version 2_s. 2025

KLORIOUS KIDS CHILD CARE

PARENT HANDBOOK

Klorious Kids Childcare Centers & Out-of-School Care



Locations :

- Church Center : #1 Alberta Drive,
  Fort McMurray, AB, T9H 1P3
  Contact Number: 780-715-2228 ext. 1
  Email: kchurch@kloriouskids.com
- Tower 1 Center: #102 11721 MacDonald Dr.,
  Fort McMurray, AB, T9H 4H1
  Contact Number:780-715-2228 ext. 2
  Email: tower1@kloriouskids.com
- Abasand Center: #101-307 Athabasca Ave.,
  Fort McMurray, AB, T9J 1G9
  Contact Number: 780-715-2228 ext . 3
  Email:abasand@kloriouskids.com
- Beatrice Center: #120 McTavish Crescent.,
  Fort McMurray, AB, T9J 1G9
  Contact Number: 780-213-7023
  Email:timberlea@kloriouskids.com

KLORIOUS KIDS CHILD CARE





WWW.KLORIOUSKIDS.COM

ADMIN@KLORIOUSKIDS.COM

Table of Contents

I. Welcome Page.....page 2

II. Program Information.....page 3

Our Mission, Philosophy, Curriculum.....page 3

Fees and Hours of Operation.....page 4

Daily Routines.....page 8

III. Roles and Responsibilities.....page 10

Parent Involvement and Participation.....page 11

IV. Program Policies.....page 13

V. Forms.....page 22

Enrolment Waiver/ Consent Agreement.....page 22

Preauthorized Debit Agreement.....page 24

Authorization and Waiver to Transport Child....page 25







Welcome to Klorious Kids Childcare Center

Program Admin: #1 Alberta Drive, Fort McMurray, AB, T9H 1P3
Contact Number: 780-715-2228 ext. 1
Email: Admin@kloriouskids.com

PROGRAM HOURS OF OPERATION:

Monday- Friday:
(Centers hours different)
Closed Saturday and Sunday except with prior arrangement
Daily Nap Time/Sleep Time: 12:00 p.m. to 2:30 p.m.

Extended care: (Please speak to the office for availability)
Monday -Friday: 6 p.m. - 9 p.m.
Saturday and Sunday: 6 a.m. - 9 p.m.
After Hours Emergency Contact Number: 780-607-3187

Overnight care is only available at Beatrice Center (Please speak to the Program Supervisor to complete an Overnight Care Plan)







We are so pleased that you have decided to join us! So much information to share.... Please don't hesitate to ask if you have any questions at all regarding any aspect of our program, policies and procedures. We also have an open-door policy meaning that you and your family are welcome to visit our center at any time.

Disclaimer: Klorious Kids Childcare Center reserves the right to make ammendments to the terms and conditions stated in this handbook and will provide notifications when changes occur.

PROGRAM INFORMATION

OUR MISSION

To partner with families to develop children to their full potential with love, care, trust, and respect. To provide and promote licensed, high quality, affordable, and accessible early learning and child care programs to meet the needs of children and families in Fort McMurray.

PHILOSOPHY

To provide a safe, developmentally, inclusive environment for children. Our focus is to develop the “Whole Child” by providing a stimulating early learning and child care experience which promotes each child’s social/emotional, physical and cognitive development. We support and nurture the children’s own natural desire to be lifelong learners. We are committed to the families we serve, providing support and encouragement.



OUR BLENDED CURRICULUM

We are a play-based center and our curriculum is delivered through a balance of child-directed and teacher-directed activities. All instruction is designed around the age and developmental level of the children.

Formal and informal assessments are completed throughout the year to evaluate the curriculum and the individual learning needs of the children.



FEES AND HOURS OF OPERATION

Our programs are licensed for children ages 1 month to 12 years of age. We offer full-time and part-time care. Part-time care is available on a limited basis and is not guaranteed as the center reaches capacity.
The centers' operating hours vary:

- Church and Beatrice: 6am-6pm
- Abasand Center: 6:30am-5:30pm
- Tower 1 Center: 7:30am-5:30pm

- Fees are due and payable on the first of each month and paid by pre-authorized payment.
- Deposit and first month fee are due when the spot is confirmed.
- Absence from Care : Refunds for child care fees will not be processed for the following: missed days; vacation; sick days; public health closures; or inclement weather closures.
- Registration fees are non-refundable.
- Tax Receipts: We will provide payers with an official Child Care Income Tax receipt on or before January 31st of each year for the prior year's fees.

REGISTRATION AND FEES

Admission of each child requires the completion of a registration form online or paper.

