



Rockabye  
*Daycare*

# ROCKABYE SERVICES INC. PARENT HANDBOOK

Informational Guide For Rockabye Daycare

## Welcome

The staff of Rockabye Daycare would like to welcome you and your child to where your child comes first! We strive to make your child feel valued, respected, and capable. We do this by ensuring that your child is provided with a healthy, safe, and nurturing environment that supports his/her growth and development. It is our privilege to ensure that every child in our care experiences these basic rights.

We also strive to make you, the parent, feel valued and respected. We do this by ensuring that we form a partnership with you as we discuss your childcare needs, and accommodate your questions, suggestions, and concerns.

This handbook provides you with an overview of how Rockabye Daycare operates. We provide important information you need to know to ensure that you and your child get the most from the services we provide.

If you have any questions or concerns please contact us. We look forward to getting to know you and your child.

Rockabye Daycare Director: Emma Chadwick

Phone:(403) 680 0956

Email: [support@rockabyedaycare.ca](mailto:support@rockabyedaycare.ca)

## Learning Schedule

Our learning schedule for Rockabye Daycare is as follow, please note the schedule may change and you are advised to visit our website to view the most updated schedule.

6:30 AM	Doors Open
7:30 AM	Breakfast
8:30 AM	Circle Time / Free Play
9:30 AM	Outside Play / Centre Play
11:30 AM	Lunch
12:00 PM	Nap
2:00 PM	Wake Up
2:30 PM	Snack
3:00 PM	Outside Play / Centre Play
5:00 PM	Clean Up & Home Time Prep
5:30 PM	Home Time

## Rockabye Philosophy

Our ambition is to provide an exceptional learning environment for children by delivering a loving and supportive setting for children and educators. We hold your child's safety, happiness and well-being to our highest standards. Together, it is our responsibility as educators and parents to prepare children to succeed later in life. This highlights the importance of rich early childhood learning experiences that encourage children's self-esteem and love for learning.

## Rockabye Child Principles

The safety and well-being of your children is our number one priority. We provide a safe, clean environment with high quality materials and resources. Our goal is to support children's cognitive, physical, and social-emotional development through a program built on an understanding of children's natural developmental curve. Recognizing individual differences in their development helps us to ensure age-appropriate activities and set individual learning objectives for each child. This allows us to promote children's independence with the aim of instilling a strong sense of self in every child. In our fast-paced everyday life we are continually pushing ourselves and our children. The importance of high academic achievement has become the primary goal of early childhood education. However, pushing children too early can sometimes foster feelings of failure or decrease children's motivation for learning. At Rockabye, our goal is to put the emphasis back on the "pre" in Daycare. It is essential to allow children to explore their interests, express themselves, play, make mistakes and adjust their understanding of the world through these instrumental experiences. Essentially, our role as educators in your children's lives is to provide love, respect for who they are, support their curiosity, guide their learning, and encourage them to be actively involved in their learning process.

## Facility Care

Rockabye Child Care provides quality childcare, within a home environment. Child care child arrangements may include:

- Daycare full time care;
- Daycare part time care;
- Emergency care

Daycare hours of operation are from 7:30am to 6:00pm. Your parent contract will specify your required arrangement times for dropping-off and picking-up your child.

## Enrolment Policies

### Attendance Policies

#### Contracted Hours:

Will be agreed upon in the registration process.

## Daycare Policies

### Fees (Cost of Care)

Fees are not posted online as we deal with fees on a per family basis. Invoices for childcare fees are issued on the 26<sup>th</sup> of each month and are due within 2 weeks. The fees are a pre-payment of your child's space and must be paid 14 days prior to the month of care scheduled. Please visit our website for additional information regarding monthly cost of care. Late payments will incur a late fee of \$35 by the discretion of management.

### Absences

Parents are to call the Provider to inform them that their child will not be attending care, whether due to illness or holidays. Fees are still applicable for absences since your child's spot is being saved for her/him.

### Statutory Holidays

Rockabye Child Care is closed on statutory holidays. Parents are required to pay the usual rate for statutory holidays if your child normally attends on that day. All statutory holidays are posted online: [Link](#)

### Parent & Child Absences

Parents must provide two weeks' notice, in writing to the Provider, of your intention to take holidays or advise any alteration to the contracted days and hours.

### Changes in Contracted Hours

*CONTRACTED DAYS ARE NOT INTER-CHANGEABLE, ADDITIONAL DAYS MUST BE PAID FOR*

Any changes in hours or days are not transferable to another day, e.g. if your contracted days are Monday & Tuesday and the Monday falls on a public holiday you cannot "swap" this day for a Wednesday. If you wish to use care for an extra day you will be subsequently charged the appropriate fee. Any extra days outside your contract will be charged at a higher rate.

