against any parent (staff, management, elected official or volunteer) who's conduct constitutes a breach of this policy. Under no circumstances will the USSU Childcare Centre(s) tolerate instances of retaliation against any employee bringing forward a complaint or participating in the investigation process. Harassment is illegal under the Saskatchewan Human Rights Code.

If any employee, including the Director, AD and the ECE's, and/or any Board member feels victimized by a parent, in an inappropriate, threatening or harassing fashion, they need to report this immediately either to the Director or to the Chair of the Board.

The USSU Childcare Centre will inquire into complaints in a timely manner and to ensure fairness, the investigation will be conducted in a completely unbiased manner. The complainant and any other party directly concerned with its conclusions will be notified once the investigation is finalized. If the complaint is found to have merit a warning letter will be initiated for termination of child daycare services which

results from the incident. A second occurrence of harassment will result in immediate and permanent termination from the child daycare facility.

Complaints of sexual or personal harassment against an individual can have an impact on that person's reputation and ability to maintain employment. As a result, if a malicious complaint is made against anyone under this policy, and the investigation discloses that the complaint is malicious and without merit, disciplinary action will be taken against the person making such a complaint.

## **Record Keeping**

### **Children's Records**

Information in the children's files is to be considered confidential and is only to be shared between the custodial parent, the ECEs and the Childcare Consultant from Early Learning and Child Care. No part of a completed file may be removed without one of the Directors' written consent. No information may be released by the Centre without the consent of the custodial parent.

Each child's record must contain the following information:

- The child's names and date of birth
- The names, addresses and telephone numbers of the child's parents, any person designated by a parent as a person to be contacted in an emergency if the parent is unavailable, and the child's medical practitioner
- The child's medical history, including any allergy, illness, or any other medical condition disclosed by the child's parent or medical practitioner
- The child's immunization status
- Any medication authorization provided by the child's parent and any record of medication administered
- Any authorization provided by the parent of the child for an excursion involving the child's transportation, either walking or riding
- Any report of an injury or an unusual or unexpected occurrence involving the child
- The Agreement for Child Care Services (which states the hours of operation and the fees to be paid). Also the Personal Information Disclosure Form, which is a part of the contract agreement.
- A media release form
- A permission form for bug spray to be put on your child. Sunscreen is done automatically.

### **Attendance Records**

Daily attendance reports must be kept and signed monthly by the parents.

## Operating Policies

### Hours of Operation

Our hours of operation are Monday to Friday, 7:45 am to 5:45 pm.

### Statutory Holidays

The Centres will be closed all statutory holidays as well as Christmas Day through New Years Day inclusive.

### Services offered and Age Range Served

A child's wellbeing is the first and foremost concern of the Centres. We strive to create a positive, safe environment for all children so that they feel confident and secure. We offer care for children 6 months to 6 years of age.

Children who attend the Centre are put into age groupings so ECEs can respond to a child's needs more effectively and with greater sensitivity. Infant ratios are 3 children to 1 staff, Toddler ratios are 5 children to 1 staff and Preschool/Kindergarten is 10 children to 1 staff. The Centres are grouped in the following manner:

#### Williams Centre

- **Lil Explorers** - infants from 6 to 18 months of age. In this group, the supervisory ratio is 1:3 (2 ECEs to 6 children).
- **Mouseketeers** - toddlers from 19 months to 2 1/2 years of age. In this group, the supervisory ratio is 1:5 (2 ECEs to 10 children).
- **Teddy Bears** - toddlers from 2 to 2 1/2 years of age and preschoolers 2 1/2 years to 3 1/2 years of age. In this group, the supervisory ratio is 1:5 for the toddlers and 1:10 for preschoolers (2 ECEs to 14 children).
- **Chipmunks** - toddlers from 2 to 2 1/2 years of age and preschoolers 2 1/2 to 3 1/2 years of age. In this group the supervisory ratio is 1:5 for the toddlers and 1:10 for preschoolers. (3 ECEs for 20 children)
- **Sugar Pops** - preschoolers 3 1/2 years to 4 1/2 years of age. In this group, the supervisory ratio is 1:10 (2 ECEs to 20 children).
- **Tiny Toons** - children 4 1/2 years to 6 years (including kindergarten children). In this group, the supervisory ratio is 1:10 (2 ECEs to 20 children)

#### McEown Centre

- **Baby Room** - infants from 6 to 18 months of age. In this group, the supervisory ratio is 1:3 (2 ECEs to 6 children).
- **Bumble Bees** - toddlers from 19 months to 2 ½ years of age. In this group, the supervisory ratio is 1:5 (2 ECEs to 10 children).
- **Lady Bugs** - toddlers from 2 to 2 1/2 years of age and preschoolers 2 1/2 years to 3 1/2 years of age. In this group, the supervisory ratio is 1:5 for the toddlers and 1:10 for preschoolers (2 ECEs to 14 children).

- **Butterflies** - toddlers from 2 to 2 1/2 years of age and preschoolers 2 1/2 to 3 1/2 years of age. In this group the supervisory ratio is 1:5 for the toddlers and 1:10 for preschoolers. (3 ECEs for 20 children)
- **Dragonflies** - preschoolers 3 1/2 years to 4 1/2 years of age. In this group, the supervisory ratio is 1:10 (2 ECEs to 20 children).
- **Fireflies** - children 4 1/2 years to 6 years (including kindergarten children). In this group, the supervisory ratio is 1:10 (2 ECEs to 20 children)

## Specialized Services

The centre is not licensed as a centre for children with diverse needs. Children with chronic conditions that do not hinder their ability to participate in the Centre's program will not be denied care because of that condition. However, prior to entry into the centre, parents need to let the centre know about their child and their diverse needs, so support can then be put in place.