Given the licensing limitations on numbers of children in the program, we may be unable to accommodate all applications always. Prior to, or following the completion of the formal application, parents are required to visit the Program to discuss their child's needs; for the child to spend some time in the environment and with the staff. This will enable parents to better judge if the program will meet their needs. Arrangements will be made with the Program Director for these visits.

The Parent will be required to pay the registration fee upon registering the child. After the visits and decision to enroll the child from both the parent and Klorious Kids, the parent will then be required to pay the deposit and the first month of Program Fees.

The following forms must be returned before your child's first day

1. Registration form (online)
2. Registration fee (Non-refundable), one-time fee $100.00
3. Deposit: $326.25
4. First month's fees
5. Enrolment agreement form
6. Pre Authorized Debit Form
7. Transportation Waiver form (if you need transportation)

PROGRAM INFORMATION

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Director of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

A child is not considered to be enrolled and cannot attend program, until the registration, deposit and initial Program Fees are paid, and all the relevant forms and documentation have been completed.

PROGRAM CLOSURES

Closed all Government Statutory holidays:

- **New Year's Day**
- **Family Day**
- **Good Friday**
- **Easter Monday**
  (for Staff Professional Development)
- **Victoria Day**
- **Canada Day**
- **Civic Holiday**
- **Labour Day**
- **Truth and Reconciliation Day**
- **Thanksgiving Day**
- **Remebrance Day**
- **Christmas Closure**
- **Christmas Day**
- **Boxing Day**

All of our Child Care Centres will be closed between Christmas and New Years Day for an annual week of training, professional development and maintenance. Notice of actual closure dates will be provided each year in the fall so that families have plenty of time to organize their schedules. **Fees are not reduced for these closures.**

WITHDRAWAL OF SERVICE

Parents are required to provide a **written notice** when withdrawing their child from care to **admin@kloriouskids.com**. This notice must be submitted **no later than the 15th of the month prior to the last month of care**. The deposit paid will be applied to the final month of care. If the written termination notice is provided in a timely manner, billing will be done accordingly and the deposit will be credited towards the final month's fee.

For example:

- Notice Submitted: March 15
- Last Day of Care: April 31

In some situations, it may be necessary for Klorious Kids to withdraw services; however, we will make every attempt to work with the family to resolve the issue to the mutual satisfaction of all parties, provided that the arrangement does not compromise the mission and values of the Klorious Kids, put staff, the child or other participants at risk, or diminish the value

of the Klorious Kids experience for other participants. Situations are dealt with on an individual basis,taking into account the specific needs andcircumstances of the family.

The following situations may be considered cause for terminating care:

- Inappropriate conduct, including harassment, threatening behaviour, violent acts toward staff, children or other families involved in the program.
- Behavioural concerns (Klorious Kids does not have the resources to deal effectively with a child whose behaviour requires ongoing significant intervention, such as persistent unprovoked physical violence, including biting, hitting, and scratching; persistent bullying; verbal harassment; or unauthorized departure from the centre.
- Unresolved custody issues (if a family's custody issues result in ongoing conflicts at the centre or with staff).
- Late pick-up issues.
- Non-payment of fees.
- When a family's requests cannot be accommodated, as they conflict with the principles, policies and procedures of Klorious Kids.

ARRIVAL AND PICK UP

Please notify us if your child will be arriving earlier than the prearranged time. We also require that you call the center to notify us if you will be late for pick up. (Check with the location Director for last pick up time.) Late fee will be charged if parents show up.

Continued late pickups may result in termination of care. Emergency contact numbers listed on the registration forms will be contacted if we are unable to contact you. If we are unable to contact you and all emergency contacts, we will contact social services.

Our late pick-up policy is designed to ensure the smooth operation of our services. A late pick-up fee of $20 will be charged for any delay between 1 and 10 minutes beyond the scheduled pick-up time. For every minute exceeding 10 minutes, an additional $1 will be added to the fee. This incremental fee ensures fairness in compensating for the extra time and resources used. We kindly ask that all pick-ups occur on time to avoid these charges.

- Scheduled pick-up time: 5:30 PM
- Pick-up at 5:35 PM: Late fee = $20 (5 minutes late)
- Pick-up at 5:45 PM: Late fee = $25 ($20 for first 10 minutes, plus $1 for each of the 5 additional minutes)

To ensure the safety of your child in our center we require that:

✔ Parents escort their child to their classroom and sign in and out

✔ Parents arrive before 9:30 a.m. as we lock the door at 9.30 a.m.