### Leaving Care

Written notice of your intention to withdraw from care must be given one month in advance to the Provider and Coordinator or one month's fees will be payable in lieu of notice.

### Attendance Records

Parents must sign their children in at the time of arrival and out at departure time each day. The Child Care Provider will have the attendance record accessible to you at all times. Please be considerate and call your Child Care provider as soon as possible if your child will be absent for that day.

## Protecting Children

Rockabye Daycare discipline procedure is based on the Pediatric Society of Canada and will be discussed on commencement of enrolment. We will ask parents to sign the particulars at the back of the handbook authorizing our discipline policy.

All staff will have criminal and vulnerable sector checks readily available on commencement of employment and periodically checked for evaluation purposes.

We will also have a key worker designated to each group and the worker will change on a monthly basis. Each member of staff will notify management of any behaviour deemed inappropriate.

Teacher child relationships will be monitored weekly and monthly and discussed at the Staff monthly meeting. By law, any parent or Child Care Provider is obligated to report cases of suspected child abuse. It is a criminal offence if one does not report such cases.

## Abandonment and Parent/Guardian Impairment

If, for some reason, your child has not been picked up one hour after the day home is closed and the Provider is unable to reach you or your emergency contacts, we are required, by law, to contact the Child & Family Services Authority. They will pick up your child.

If a Provider suspects that the person who arrives to pick up a child is under the influence of drugs or alcohol and that their behaviour could be a safety issue to your child, the following procedures will be followed:

1. You will be requested to call someone else to pick up your child.
2. In the event that you refuse to comply, staff will notify the RCMP of your suspected condition and provide them with your name, address, and description of your car and license plate number.
3. We will notify Child & Family Services Authority of all of the above.

## Alternative Care for Rockabye Child Care

Should a Child Care Provider have an emergency such as illness, an accident, crisis in the family, or unexpected program closure/evacuation, alternative care for the children will be provided where possible. This may include:

1. An alternate Rockabye Child Care facilitator that has space available.
2. A certified substitute Child Care Provider

Rockabye child Care will arrange another Child Care Provider for the child if needed, until the original Child Care Provider can resume work.

## Custody and Parent Access

In cases where custody of children has been awarded by a court to one parent/guardian and restricted access or no access by the other parent has been specified, a copy of the court order must be given to the Provider. A copy is also kept on file with the child's records.

If a custody order prohibiting access by a parent exists but has not been supplied to the Child Care Provider, the parent cannot be denied access to his/her child.

Only custodial parents or authorized persons may collect children from the Day Home.

## Rockabye Daycare

### Communication

Communication between you and your Provider is one of the most important aspects of successful care. As your child develops and his/her needs change, it is important to discuss these changes with your Provider. Talk to your Provider about the toys and activities your child enjoys. Ask the Provider what they provide and where the children play. It is important that you and your Provider make regular times to discuss your child's day, needs, interests and routines.

### Routines

Discuss with the Provider your child's routine and preferences. Ask the Provider what they do during the day. Discuss with the Child Care Provider what range of activities they participate in throughout the year.

### Meals

Rockabye Daycare will be using a catering company that will provide food to the children. The meals are prepped in a commercial grade kitchen and are in line with the Alberta Health food guidelines. A menu will be available online at <http://rockabyedaycare.ca/daycare/nutrition/>

### Clothing

When dressing your child, consider clothing and footwear that allow freedom of movement for climbing, running, painting and messy play. Pack at least two extra sets of clothes in case your child needs to be changed during the day. Please consider the outdoor elements when preparing your child for daily outings or if they are potty training.

Have bags, all clothes, bottles etc. labelled with the child's name or initials. Since many children wear similar items of clothing, it is easy for clothing to be misplaced.

### Sleeping

Please discuss your child's sleeping routine with your Provider. Look at where your child will be sleeping and discuss the provision of linen.

### Toileting

If your child is in Protection briefs you will need to bring extra in case there is an accident plus wet wipes etc. each day. Discuss what stage your child has reached with their toilet training so that there is a consistent approach to toileting between home and care.

## Parent Participation

Rockabye Child Care values and encourages parent participation in all aspects of the Rockabye Daycare.

- Parents are kept informed about the Rockabye program policies and procedures
- Providers may be asking parents to contribute recyclables for use in art and play projects
- Rockabye Child Care invites parents to contribute ideas and suggestions for Daycare and children's activities
- Parents are also encouraged to comment on the operation of the program and make any suggestions for improvement
- Survey forms are available from the office. We invite feedback from parents on all aspects of the program

## Complaints

What do you do if you have a complaint?