## Assistance Grants

Early Years Branch has grant money available for children at the Centre who require additional support. If the Management Team and staff have observed a child and they decide a child could use additional support, individual grants can be set up with input from Speech and Language, Child and Youth and the parent of the child with the diverse needs.

## Speech and Language

Speech and Language Pathology is a program done through the Royal University Hospital. Children who require help because of speech problems or delays will have sessions with a Speech. These sessions are typically scheduled once a month and will be at the Centre.

## Child and Youth Services

This program is done through the Saskatoon Health Region. A Behavioural Consultant may come to the Centre once a month to work with children who have behavioural problems.

Speech and Language Pathology and Child and Youth Services offer support to the ECEs, parents, and Management in working with children who have diverse needs. They will observe the children in the centre(s) and will support setting up grants with the Early Years Branch if they feel that any child may need more help. These grants enable the Centre to set up an additional staff to support the room.

The Speech Pathologist and the Behavioural Consultants also check with the Centre to ensure the children are progressing in a positive way. If a child requires more help than the Centre can give, the Speech Pathologist and the Behavioural Consultants can get increased support and funding from outside of the Centre. Parents are a part of this process.

## Financial Control

### Fee Structure

Parents are charged a monthly fee for childcare services. Infant (6 to 18 months) rates are \$1070 per month. Toddlers (19 months to 2 ½ years of age) rates are \$892 per month. Preschoolers and Kindergarten (2 ½ to 6 years of age) rates are \$813 per month.

Should a family start part way into a month, the rates will be prorated with a daily rate (infants \$31.25, Toddlers \$26.35 and Preschooler \$23.70).

### Methods of Payment

Payment can be made with E-transfer, cheque or cash. E-transfers can be completed by following the information on the Childcare Fee Payment handout provided by the Director. Payments are to be submitted to [payments@ussuchildcarecentre.ca](mailto:payments@ussuchildcarecentre.ca).

### Changes in Fees

Any fee increases will come into effect on May 1<sup>st</sup> of each year. Parents will receive one month's written notice of the change of rates. A new contract will be issued with each fee increase.

### Income Tax Receipts

Receipts will be issued to parents on an annual basis or upon withdrawal from the Centre. They will be processed in February for the previous calendar year and sent via email. Duplicate receipts will be processed within 5 business days and there is a \$5 fee charged for printed receipts.

### Deposits

A non-refundable fee (equal to the rate charged for a month) is required as a deposit to secure a spot. If there are two children the deposit is the amount for the youngest child. The deposit is expected to be paid in full or in monthly installments of \$100/minimum. It will be used to pay for the child's last month at the Centre. Any money remaining will be reimbursed once all fees are finalized.

If a parent is paying a deposit in advance to hold a spot, they must pay the deposit within 3 working days of when the spot was offered to them. Failure to pay the deposit will result in a loss of the childcare spot.

### Membership Requirements

Parents must be attending the University of Saskatchewan taking undergraduate or graduate courses, or be a staff or faculty member of the University of Saskatchewan. 75% of childcare spaces shall be provided to those children whose custodial parents or guardians are University students. Undergraduate students at the U of S and USSU staff will have 33% for their children, Graduate students registered at the College of Graduate Studies and Research at the U of S will have 26% designated spots, with 16% designated for Indigenous students who voluntarily self-identify as Indigenous students. The other 25% of childcare spaces shall be provided to those children whose custodial parents or guardians are University Employees.

USSU staff members are allowed a maximum of five spaces. They will be granted a membership in the centre but cannot sit on the parent board.

If a parent graduates and becomes a staff/faculty, their classification will be changed but their child/ren will be allowed to continue with their space in the Centre.

## Collection & Arrears

All parent portion fees are to be paid by the fifth banking day of the month. Any fees paid after the fifth banking day of the month will be subject to a \$20.00 late payment fee. An additional \$10 per day will be charged after the 6<sup>th</sup> day until the fees are paid.

Recognizing the realities of student life, this fee will be waived in the months of September, January, and May, if you inform the office of your situation and when you will be able to pay. These three months will be the only exceptions to the late fee.

If payment is returned due to non-sufficient funds, an additional \$40 will be charged. Accounts unpaid after thirty days will be sent to collections. Any parents with outstanding fees will not be allowed to sit on the parent board.

## Subsidy

If a student parent is having difficulty making their parent payments they can talk to student loans, Student Central or go to Early Years Early Learning and Child Care and ask for assistance.

The Government of Saskatchewan (Ministry of Social Services) offers a subsidy towards childcare fees in licensed childcare facilities. This subsidy is based on the parent's income. Amounts vary according to the child's age. More information can be obtained from the Manager of Childcare Operations or by calling the Regina Subsidy office (1-800-667-7155).

Parents are responsible for the full fee charged. If part of that fee is subsidized then the parent must ensure that the Subsidy office has all the information needed to process the application. Parents who have not been approved after one month of joining the Centre or who have let their subsidy lapse will be required to pay the full fee until such time as they are approved.

All applicants are required to sign the Child Care Attendance Sheet each month. This sheet verifies the number of hours of attendance and the fee. Failure to sign the sheets will result in no subsidy being received and full fees being charged to the parent.

When a parent decides to take their child out of care, they must provide to the ED or the MCOs a one month written notice, either on paper or by email. If the parent is on subsidy, once the subsidy has been received, the deposit will be reimbursed to the parent.

All applicants can sign a consent form from the subsidy unit that can be provided to the centre, to share information about their subsidy eligibility with the centre's Director or Assistant Director. Please speak to the subsidy assessor for this consent form.