✔ Please notify the center if your child is sick or will not be attending the program. If you fail to notify us and we are unable to contact you, we will need to follow the lost child procedures.

✔ Notify us if someone other than yourself will be picking up your child. Picture identification and letter of authorization may be required.





MOVING TO THE NEXT AGE GROUP

The following explains how a child moves from the infant/toddler program to the group 3 to 5 program:

- We will do our best to accommodate all the children enrolled in the program; however, we cannot guarantee transfer from one program to the next. There is the possibility that when a child is ready to transfer to the next program space may not be available.
- Decisions about transfers to the next age group, will be made in consultation with the families, however the final decision will be made by Klorious Kids.
- If there are two or more children that are the same age, in the same program, who require a space in the next age group, the enrolment date will be the deciding factor for who will be given the space.
- In the event that there is no space for a child in the next age group, we will try to accommodate the family at another location, if space is available.

DAILY ROUTINES

Meeting the Developmental Needs of Children



Our curriculum is delivered through a balance of child-directed and teacher-guided learning activities, with instructional strategies that are appropriate for young learners. Through play our program focus on all areas of child development; Social, Physical, Intellectual, Creativity, Emotional. We also encourage children to grow in respect for self, the environment and respect for others as well as independence through caring and nurturing interactions, positive guidance and role modeling.

A. **Social/Emotional Development** – One of the most important aspects of our program is the emphasis on giving children the confidence to gain independence through successfully achieving self-help tasks such as doing up buttons, putting on shoes, toileting and opening lunches.

Children are encouraged to verbally express their needs and wants and to use words during situations of conflict.
Social and emotional development also consists of learning to separate from family, sharing and taking turns, responsibility for own actions, and making and maintaining friendships with others.





B. **Physical / Gross Motor Development** – Observing the development of children's large muscle groups during outdoor play time as children climb a variety of obstacles, play chasing and running games, throw a ball in a hoop, kick a ball or dig a big hole in the sandpit



C. **Fine Motor** – Participation in activities such as utilising scissors to cut around and over a variety of different lines, learning to hold a pencil in the correct grip, threading a variety of different sized beads, rolling and kneading playdough and other such activities all assist in strengthening the small muscles in the fingers which is an important precursor in the development of handwriting.



D. **Intellectual/ Cognitive Development** – remembering, recalling information, sequencing time, events, sizes, naming colours and shapes, recognising names and numbers, concentration, ability to sit in group time without disturbing others, ability to follow directions and persistence to complete a task.



E. **Language Development** – Answering questions in group time, expressing ideas/opinions in group time, speaking in full sentences, telling a story to the group, recognition of environmental print, following and maintaining a conversation.

Formal and informal assessments are completed throughout the year to evaluate our curriculum and individual learning to ensure we continue to meet developmental needs as outlined in our program goals and purpose/philosophy.

COMMUNITY RESOURCES AND FIELD TRIPS

Throughout the year, we hope to utilize community resources such as the Fire Department, Police Department, Health care providers and community-based businesses. Parents will be notified in advance and a permission form will be available in advance requiring your signature and informing you of the destination, time and date, and participation if you wish. Any guest invited into our center will never be left unsupervised with the children.

CONFIDENTIALITY

We are committed to protecting your privacy. We support and are bound by Alberta FOIP Act to ensure strict confidentiality is maintained. To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

NUTRITION

Parents are required to pack lunch and snacks each day. Please make sure you pack enough food for the length of time your child will be at the center.

Pop, chips and chocolate will not be accepted as we are committed to healthy eating. There will be times during the year when the staff will bake and cook with the children. Any sensitivities or allergies will be taken into consideration.

Staff will ensure that children are sitting while eating, we believe that a group lunch is an excellent way to promote health and nutrition as well as socialization.

At our daycare, we love celebrating the birthdays of our children and creating memorable experiences. To ensure the health and safety of all children, as well as to comply with public health standards, we have established the following guidelines for birthday celebrations:

- Food for birthday celebrations must be purchased from a public health-approved kitchen (e.g., Superstore or similar establishments).
- Homemade food or food from non-approved sources cannot be brought in for birthday parties or celebrations to ensure the safety and well-being of all children.
- Parents are encouraged to provide pre-packaged, nutritious options that meet health and safety regulations.
- Allergies and dietary restrictions will be considered when planning birthday celebrations, and we ask parents to inform staff of any specific concerns in advance.

Meal/Snack times are as follows:

Breakfast:
8:00 a.m. - 8:30 a.m.
Lunch:
11:30 a.m. - 12:00 noon
Afternoon snack:
2:30 p.m. - 3:00 p.m.