If you have a complaint please discuss it with the Provider.

If the matter is not resolved to your satisfaction, please contact Emma Chadwick on 403 680 0956.

If you have any remaining concerns, please contact Calgary Child and Family Services at: (403) 297-6100

## Health and Hygiene

### Sick Children

- Providers are unable to care for children suffering from a communicable disease, contagious illness or high temperature (38 degrees or more).
- If the child has commenced on a course of antibiotics, they will not be permitted to re-enter the Day Home for at least 24 hours to allow the medication time to take effect.
- When a child arrives in care and does not appear well enough to be in attendance, the Provider will ask the parent/guardian to take the child home.
- Rockabye Child Care will retain the right to exclude any child who is obviously unwell or is regarded as a health risk to other children.
- Parents are asked to notify the provider, within 24 hours, if the child has been diagnosed with any communicable disease/infectious condition.

Any diarrhea, vomiting or high temperature must be clear for at least 24 hours before returning to care to prevent the passing on of infection to other children and staff. A written clearance from a Doctor may be required before a child can return.

All parents need to be informed if an infectious disease has been diagnosed in their provider's household or among the children in her care.

In the case of a child requiring immediate professional medical or dental attention, the provider will contact you or your nominated emergency contact person, if you are not available.

## Emergency Procedures

Should a child require emergency care, (defined as life-threatening, unconscious, broken bones, allergic reaction) an ambulance will be called and the child will be taken to the Hospital. The Provider will do everything possible to contact the parent to advise them in advance.

In all cases, staff will use best practices available to them. Parents will be required to sign the ACCIDENT/INCIDENT REPORT prepared by the Provider.

## Immunization

Parents are strongly encouraged to have their children immunized in accordance with the Government of Alberta's recommended Routine Immunization Schedule.

The Public Health Act 1992 requires parents of all children enrolling in childcare to provide documented evidence of the child's immunization status. Immunization is not compulsory. If you have respectfully declined immunizations for your child please submit that in writing and it will be added to your child's file.

## Medication/ Healthcare

Providers are not permitted to administer any medication/Healthcare routines without written permission from the child's parent. Un-prescribed medicines (e.g. Tylenol, Herbal medicine) cannot be administered without a parent's signature stating time and dosage.

An Authorization to Administer Medication form must be completed before the provider can administer medication to your child.

In the case of permanent prescribed medication or healthcare, one form signed at commencement of care and updated every six months or when instructions change, will be sufficient. A special note will be on the child's file and a medication management plan will be discussed in detail with the parent.

## Weather Conditions

During the summer the Provider will apply sunscreen to all children over the age of 12 months. Providers may require parents to supply sunscreen that is SPF 15 or higher for their child.

To protect your child from severely cold weather, the Provider may keep your child indoors should the temperature be so cold that it could become unsafe for your child to be exposed to outdoor elements.



## Nutrition for Children in Care

Rockabye's Daycare provides food and snacks for our little students throughout the day. Healthy habits and good manners are developed at an early age, so there is nothing better than have healthy meals. We provide meal through a catering service that specializes in providing healthy, fresh and nutritious meals daily for children between the ages of 1 to 5 1/2 years.

We will distribute in 'The Parent Enrolment Package' a 'Nutrition Guide' that includes sample menus.

- Special dietary needs are to be met and if any child has a severe allergy, then that particular food will not be allowed in the day home.
- Children are encouraged to drink water frequently throughout the day.

## Programming

Providers are guided and encouraged to plan a program of activities for children in their care and to display their plans where parents can view them. The Rockabye Daycare teachers are trained to develop programs for children that support the social, physical, intellectual, creative and emotional development of the children in their care.

Activities for children include a range of experiences enhancing all areas of development. Providers have art & creative activities, dramatic play equipment, blocks and other building toys, puzzles and fine motor equipment, sand and water play, books and equipment to support literacy development and opportunities for children to participate in music and movement activities.

Rockabye Child Care believes in offering children and families an inclusive program that is reflected through an open environment where alternative perspectives, values, beliefs, lifestyles and culture are respected and people are fully accepted.

## Field Trips

Outings are an integral part of the Daycare program. They provide experiences for children, similar to those experienced by children who are cared for by non-working parents/guardians.

## Transportation

Written permission must first be obtained from parents or guardians before children in care are taken on any excursion outside the local area.

## Television

Television can be a useful tool if used correctly. However, television will not be used as a childcare activity.

## Rockabye Daycare Parent Agreement

The parent needs to initial each criterion in the space provided.