Please see the subsidy website below:

<https://www.saskatchewan.ca/residents/family-and-social-support/child-care/paying-for-child-care>

## **Miscellaneous**

### **Ethical Conduct**

Our Child Care Program supports families and communities by promoting high quality care for children. High quality child care means a safe and nurturing environment for children that promotes physical, social, emotional and cognitive development in partnership with parents and communities.

### **Professionalism**

Early Childhood Educators are responsible to ensure that children under their care learn about play and exploration in a safe and healthy environment. All interactions with children will be done in a respectful manner at the child's level.

### **Smoking Restrictions**

Smoking and vaping of any kind including cannabis is prohibited on any University Property.

### **After Hours Use of Centres**

The Centres are available for use after regular operating hours for activities directly related to or in support of the Centre(s). These activities can include (but are not limited to) ECE meetings, board meetings and in services. After-hours use of an exceptional nature must be approved by the Board of Directors and the University of Saskatchewan Lease Holders.

### **Laundry**

The Centre(s) wash all of its sheets, blankets and linens on a weekly basis. Parents must provide an extra change of clothing for their child/ren as personal clothing will not be laundered in the case of accidental soiling.

### **Violent Toys**

The goal of the Centre(s) is to promote a co-operative and non-threatening play environment. To meet this goal, it is our policy to prohibit toy guns and weapons or any other toy promoting violence from entering the Centre. It will be the discretion of ECEs to decide what constitutes a toy that promotes violence.

## **Child Related Policies**

### **Enrollment**

A parent must not have prior outstanding fees and must be in good standing to be offered a spot in the Centre.

## **Agreement**

All applicants must sign an agreement for Child Care Services prior to their child starting in the Centre. At the time of signing a parent must provide the Centre(s) with a current address, a valid phone number and an email address so contact can be made quickly if need be.

A Personal Information Disclosure Form will be a part of the contract agreement. All necessary forms must be on file before their child is permitted to attend the Centre(s).

## **Obligations**

At the time of signing, the applicant will be made aware of their legal and financial responsibility according to the terms of the contract. If the applicant decides not to attend the Centre(s) they are still responsible for the first month's fees and provide the Centre(s) with a one month written notice of their intention to leave.

## **Confirmation of Membership**

All student applicants at the time of entry must provide to the management team a confirmation of enrolment for status for each school term, September and January.

All staff or faculty applicants must provide a copy of an offer letter from the U of S with the start date of their position each school term, September and January.

Confirmations must be received in the first 3 weeks of each school/ work term. Failure to prove the next school or work term confirmation will result in giving parents their one month written notice to leave the centre by the Executive Director.

Throughout a school/ work term if a parent must leave for an unforeseen circumstance, the parent must provide proof for the next school term immediately in order to continue on in the centre. Once the new term starts a confirmation must be provided in the first week of classes. Failure to do this will result in a one month written notice to leave the centre.

## **Orientation**

Parents will receive an orientation to the centre their child is attending, previous to starting. The Director or AD will conduct the orientation. At that time the contract and all the forms necessary for your child to enter the centre will be filled in.

## **Siblings**

Parents who are in the centre and have another child, can place siblings on the waitlist according to the sibling policy list. When the child's name comes to the top of the waiting list in the age group that needs to be filled, they will be given access to the centre, no matter whether they are an undergraduate student, graduate student, or staff/faculty.

The parent must continue using the Centre with the first child in order for the 2nd child to have priority on spots.

## **Waiting List**

The USSU Childcare Centre offers child care to students and staff/faculty at the U of S 75% of the spaces are for undergraduate, graduate and indigenous students and 25% is for staff and faculty.

The Director will act in their discretion to decide on any matter upon which these regulations are silent but the Board shall make the final decision should it be required.

If a parent gives notice to leave the centre, they are placed on the bottom of the waiting list in the classification they will be returning to the U of S in the future.

## **Part-Time Spaces**

No part-time spaces are available at the centres

## **Termination**

### **Withdrawing Child/ren**

All parents are required to provide a one month written notice to withdraw their child. You can write a letter to the centre or send us an email. The one month written notice means that you give us one month from the day you want to be done in the centre. Examples: If you want to be done August 31st you need to give notice by July 31st. If you want to be done on June 15th I need your notice by May 15th. A fee covering one month of use can be paid in lieu of notice.

### **Failure to Attend on First Day**

Should a parent sign a contract and doesn't show up on the first day of childcare, the Director or AD will attempt to contact them by phone or email.

On a second day of no attendance, an email will be sent by the Director to the parent reminding them of the financial obligation they have to the Centre(s). The letter will also specify a cutoff date by which contact with the Centre is necessary.

Should the cutoff date pass without contact, the parent will lose the space in the Centre. The collection of outstanding fees for the month they were charged will be forwarded to the credit bureau by the Director.

### **Request Child to leave as Result of an Issue**

The Centre(s) will provide a parent with one month's written notice of the withdrawal of their child if it becomes necessary to have their child leave because of an issue with providing care to the child.

Re-entry will be based on the Board's approval.

### **Request Parent to leave as Result of an Issue**

The Centre(s) will provide a parent with one month written notice to withdraw all of their children who are enrolled in the either Centre if it becomes necessary because of a problem with the parent. Re-entry into the Centre(s) will be based on the Board approval.

The Board reserves the right to ask the parent to withdraw their child without notice if there is found to be just cause.

### **Age Out**

Children will not be allowed to attend the centre once they enter Grade One or turn 7 years of age.