ROLES AND RESPONSIBILITIES

PARENT INVOLVEMENT / PARTICIPATION



Parents are an important and vital part of our program. Our center is a great meeting place for many cultures to come together and share unique and wonderful experiences. We do this by involving the parents and children in our planning and by sharing ideas. We have an open -door policy, which means parents are welcome at any time to visit, take part or share experiences or talents and also read to children. We encourage parents to be involved and be informed about what is happening at the center. We encourage suggestions and ideas that may extend or enhance children's interest.

Parents are welcome to speak to staff regarding their children's progress at the end of the day or may set up a meeting if you require a more private setting.

FAMILY HOME CULTURE

Family home culture is most welcome in our program. Parents are encouraged to share with our program aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.



YOUR OCCUPATION OR HOBBY

You are the most important person in their world. We welcome all parents to the center to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the center. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

ROLES AND RESPONSIBILITIES



COURT ORDERS

Parents must notify the Director if there are any Court Orders affecting the custody of their children and a copy will be required. Without a Court Order we cannot stop a parent from picking up a child.

PARENTS COMMUNICATION AND FEEDBACKS

Klorious Kids Childcare Centre is committed to communicating openly and respectfully in a professional manner to promote a positive relationship with families, children, staff members, and the community. Ways we communicate with families include:

- ✔ Daily records/communication books for each child using Lillio App formerly known as Hi Mama
- ✔ The application can be downloaded through the link: https://www.lillio.com/childcare-app
- ✔ Verbal communication between staff and parents
- ✔ Emails
- ✔ Parent board posts
- ✔ Annual Parent survey
- ✔ Phone calls
- ✔ Formal Meetings





OPEN DOOR POLICY



We have an open-door policy meaning we encourage parents to offer feedback regarding programming, policies or the centre in general at any opportunity they get. Parents/guardians are encouraged to talk to any staff or the director as issues come up.

Families are encouraged to share their ideas and concerns with the staff and/or administration for the centre. Informal meetings or conversations may occur, but meeting times may need to be scheduled to ensure confidentiality and professionalism.

AGES OF CHILDREN

Infants : Younger than 18 months
Toddlers: 19 months- 2 years and 11 months
Preschoolers: 3 - 4 years olds
Kinder: 4 years to less than 6 years old
School Age: Grade 1-6

TRANSITIONING YOUR CHILD

The transition for children into child care is an important milestone for children and families. This transition can be challenging and emotional for both the parent and the child. Therefore, we offer you this information to help the transition process. We invite families to come for orientation the week before they start, meet the staff and make yourself familiar with the routines before your child's first day. This assists you and your children to feel more at ease and comfortable with the new environment. We suggest younger children start for a period of two hours the first day and we keep extending their hours based on how fast they settle in.

SAYING GOODBYE

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the Educator who is reassuring your child about their day and when you will return. Rest assured; we'll contact you if your child becomes distressed.

REST AND SLEEP

Rest and sleep routine vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children.

We provide beds for children and play soft music in the background. Your child may wish to bring a comforting item to have at rest time. Please feel free to discuss your child's rest or sleep needs with Educators.

FAMILY PHOTO

We have in all rooms a Family Wall. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the Service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

DIVERSITY IN FAMILIES

- We welcome and values different diversity of family life and work with all families;
- We encourage children to contribute stories of their everyday life into the setting;
- We encourage Parents to take part in programming; and
- We offer guidance to financial subsidy of program fees



PARENT ADVISORY COUNCIL (PAC)

PACs are created for parents to have an active role within the daycare.

The Parent Advisory Council:

✔ Offers support, advice, and feedback (parental voice) to daycare

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✔ Safety concerns, support for learning, daycare planning and more

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Safety concerns, support for learning, daycare planning and more

✔ Offers or create supports, direction, and enhanced learning opportunities for both current and future students

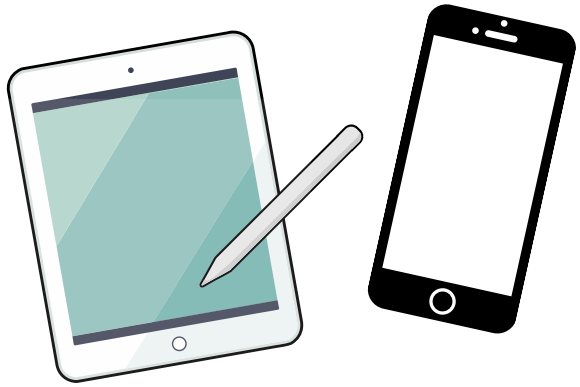
✔ Provides an internal support system to address gaps in either funding or programming in the daycare community

✔ Fundraising

TECHNOLOGY POLICY

Our program has a focus on the social development of all the children and we believe that the use of some technology in the program does not align with our goals.