1. I understand that the first two (2) weeks of my child's placement are for a trial period, and the placement may be terminated by the Provider. X\_\_\_\_\_
2. I agree to give two weeks notice in writing to my Provider of any changes to my contracted days and hours of care. X\_\_\_\_\_
3. I agree to give my provider notice of any changes of address or employment details. X\_\_\_\_\_
4. I agree to give two weeks written notice to my Provider of my intention to take a vacation. X\_\_\_\_\_
5. I agree to give one month's written notice to my Provider of termination of my placement or to pay one month's fees in lieu. X\_\_\_\_\_
6. I agree to notify my Provider if my child will be absent from care due to illness. X\_\_\_\_\_
7. If my child contracts an infectious disease, I agree to exclude him/her from care for a period recommended by Public Health or on presentation of a Doctor's certificate. X\_\_\_\_\_
8. I agree that Rockabye Child Care may provide relief care for my child should my regular Educator have an emergency such as illness, an accident, crisis in the family, or unexpected program closure/evacuation. X\_\_\_\_\_
9. If my child contracts an infectious disease, I agree to exclude him/her from care for a period recommended by Public Health or on presentation of a Doctor's certificate. X\_\_\_\_\_
10. I agree to pay:
  - i. Rockabye Child Care 15 days prior all fees owing for childcare and I understand that any additional care required (before or after contracted hours) is liable for overtime charges;
  - ii. I understand that fees are payable for any absence (except when care is not available); and
  - iii. I understand that fees are payable for public holidays which fall on a day my child/ren would normally attend. X\_\_\_\_\_
11. I will provide the Provider with a spare set of clothing, (appropriate to the weather), extra underpants, sunscreen creams, hat, mattress protector, a pacifier, favourite toy or security blanket if my child normally uses these. X\_\_\_\_\_
12. I agree to discuss my childcare needs with the Provider. X\_\_\_\_\_
13. I agree to discuss any problems I may be having with my child's placement with the Provider and the Rockabye Child Care coordinator. X\_\_\_\_\_
14. I understand that I must advise the Rockabye Child Care coordinator of my wish to seek relocation due to my Provider being ill or on leave. X\_\_\_\_\_
15. I agree to sign the attendance/timesheets provided by the Provider on a daily basis. X\_\_\_\_\_
16. The Provider/staff of the day home have my permission to obtain medical/dental advice or call an ambulance in the case of an emergency. Costs to be borne by the parent of child/ren. X\_\_\_\_\_
17. The Provider/staff of the day home may take my child/ren on outings away from the Rockabye Child Care Daycare. The Provider/staff may take my child on a routine excursion in the area using public transport. A routine excursion would include walking to: a nearby park, playgroup, home playgroup, school, local shop. I understand that I will be advised prior to my child going on

a routine excursion and my child would not be transported on a non-routine excursion out of the local neighborhood without my written permission. X \_\_\_\_\_

18. I consent for photographs or video recordings of my child/ren to be used by the program. I understand these photographs may be used by the day home for publicity. X \_\_\_\_\_

19. I agree to have my child relocated to another Rockabye Child Care Facility, or another accredited Provider in an emergency, provided every effort is made to contact me. X \_\_\_\_\_

20. I acknowledge and agree that the Coordinator may withdraw the provision of care to my child/ren on one or more of the following grounds:

a. Where a parent of the child/ren does any one of the following things:

i. assaults or threatens to assault, willfully obstructs, harasses, taunts, threatens, abuses, insults or makes personal reflection on or imputes improper motives to any employee, of the Rockabye Child Care Program or any other person connected with the operations of the Program.

ii. says or does anything that, in the opinion of the Coordinator, is inconsistent with the good order, safety or well-being of the Program,

iii. or otherwise breaches this Agreement and the breach is incapable of a remedy;

b. Where, in the opinion of the coordinator, a parent of the child/ren fails to co-operate with the Program's efforts to resolve differences and/or meet the needs of the child/ren through parent/staff meetings or conferences and/or exercises inappropriate discipline over a child whilst at the Rockabye Daycare; or

c. Where the child/ren exhibit special needs, or needs related to serious illness, that, in the opinion of the Coordinator, are not possible to be met by Rockabye Child Care and its staff and/or contracted Providers. X \_\_\_\_\_

21. Staff will label all items provided by the parent such as bottles, clothing, containers, special items for their child with their name on it.

I have read the above Agreement and I am prepared to accept the conditions

Date: \_\_\_\_\_

I \_\_\_\_\_, hereby agree to the terms and conditions laid out in this document. I have read and understood Rockabye Childcare Services Ltd. Policies and Procedures which are available to me on the online and/or in print.

\_\_\_\_\_  
Print Name

**Emma Chadwick**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature  
Owner