### **Non Payment**

Payment of fees is required in the first 5 working days of each month. After the first 3 working days, a notice will be given reminding you about payment of the parent portion. If full payment is not received after the 5th working day of each month, the centre will charge an additional \$20. An additional \$10 per day will be charged after the 6th day until the fees are paid. Accounts unpaid after 30 days shall be sent to collections.

### **Membership Requirements Expire**

Childcare will no longer be provided to students who complete their courses and are no longer taking one full time class to maintain eligibility and for staff who leave their position and are no longer being paid by the U of S.

## **Arrival and Departure**

### **Parking**

**Williams Centre** - Parking for dropping off and picking up children is permitted in the 30-minute loading zone in the back of the building. Permits are required and must be picked up at the Centres office. Cash only.

Do not park, drop off or pick up using the elevator entrance. If you do you will be ticketed. The Occupational Health and Safety Department of the University have implemented a policy aimed at limiting the leak of exhaust fumes into the Williams Building. The source of this pollution is from cars that are left idling close to the door or in the service vehicle stalls. These fumes can have an adverse health effect on some individuals, particularly children and infants. The following rules have been implemented to prevent this leak from occurring: a) Park your vehicle in the 30-minute bays only. b) Turn your engine off. c) Refrain from parking in the service vehicle bays, the fire lanes or anywhere in the courtyard. People who violate these rules will be ticketed. Repeated non-compliance will result in the removal of the 30-minute loading zone.

**McEown Centre** - Parking for dropping off and picking up children is permitted in the 20-minute loading zone in the front of the centre. Please park in the appropriate designated area.

### **Signing In / Out ~ not applicable at this time**

Parents/guardians are expected to drop their child off with the educators in the classrooms. Educators will sign the child in at drop off and sign out during pick up.

The Centre assumes no responsibility for children who are not properly handed over to the educators. Children should not be left in their cubbies, the hallway or in the building unattended for any reason.

The Centre(s) required that children leave either with a parent or parental alternative who is listed in the child's file as an alternate pick up person or as an emergency pick person. The Centre(s) will only allow a child to go with a person who is unlisted if the parent clearly informs the Centre(s)

If there is a day that there will be a different pick up person the parent/guardian is required to notify the centre in advance. That new pick up person must be prepared to show identification to an ECE before the child will be allowed to leave with him/her.

All individuals who pick up a child must be **16 years of age or older**.

### **Late Pick up Fees**

Late pick ups are strongly discouraged. Parents who are late picking up their child/ren by 5:45 pm will be charged a late pick up fee of \$20 for the first 10 minutes. After 10 minutes parents will be charged \$5 for each additional five minutes (or portion thereof) until 6:15 pm. After that the child will be taken by cab to Crisis Nursery or Mobile Crisis will be called.

Parents are advised to always have a specific pick up arrangement in place. Should a child not be picked up from the Centre(s) by 5:45 pm, the following procedure will be enacted:

1. An ECE will attempt to contact the child's parents by telephone
2. An ECE will attempt to contact the child's designated pick up person by telephone.
3. If no contact is made by 6:15 pm, an ECE will contact Crisis Nursery to see if there is space for the child at the Nursery
4. If there is space available, an ECE will accompany the child (with that child's emergency card) to Crisis Nursery by cab at the parent's expense. The parent will also be responsible for the ECE's return cab fare and the regular late pick up fees. A note will be left on each of the Centre's entrances informing the parent/pick up designate of where the child is.
5. If the Crisis Nursery does not have space, Mobile Crisis will pick up the child and put them into temporary foster care.

Should a parent be late for pick up more than once in a six-month period, the Board may decide to suspend child care privileges.

### **Custody**

The Centre(s) cannot forbid a parent to pick up their child unless that parent has no custody rights. If parents are divorced or separated, custodial parents must supply the Centre with a copy of a legal custody order. The Centre(s) will not allow a non-custodial parent to pick up the child. If the parent becomes aggressive or violent, the Centre(s) will contact the police or the U of S Protective Services. However, staff members will not put themselves in physical danger in order to prevent a release.

Copies of visitation agreements issued by the court will be kept in the child/ren's file and will be strictly adhered to by the centre and parents

The Director or Assistant Director will consider the safety and well-being of all children attending the centre, when making any decisions.

## Intoxicated Parents

Parents who are suspected to be under the influence of an illegal substance or alcohol when picking up their child will not be permitted to leave the premises with their child and drive. If a parent leaves 9-1-1 will be called.

## Items from Home

The Centre(s) assumes no responsibility for any money, jewelry, clothing or any other item brought to the Centre. Parents are encouraged to label all children's belongings (such as clothing) and to leave toys at home. However, any security items such as stuffed animals, blankets and pictures are allowed if they make the child feel more comfortable and secure.

## Clothing

Parents are to provide the following items for their child, diapers (if used), wipes (if used), water bottle, blanket for quiet time, footwear that can be worn inside, and appropriate outdoor clothing. Parents are to provide a complete change of clothing for their child as well. This change of clothing is to be left at the Centre and is to include pants, top, underwear and socks. Children's clothing will not be laundered if soiled.

## Food and Beverage

No outside food will be allowed to enter the centre, unless the child is an infant and needs formula or breast milk.

## Sick Child

No child may attend the Centre if they are ill or contagious. The Centre reserves the right to refuse to accept an ill child into care. **Children need to be symptom free and medication free for 48 hours prior to returning to the centre.**

No child should attend the Centre if they cannot actively take part in all components of the Centre's program.

If a child becomes ill during the course of the day, the parents will be notified and are expected to pick up their sick child immediately.