- Technology from home (iPads, iPods, Laptops, computers, smartwatched etc.) are not to be brought to program.
- Use of the centre's iPads will be limited to the staff's discretion for educational purposes and used only on occasion.
- Music will be age-appropriate.



TOYS FROM HOME POLICY

Settling into child care can often be an emotional and distressing time for children and their families. Children may initially feel insecure in a new environment filled with adults, children and experiences that are unfamiliar to them.

At Klorious Kids Daycare, we believe that the key to successfully transitioning a child from home to care or room to room is founded in communication, empathy and the establishment of consistent routines.

We understand that a child may have an emotional attachment to a personal belonging from home, such as a toy or blanket and accept that this item may be instrumental to the child's feeling of emotional wellbeing and sense of belonging while in care in our service.

We will:

✔️ Strongly discourage toys from home being brought to the Centre unless they are essential to a child's emotional wellbeing and/or sense of belonging

✔️ Request that parents clearly label all items in a laundry marker in order for staff to correctly identify your child's belongings and to ensure they are returned.

✔️ Advice that children who bring special belongings into care to place them in their cubby to reduce the likelihood of them becoming lost or broken.



However, we must make it clear that whilst all care is taken, the center is not responsible for damaged, lost or stolen items.

✔️ Encourage children to talk at group time about their special toy or personal belonging. This practice will encourage a child's social development, enable a child to vocalize thoughts, fears and feelings, broaden the cultural and social backgrounds of all children involved in group time activities, assist in the development of language skills and provide an opportunity for development of special interests for the group

✔️ The child will allow their peers to play with the toy.

✔️ Enforce a non-violent toy policy in which we seek family assistance in preventing their children to bring in violent toys from home. Any such toys will be removed from the child immediately and placed in the child's bag.

✔️ Discourage the wearing of dress-ups to the Centre that incorporate capes, guns, holsters, knives or swords. Such clothing encourages violent play and may present a danger to the child and others within our child care environment

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GUIDANCE AND DISCIPLINE

As values vary from family to family, discipline often affects the children's values directly. We believe that every child needs to express and control his/her emotions. Children will be encouraged to do this in a positive way taking into consideration their developmental age.

By setting well defined and consistent limits, children know exactly what is expected of them. Our goal is to promote problem solving in a positive and constructive manner. Setting these limits allows the children to make good decisions and work through difficulties they may be having. The staff helps to promote this positive process by staying calm and offering choices.

When children behave inappropriately, they are given limits and choices to correct the behavior. If a child chooses not to change his/her behavior, they will be removed from the situation and redirected until they are emotionally ready to re-enter the play space or activity.

If a child's behavior consistently interrupts the program or becomes dangerous to himself or others, parents will be called and a meeting will be scheduled to help address the issues so that the child can return and have a positive experience in a group setting.

PRACTICES WHICH ARE UNACCEPTABLE

Klorious Kids Daycare considers the following practices unacceptable and will not tolerate their use:

- ✗ Any form of physical punishment
- ✗ Any form of verbal or physical degradation
- ✗ Any form of emotional deprivation
- ✗ Deprivation or threatened deprivation of any basic necessity
- ✗ Any form of physical restraint, confinement, or isolation

PROBLEM SOLVING AND CONFICT RESOLUTION STRATEGY



Conflicts happen between children all of the time. Whether it is territorial or over a toy, it is our job as adults to help them learn to resolve their issues and negotiate a solution. At Klorious Kids Daycare we practice, model, and share the following problem solving and conflict resolving idea with all children and staff within the program.

Cool Down : Have everyone involved in the conflict stop , cool down to regain self-control so they can discuss the situation

Discuss and come to an agreement about what the problem is.

Brainstorm to come up with a solution

Agree on a Solution.

Try out the solution. Watch as the children put their solution into action. You will want to positively reinforce their efforts and follow-up

FIRE DRILL AND EMERGENCY EVACUATION PROCEDURES

Regular monthly fire drills are required by law, so the children will have prior knowledge of what to expect in an emergency. In the case of a fire drill or practice, the children will be guided to the designated location.Attendance will be taken and the amount of time taken to evacuate will be noted and recorded before the children are guided back inside the building.