## Specific Illness Procedures (additional sickness policy to be released)

- **Fevers** - Children with a temperature of 38 Degrees Celsius (100.4 degrees F) or higher will not be accepted into the Centre(s). Children who reach a temperature of 38.3 Degrees Celsius (101 degrees F) while at the Centre(s) must be removed until their temperature returns to normal.

- **Diarrhea and Vomiting** - Any child with more than one occurrence of either diarrhea or vomiting must be removed from the Centre(s).
- **Pink Eye/Other Eye Infections, Strep Throat, Ringworm, Scabies, Scarlet Fever, Lice, Pinworm, Impetigo** - children may return to the Centre(s) after being treated with medication by a physician and may be maybe asked to obtain a doctor's note stating they are fit to return.
- **Skin Rashes** - If a child develops a skin rash due to allergies or medication he/she will be allowed to stay unless more symptoms of other illness occur. If the cause of the rash is unknown the child must be removed from the Centre(s) and assessed by a physician. The child may return to the Centre(s) if the rash is determined to be non-communicable, is under treatment or resolves itself.
- **Chicken Pox** - children may return to the Centre(s) seven days after the outbreak of spots providing the spots have completely scabbed over.
- **German Measles (Rubella), Red Measles, Mumps, Roseola (Baby Measles)** - children may return to the Centre(s) five days after the diagnosis by a physician.
- **Whooping Cough (Pertussis)** - children may return to the Centre(s) seven days after the diagnosis and beginning of treatment.
- **Pneumonia, Tonsillitis, Bronchitis** - children diagnosed with these illnesses may return to the Centre(s) after obtaining a doctor's note stating they are healthy enough to return
- **AIDS, HIV, Hepatitis** - children diagnosed with these illnesses may continue to attend the Centre(s) unless they are ill.

## Communicable Illness

Parents are expected to notify the Centre if their child has been diagnosed with a communicable disease. The communicable disease information will be posted in the centre and emailed to the parents. The specific room in which the disease has been present will not be identified.

## Pandemic

The USSU Childcare Centre(s) realizes that illnesses can, and will infect the centre throughout the year. Influenza virus may occur, along with gastrointestinal symptoms and fevers. The symptoms are defined as the acute onset of respiratory symptoms with fever and cough and one or more of the following symptoms: sore throat, muscle aches, joint pain, or weaknesses.

The centre will work diligently to help prevent or contain illnesses, by using the following preventative measures. These steps will include, using correct hand washing techniques, practice cough and sneeze etiquette, disinfect the sinks and toilets as well as the toys and equipment, monitor the health of the children daily by both the parents and the centre, and to stay at home if you are sick or have symptoms of an illness.

If an illness occurs with the children, the centre(s) will take the following steps a) the child will be isolated the best the centre can and remove them to a quiet area away from the other children b) the parents will be contacted to come and pick up their child immediately c) the Early Childhood Educators will clean the areas that the sick child/ren have been. Toys will be disinfected, cubbies and shelves will be bleached, beds will be washed and the bathrooms will be disinfected, doorknobs disinfected, plus

anything else that may need to be done d) when the parents pick up their child/ren they will be reminded of the incubation period of the illness. Children can return once they are symptom free and medication free and able to fully participate in the daily programs.

If the staff become infected and must leave, the centre will try and replace them with substitute workers. If there are no available workers, the centre may have to ask parents at the door to take their children home or the centre may have to call parents and have you pick up your child as the ratio of children to staff is too high to meet the necessary requirements.

If an illness is so severe that (10%) of the children, staff or parents get sick within an hour's time frame, public health will be contacted and they will come out and decide what will happen next.

If a pandemic causes the centre to be closed for a day or more, there will not be any reimbursement of fees to any parents.

## Medication

Medication will be given to a child only if it is a prescription from a doctor.

- ECEs are permitted to administer medication to a child only if the parent has properly completed and submitted to the Centre a medication authorization form. In completing the form the parent must state the name of medication, dosage to be given and the specific time(s) of day that the medication is to be given. Parents must sign the form. Once the medicine has been completed, the parent must sign the form again to verify completion.
- medication must be submitted in its original container with a pharmacist's label stating the child's name and dosage
- ECEs cannot administer medication in excess of the stated dosage or medication that has expired.
- Medication must be directly given to ECEs for proper storage.
- Immediately following the administration of medication, ECEs will record it on the child's medication form.
- If there has been an error in administering medication a report will be made to the Director or AD as soon as the mistake is recognized. The Director or AD will contact the community health unit or a pharmacist to ask about the medication's effects. The parent will also be contacted.

## Hand Washing

All children are encouraged to wash their hands as they enter the room, along with at all mealtimes and after any diaper change.

## Diapering

Parents are required to provide diapers and wipes to the centre for their child. As the diapers get low the parents are asked to replenish the diapers as soon as possible. When a child starts to show interest in potty training, the centre will work with the parents and child to accomplish this goal.

## **Universal Precautions**

Staff will use latex gloves when they are doing any cleaning in the centre, changing diapers or any contact with anyone with body fluids.

Masks will be worn by children and staff in a pandemic as outlined by Public Health.

## **Equipment and Materials**

All equipment and materials are purchased to be age appropriate for all children in the room. Once the materials become damaged, they are replaced or removed from the room.

## **Excursions / Outdoor Play**

### **Playground Safety**

All equipment in the childcare and play yard is age and size appropriate. Equipment is maintained as required to ensure safety.

The Centre maintains a first aid kit approved by the local health department. The kit is to be taken on all walks and excursions.

### **Excursions**

All excursions are to be approved by the Director or AD. Excursions may be cancelled due to weather. Parents will be given advance notice of outings unless it is a neighborhood walk which happens in the moment. Emergency cards for each child going on the excursion will be taken on all outings as well as a first aid kit. The emergency cards contain emergency information for the children.