In case of emergency requiring evacuation of the building,

As soon as the alarm sounds, children will be guided out of the nearest exit and staff will clear the building moving to a safe location. Staff will have a first Aid Kit, Emergency contact information and a cell phone. Regardless of the weather, the priory is to get out quickly and safely, therefore children must wear some kind of footwear at all times.

Upon evacuation, children will walk to designated muster point, If the building is not safe to return to, parents will be called, and children will be kept in the supervision of the staff until they are picked up.



ILLNESS POLICY

If a child is too sick to play outside, the child should be kept home. If a child has been diagnosed with an illness, parents are required to inform the centre staff with full information regarding the condition. The director may require a medical note indicating the child is fit to return to daycare.

Child may not attend program when they:	Child may return to program when they:
Has a fever of 100.4 degrees (38C) Temperature will be taken by staff using thermometer underarm	Fever has remained below 100.4 degrees (38C) for 24 hours without medication
Has consecutive bouts of diarrhea	Symptom free for 48 hours
Has skin infections, undiagnosed rash, or signs of any contagious illness or infection	Has been examined by a doctor and has medical clearance
Has any form of untreated infestations such as lice or scabies	Has been treated/has no visible nits
Conjunctivitis	Has seen a doctor and 24 hours after first eye drops have been given
Vomiting	Symptom free for 48 hours
New or unexplained cough	Symptom free for 24 hours
Requires greater care and attention that the staff can provide and that will compromise the care of the other children in program	Symptom free for 24 hours or a doctor's note
Has difficulty breathing	Symptom free for 24 hours
Any communicable disease	Doctors note is required
Having or displaying any other illness or symptom the staff knows or believes may indicate that the child poses a health risk or concern to the persons in the program	Written notice from a physician claiming the child does not pose a health risk or concern

DIAPERS AND TOILETING

Diapers are checked at least four scheduled times a day. They are also changed on a needed basis. This is recorded in the room by staff. Staff will also encourage and assist the children to use the toilet and practice appropriate hygiene (in accordance with their age and development levels) Toilet training will occur after consultation with the family and the family will be informed of the child's progress. Handwashing will be practiced by staff and children after every diaper change and toilet training.

MEDICATION POLICY

In order for the staff to administer medication, parents will need to complete a **Medication Form**. Staff are not permitted to administer **"Over the Counter"** medication. All prescriptions must be in the original container, clearly marked with the doctor's name and the amount required. Medication will be stored in a child-safe place.**All emergency medications** will be stored out of reach of the children; in an unlocked container for easy access. For children requiring emergency medication, parents must provide medication to be kept at the centre.

ACCIDENT OR INJURY POLICY

If a child is hurt, staff will provide basic first aid for cuts, scrapes and bumps. Parents will be made aware at pick up. If a child requires ice or rest after falling but is still fine to continue on with the day, staff will fill out a form regarding the incident and have it ready upon pick up at the end of the day.
If a child is more seriously injured, parents will be contacted immediately, and a decision will be made regarding what to do. An **Accident report** will be completed, copies will go to parents, licencing and administrator. If a child has an allergic reaction or the accident is of a serious nature, 911 will be called first, then the parent will be called. The child will be the priority in this case.

WEATHER POLICY

Children will not be exposed to temperatures below -20C or +30C or any of the following:

- Tornado or Tornado warning
- Heavy rain or Snowfall
- High winds
- High UV ratings

PROGRAM POLICIES

Parents will be called if power is out for more than 1 hour and the building temperature cannot be maintained. Children will be playing outside even in rain and snow; it is important that they are wearing appropriate clothing for the day. Your child will also need extra clothes, possibly, sunscreen, hats, boots, coats, mud pants, and snow gear. Please be aware of the daily weather so that your child can be comfortable while playing outside.

NON-DISCRIMINATION POLICY

At our daycare, we are committed to fostering a positive, inclusive, and respectful environment for both children and staff. All individuals—parents, guardians, and visitors—are expected to treat daycare staff with kindness, respect, and courtesy at all times. Discrimination or harassment of any kind, based on race, gender, religion, ability, or any other factor, will not be tolerated. We strive to create a welcoming atmosphere where all children and staff feel valued, supported, and respected.

Discovery policy:

Staff cannot accept nanny position or be hired as babysitter. Any agreement made between staff and families can be subject to legal liability.