Parents must fill out a general permission form before their child will be allowed to go on any small or minor excursions. Special excursion permission forms must be signed by the parent and filed prior to any major excursion.

Staff are required to do a risk assessment form prior to all outings that must be signed by a Director and a Board Member.

For excursions around the Williams Building and the McEown Building, and to areas adjacent to the Centre the following ratios will be observed:

1:3 for infants 1:4 for toddlers 1:6 for preschoolers

For all other excursions:

1:2 for infants 1:3 for toddlers 1:5 for preschoolers

### **Supervision**

ECEs and all other adults in the Centre will follow all regulations to ensure that children can enjoy a safe environment. At least one qualified ECE will be present and readily available at all times that a child is on

the premises. Emergency phone numbers for the hospital, fire department, police, ambulance and poison control are posted by the telephones in the office and staff rooms.

## Weather Guidelines

Outdoor play is an important part of the Centre's program. It is necessary for the health and well being of all children.

In the Winter months, **children will not be taken outside when the temperature is below -27 degrees Celsius.** Children will only spend short periods of time outside in cold temperatures. Parents will be responsible for providing appropriate clothing for their child. This includes a toque, a warm jacket with a hood, ski pants, winter boots, a scarf and mitts or gloves.

In the Summer months children will only spend short periods outside if the temperature is above 25 degrees Celsius and/or the UVA reading is above 6. **Children will not be taken outside at temperatures above 35 degrees Celsius.** The Centre will provide sunscreen and insect repellent for all children when they are outside. A sunscreen/ insect repellent form must be signed by the parents.

Parents will be responsible for providing appropriate clothing for their child. This includes a sunhat, walking shoes (preferably sandals or running shoes and not backless shoes/flip flops), a swimsuit and a towel, light clothing, a raincoat and rubber boots when necessary.

## Transportation

The centre will use the city transit system to take children on outings. Children will not be transported by taxi or car.. If there is a medical emergency then an ambulance will be called to transport the child to hospital with an ECE present.

When children go on an outing that is within walking distance, the staff will be in the front and the back of the line with the children in between.

## Portable Emergency Information

When staff go on outings with the children, emergency information is taken with them for each child and staff. A backpack is with the staff, that has the basic first aid kit and supplies along with changes of clothing.

## Child Endangerment

### Aggressive Children

An aggressive child is defined as a child who compromises the safety of any member of the Centre(s) (this includes the child themselves, other children or the ECEs) or a child who disrupts the Centre(s) and compromises the ability of the ECEs to provide a high quality program. The Management Team may choose to put an aggressive child on individual grants.

The Centre's procedure for dealing with an aggressive child is as follows:

- Behaviours will be documented and parents will be notified of the situation by the child's primary caregiver and/or the Director or AD.
- An individual plan will be implemented to work towards improving the child's behaviour. This plan is to be first approved by the parent, the caregiver, the Director or AD, Speech and Language, Child and Youth and Early Years Learning Branch.
- After the plan is implemented, the child's progress will be documented

The Board reserves the right to ask the parent to withdraw their child from the Centre if the child does not improve significantly and to the satisfaction of the AD, the ECEs, or the Director. The parent will be given one month's written notice of the Board's decision.

A parent who refuses to take part in this process may be asked to remove their child with a one month's written notice.

## **Injury Reporting**

All parents will be notified if their child is being hurt or is hurting any other child. Names of other children will not be used when speaking to a parent.

Should a child get hurt at the centre that shows a physical bump, bruise or scrap, an accident report will be filled in by the ECEs and shared with the parent at the end of the day. The original copy is kept in the child's file.

Should the incident be more serious in nature, the Centre will transport the child by taxi (using an appropriate vehicle) to the Royal University Hospital (RUH) with an ECE. The Centre will then call the parent to have him/her go to the hospital.

If the injury is life threatening, the centre will transport the child to the RUH by ambulance. An ECE will accompany the child and the Centre will call the parent to have him/her go to RUH Emergency.

The parent will be responsible for the payment of the taxi or the ambulance.

An unusual occurrence report will need to be filled in along with a phone call to the Early Years consultant. The report will be filled in by the ECE and signed by the parent and will then be sent into Early Years consultant. The consultant will do a follow up with both parties. A copy is kept in the child's file.

## **Child Abuse and Neglect**

The Centre, like any other childcare facility, has the responsibility to ensure the protection of all children and is legally required to report any suspected cases of child abuse. Abuse is defined as any form of physical, emotional, sexual, or neglectful behaviours.

The Centre will document and report any evidence indicating child abuse. This includes unusual forms of sexual behaviour by the child, lack of cleanliness and hygiene, lack of supervision by a parent or caregiver, unexplained physical bruising and violence, or observable indications of severe treatment at home.

If the ECEs feel a child is in need of protection, they will report to the Director or AD immediately. Management will then document the information from the ECE and look at or talk to the child for clarification without pressing for information. Once this has been completed and presuming there is an indication of abuse, Management will then call the Child Protection Intake Line from the office. If an ECE makes the call, they must notify Management of the call made immediately.