FEEDBACK

We would like to hear from you, for compliments, concerns or complaints, please contact

Owner/ Executive Director:

Bimbola Ogunye

director@kloriouskids.com

Program supervisors

DAILY SCHEDULE

Open - 9:00 a.m.	Arrival, small group activity/centers, AM snacks,
9:00 a.m. – 11:00 a.m.	Sensory/Fine motor play, gross motor (outdoor play), circle time
11:00 a.m. – 12:00 p.m.	Hand washing, diaper change/washroom, lunch
12:00 p.m. – 2:30 p.m.	Nap /Rest /quite play till everyone is up
2:30 p.m. – 3:30 p.m.	Physical activities/stretching, PM snacks and diaper change/washroom.
3:30 p.m. – Close	Creative activities, gross motor (outdoor play), Departure

ENROLMENT WAIVER / CONSENT AGREEMENT

Name of child _____

Consent to Emergency First Aid & Transportation:

I hereby give permission that my child listed above may be given emergency treatment by a staff member from this program as deemed necessary. I also give permission for my child to be transported by car or ambulance to an emergency center for treatment, and agree to hold this program and its employees harmless. Any costs associated with medical care and treatment (including ambulance fees) will be the responsibility of the parent/guardian.

Parent/Guardian Initials _____

Consent to Medical Care and Treatment:

In the event that I cannot be contacted immediately, medical or surgical treatment can be administered to my child in the case of an accident or emergency, as prescribed by a treating physician, and hold this program and its employees harmless. Any costs associated to medical care and treatment (including ambulance fees) will be the responsibility of the parent/guardian.

Parent/Guardian Initials _____

Illness: If center staff notifies me that my child is ill, I will pick up my child as soon as possible and no later than one (1) hour after being contacted. If my child contracts a contagious illness, I understand that my child may return only when he or she is well, as described in the Parent Handbook.

Parent/Guardian Initials _____

Field Trip Permission:

I hereby give permission that my child listed above can participate in spontaneous field trips to the local park or walks in the neighborhood that would involve taking the child outside of the child care program premises for his/her benefit in attendance at this program. If major field trips are planned, a separate permission form will be provided in advance for parents/guardians to sign. This form will include the date, transportation and supervision arrangements of the activity.

Parent/Guardian Initials _____

Photo Consent:

I give permission for my child to be photographed and videoed in the center and during program functions and field trips. I understand that photographs/videos may be taken by center staff or by other parents/guardians, and I consent to the use of these photographs/videos for communication purposes, such as communication with families and internal business communications.

My child's pictures/ video can be use on center's website or/and social media ☐ Yes ☐ No

Parent/Guardian Initials _____

Evacuation:

In the case of an emergency evacuation like fire, flood, gas leak, chemical spill or any natural disaster, I give permission for my child listed above to be relocated to another site as deemed necessary. I understand that transportation or walking may be required

Parent/Guardian Initials _____

FINANCIAL ACKNOWLEDGMENTS

My Tuition

Monthly Tuition Fee: _____

Late Payment Fee: All tuition is due in advance of services rendered. If tuition is not paid before the 10th of the month, a late fee of $100 will be charged.

Registration Fee and Deposit: A non-refundable registration fee of $100 is due at the time of enrollment and a deposit amounting to $326.25 is due at the time of enrollment. Deposit fee will be applied on the last month of care provided written notice is given before the 15th of the month prior to the final month of care. (45 days)

If my child has withdrawn from the program and subsequently re-enrolls, a new registration fee is due at that time.

Parent/Guardian Initials _____

Late Pick-Up Fee: A late pick-up fee of $20 for the 1st 10 minutes and a subsequent $1 per minute fee per child will be assessed when a child is left beyond the center's operating hours. The late pick-up fee does not constitute an agreement to provide after hours service.

Financial Obligations

As the parent/guardian signing this Enrollment Agreement all amounts due are ultimately my responsibility.
45 days notice is required prior to the last day of attendance. If I do not give notice of withdrawal, I agree to fortify my deposit regardless of my child's attendance. Accounts two weeks in arrears may result in immediate termination of services; however, upon payment, enrollment may be reinstated with applicable paid tuition and registration fee.

Parent/Guardian Initials _____

CENTER HOURS

Monday to Friday

The center will be closed New Year's Day, Alberta Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Day, Labour Day, Truth and Reconciliation Day, Thanksgiving Day, Remembrance Day, Christmas Day.
We also dedicate days between Christmas and New years every year for maintenance and Staff Professional Development. The center will be closed during these days. The center will be open whenever possible on a regularly scheduled day, except in the case of severe weather or another emergency. Tuition is not reduced as a result of center closures.

Parent/Guardian Initials _____

Communication

I give Klorious kids childcare center permission to communicate with me by telephone, text, e-mail, or other means. I understand privacy policy applies to the information I provide

Parent/Guardian Initial _____

Assessments and Screenings

I give permission for my child to participate in early learning assessments and screenings administered by Klorious Kids childcare center. The results of these assessments will be used by Klorious kids childcare center to measure my child's progress and may be used to evaluate and update Klorious kids childcare center's programs. I will have access to all results of these assessments.