For information on child abuse and neglect see the website below:

<https://www.saskatchewan.ca/residents/justice-crime-and-the-law/child-protection>

Saskatchewan has a Child Abuse Protocol. See below information with changes:

<http://www.mobilecrisis.ca/assets/documents/Saskatchewan-Child-Abuse-Protocol-2014.pdf>

<https://www.saskatchewan.ca/government/news-and-media/2014/october/29/revised-child-abuse-protocol>

## Child Management

### Discipline Techniques

The Centre disapproves of violence in any form. This policy also applies to corporal punishment of any kind. Children at the Centre are encouraged to work out their frustrations in constructive ways and through communication, rather than aggressive behaviour. If the need to discipline a child arises, the following steps will be taken:

1. The child will be removed from a potentially hazardous situation and have their attention diverted elsewhere
2. This failing, the child will be provided a time away until they are calm.
3. The ECE will then talk the child through the problem, assuring the child that the behaviour is the problem, not the child.

### Potty Training

The Centre understands how difficult potty training is. We are also prepared to help with the training process. We suggest that parents begin training their child at home for about 4 weeks before starting at the Centre to make their child more comfortable with our efforts to help.

- **How to tell if a child is ready.** Some signs that show a child is ready for training is if they tell an ECE they need to go without being taken by the hand or prompted by any ECEs and if the child can, on their own, pull clothing up and down.  
A child may not be ready if they cannot be accurate about body functions, cries or has tantrums when on or going to the toilet and/or has more than one accident a day.
- **Training.** Once a child starts training, we ask that parents provide several pairs of underwear, socks and pants. (If you use pull-ups they must be Velcro style to aid in quick changes). We will

keep a few diapers or pull-ups of your child's in the Centre(s) in the case that your child does not succeed the first time.

In training children, we encourage them to "try" to use the toilet. They will not be forced to sit on it. When they succeed they will receive a positive response (stickers, stamps, clapping hands). There is no punishment for not using the toilet or not making it to the toilet. Children who are not ready but show interest will be encouraged to sit on the toilet. If a child is not trained after approximately a month, we will return the child to Velcro style diapers or pull-ups. When the child shows signs of interest, we will try again.

## Naptime

Naptime is from 12:30 pm to 2:30 pm for the younger children and is from 1:00 pm to 2:30 pm for the older children. Children who are awake at 1:30 will do some activities in the centre.

We recommend that parents bring their children at least 20 minutes before lunchtime so the child has time to play before lunch and naptime or after 1:30 pm so that the child will not have to nap.

## Kindergarten

The Centre has space available for kindergarten aged children. These children must be five years of age by January 31st following the September 1st registration. The number of kindergarten spaces available in the Centre will be based on the Executive Director, MCOs, ECE, and Board approval.

Children can go to any kindergarten program as long as the parents make all arrangements for transportation to and from the school. If a child is being transported to kindergarten by bus it is the parent's responsibility to ensure his/her child is safely boarded and safely leaves the bus on the child's way to the Centre. Arrangements may be made with Centre to assist in the departure and arrival but this assistance will be on an individual basis and the Executive Director or Manager of Childcare Operations will decide the extent of it.

Children who attend Brunskill School (which is adjacent to the Centres) will be walked to and from the school by the ECE's. Parents are responsible for arranging their child to attend the proper school days for each location. Speak with the school or the MCOs for this information.

Children must also be wearing backpacks to carry any items. This allows them to hold hands when crossing the street or catch themselves should they fall.

In order for children to be walked they must be at the Centre no later than 8:30 am. Parents must inform the Centre if the child is being dropped off at school or picked up from school by the parent.

The Centre will walk Kindergarten children to and from Brunskill Elementary School provided that the weather is within reasonable limits. If the temperature, factoring in the wind chill, is too cold for walking, parents will be notified before 8:30 a.m. with a phone call that they need to transport their own child to and from Kindergarten. The staff will check Environment Canada's website [https://weather.gc.ca/city/pages/sk-40\\_metric\\_e.html](https://weather.gc.ca/city/pages/sk-40_metric_e.html) or call #306-975-4266 before 8:30 a.m. to determine if the temperature, including wind chill, is below minus 35. If it is minus 35 or colder, the

Centre ECEs will not be walking the children because exposed skin will freeze in the amount of time it takes them to walk to Brunskill School.

If the Centre ECEs walk the children in the morning and the weather deteriorates before pickup, we will still pick up the children. If you decide to pick up your child, please call the centre so we know that your child will not be there for pickup. If we are not informed to pick up a child that was dropped off then we will not send a staff member to the school at the end of the day.

If you are unable to transport your child to and from Kindergarten on these extreme cold days, they are welcome to spend the entire day at the centre(s).

The fees for kindergarten children are the same as for preschool children. Parents may use the centre for their child during early dismissals and school breaks.

The supervisory ratio is one adult to six children as this is considered a neighborhood walk.

## **Nutrition**

### **Menu Planning**

The Centre provides two nutritious snacks and a lunch a day for children aged 6 months to 6 years old. A weekly menu plan will be posted by the Centres.

All foods prepared at the Centre are in accordance with Canada Food Guidelines. Snacks will provide one serving from at least two of the four food groups. Lunch will provide one serving from at least three of the four food groups. Food prepared at the Centre will be served with the least amount of processing possible to preserve its nutritional value.

### **Allergies**

Parents must provide the Centre with information on any and all of their child's allergies including any changes as they arise.

The Centre cannot guarantee that a child will not come into contact with an item or product that causes an allergic reaction. If a child has an allergy to a product that the Centre provides, we may not necessarily stop providing this product, but rather try to ensure that the child is not exposed to that product.

The Centre will attempt to accommodate all food allergies during the planning, preparation and service of lunch and snacks by making substitutions when necessary. No outside food is allowed into the centre.

Parents must provide medication if their child has any possibility of suffering severe reactions to his/her allergy. This medication must be provided at all times.

## **Epi-pen Information**

Children who attend the USSU Childcare Centre(s) and have an epi-pen, must bring it to the centre daily and it must have the proper child's name on it. If the epi-pen does not come in or has the wrong name on it, the child will not be allowed to stay at the centre.

Children who need to have an epi-pen in the centre for their allergies/illness, must bring it into the centre and hand to the ECE's. The Epi-pen will be placed in a safe area where no children can reach it. There will be a note visible for all to see where the epi-pen is in case of emergency. Have it locked up in the medicine cabinets closest to their room. The only time the epi-pen will be moved or leave the locked area is to go home or if the staff go on an outing and will take it with them.

Public Health outlines that the epi-pen be stored between 15 and 25 degree Celsius and to avoid excessive heat, so the product does not become inactive. They recommend that the epi-pen be in a location that is room temperature and is within a 2 minute running time. Public Health also suggested that for the safety of the child and staff, the epi-pen should be stored in the same location all day long, so all staff know where to find it in an emergency situation. (School systems store the epi-pen in a locked area in the same location all day long)

Learning supports what Public Health has recommended and says that it is not required to take the epi-pen outside to the yard or to the gym. They suggest we follow the above storage recommendations as well.

## **Safe Food Handling**

The centre follows all guidelines as set out by the Canada Food Guide and Public Health when it comes to the preparation and serving of food.

The centre hires staff who have their food safe course, to prepare all snacks and meals.

## **Outside Food & Beverage**

Parents who want their babies (6 to 18 months) to have infant formula or baby food must provide for their child daily. Parents must label all food and beverage containers with the child's full name, first and last, before bringing them into the Centre.

All bottle feedings must be supplied by the parent. All bottles and bags of breast milk must be marked with the child's full name, first and last, along with the date the milk was extracted and put into the bag, before being placed in the fridge or freezer. The Centre does not allow any child to be fed by means of a propped bottle.

Should a child receive the wrong breast milk it will be immediately reported to the management. Parents of the children who are involved, will be notified immediately. The parent whose breast milk was given will be asked to contact Public Health for a medical disclosure, including release of recent testing for HIV and Hepatitis (often done in early pregnancy) or to request a blood test to screen in the case where recent results are not available.

An unusual occurrence form will be filled in and reported to Early Years.

ECEs, casual subs, students and volunteers may take one small portion of a meal or snack to model to the children how we eat properly.

## **Safety**

### **Evacuation Procedure**

Monthly fire drills are to be held at each Centre. During fire drills, children are encouraged to walk out of the building themselves and be aware of all steps to be taken.

In case of fire, the Williams children will be immediately taken to the Graduate House residency. The McEown children will be taken to Souris Hall. Further arrangements will be decided after the immediate risk is assessed.

If a parent/guardian is in the building, they are required to take part in the drill until it has ended.

### **Severe Weather Action Plan**

In Saskatchewan we are all aware that the weather can change drastically and quickly over a few hours.

The Centre(s) Director, Assistant Director and ECEs will watch the sky, listen to the radio and check the internet weather websites for updates.

If the weather becomes severe, the Director, Assistant Director or ECEs will start to call all parents in the centre by using the office and staff room phones, or email the parents. The parents will be asked to come as early as they possibly can to pick up their child. They will be reminded to try and get here before closing time at 5:45 pm.

The office answering machine message will be changed to inform the parents of what the centre is doing during the inclement weather. Leave a message on the machine. The ECEs, Director or Assistant Director will check and retrieve the messages every 10 minutes. DO NOT continue to call the centre if the line goes to the machine. Leave a message AND LET US CALL YOU BACK.

Once all children are picked up the ECEs will leave the centre(s). In the morning, please call the Centre's office phone line to listen to the machine for an update. The information of opening time will be on the machine.

Remember: Safety is number one for the children, parents and staff. If the weather is so severe that the safety of any one of the above is in question, the centre reserves the right to postpone the opening times.

## **Parental Involvement**

Parents are an integral part of a child's positive experience at the Centre. In recognizing this the Centres encourages parent's participation to ensure that the Centre is able to provide the best possible childcare

for all children. The Centre also encourages open communication in expressing concerns so that they can be readily dealt with. We want to make the childcare

## **Annual General Meeting**

The AGM will be held on the 3rd Wednesday in September of each school year. All parents are encouraged to attend.

The Board of Directors is elected at the Annual General Meeting. They each serve a one-year term. The Vice or acting Chairperson shall be the only position not elected. They will stay on (if possible) for a second term to ensure continuity.

## **Board of Directors**

The Board Membership consists of:

- A member of the USSU Executive
- A member of the student body appointed by the USSU Executive
- The Assistant Vice President of Student Services
- USSU General Manager
- Five (5) student parents

The Board Executive consists:

- The Chairperson
- The Vice Chairperson
- The Secretary
- The Treasurer
- Five (5) members at large

The USSU Executive, USSU employees and the appointed U of S member shall only serve as members at large. They cannot be appointed or elected to any of the four Executive positions.

The Director of each location will attend all board meetings. The Assistant Director will attend board meetings as requested by the board.

All Board members are encouraged to attend all meetings. Any member absent for two consecutive meetings without prior notification to the Chairperson or the Director is eligible to be removed from the Board by the other Board members.

Any parent may attend Board meetings as long as the parent who wishes to attend informs the Director or the Chairperson of the Board of their intention 24 hours prior to the meeting.

ECEs may send one observer to any board meeting as long as the ECE who wishes to observe informs the Director of their intention 24 hours prior to the meeting. However, any parent or ECE who is not on the

Board may only attend the open agenda portion of any Board meeting. Only the Board may be present for the closed agenda portion of meetings.

Parent Handbook

Created and Approved by the USSU Childcare Centre Board

January 27, 2021

June 29, 2022 - updated