Parent/Guardian Initials _____

Care Information

Is there anything else we need to know about your child to ensure he or she can be well supported by our staff?

_____

Parent Acknowledgement

I/we have read the parent handbook, understand and accept all of the terms in this Agreement. I will promptly update any information provided in this Agreement if any information changes. Center management does not have the authority to change the terms of this Agreement (other than inserting information where required) either verbally or in writing. A child may be dis-enrolled by the center without prior notice if, in the sole opinion of the center, if it is in the best interest of the child or the center. We reserve the right to alter policies and/or program at any time. The terms of this Agreement, including the tuition and fees, are subject to change in whole or in part by the center with 45 days' notice.

Parent/Guardian Name : _____
Signature: _____ Date:_____

OFFICE USE ONLY
- □ Online application form
- □ Parent Handbook (new enrollees only)
- □ Registration fee
- □ Deposit paid
- □ PAD / VOID Check
- □ Lillio Set Up

Preauthorized Debit Agreement (PAD)

1. Customer Information (Please print clearly)

Name: _____
Address: _____
City: _____ Province: _____ Postal Code: _____
Telephone Number:_____

2. Bank Account Information

Name on Account:

_____

Financial Institution Name:

_____

Financial Institution #: _____ Transit #: _____ Account #: _____

(Please attached a void cheque)

3. Preauthorized Debit Details

I,(the Payor) _____authorize Klorious kids childcare center to debit the bank account identified above for the amount owing on the 1st of each month, based on the previously agreed to monthly fee for childcare services. These fees are due at the beginning of each month during which services are rendered.

You, the Payor may revoke your authorization at any time in writing, subject to providing notice of at least 30 days. To obtain a sample cancellation form, or for more information on your right to cancel a PAD agreement contact your financial institution or visit www.cdnpay.ca

_____ _____
Signature of Account Holder Signature of Joint Account Holder

_____ _____
Name of Account Holder Name of Joint Account Holder

_____ _____
Date Date

You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD agreement. To otain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca

Authorization and Waiver to Transport Child
Daycare-School Regular Pick Up / Drop Off

Child's Name _____ DoB_____
Parents Name _____Cell # _____
Address _____
Start date: _____
School name: _____ Grade____ am/pm Teacher's name _____
Daycare to school:School Bell _____ School to daycare: School bell _____

I authorize the Driver hired by Klorious Kids Childcare to transport my minor child to school in the Daycare Van or by walking .
I understand my child is expected to follow the directions provided by staff and/or volunteers.

Guidelines:

- Transportation is only between Klorious Childcare Centre and _____
- Only Klorious Kids Child Care personnel or a hired driver are permitted to transport children.
- Should travel take place by vehicle, the Driver shall hold a current drivers license and the vehicle will be registered and insured according to the law.
- Parents must inform the school that the child will be dropped off and picked up by daycare personnel
- Parents must immediately inform Klorious Kids Childcare Center by phone or through Lillio app if their child will not be using the daycare transportation that day.
- If the temperature reaches -30 degrees Celsius or colder including Windchill at 6:30 a.m at Klorious Kids Childcare Center, the director will cancel the walking of children to school. Occasionally, transportation to school may be canceled when the temperature is approaching -30 degrees Celsius. The decision to cancel may be made the day before based on current and forecasted conditions.
  _____**Parent Initials**
- The Director may choose to cancel transportation to school either for individual students or collectively if weather/road conditions pose a safety risk to the students being transported. In the case of inclement weather, the daycare will remain open whenever possible, even if daycare van buses are not operating.
- Under extreme emergency conditions:

1. If students cannot be safely delivered to their destination, they will remain at the daycare until released to responsible adult care.
2. For the afternoon return trip, if the Director determines that students cannot be safely picked up from school, students will remain at the school, and parents will be informed beforehand to pick up their child.

- In the event of inclement weather, parents retain the right to make the final decision about their child's transportation to school and are responsible for advising the daycare.
- Transportation fees are non refundable. _____**Parent Initials**
- Daycare transportation consent forms must be signed each school year.
- If the driver is sick, there are mechanical problems or the Van cannot start due to extreme weather conditions, and the driver can not pick up the child/children, parents are responsible to make arrangements to pick up their child. _____**Parent Initials**

I understand and agree with the guidelines as stated above and give permission for my child to be transported by Klorious Kids Childcare personnel or designated driver.

_____ _____