Parent Handbook
2025

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First Years Learning Center Inc. (FYLC) is a licensed, subsidized, non-profit charitable organization that provides childcare for children ages 6 weeks to the end of Kindergarten. Our operations are governed by the Saskatchewan Child Care Regulations, 2015. A copy of these regulations is available at our center or online at https://publications.saskatchewan.ca/#/categories/5972

Mission & Vision Statement

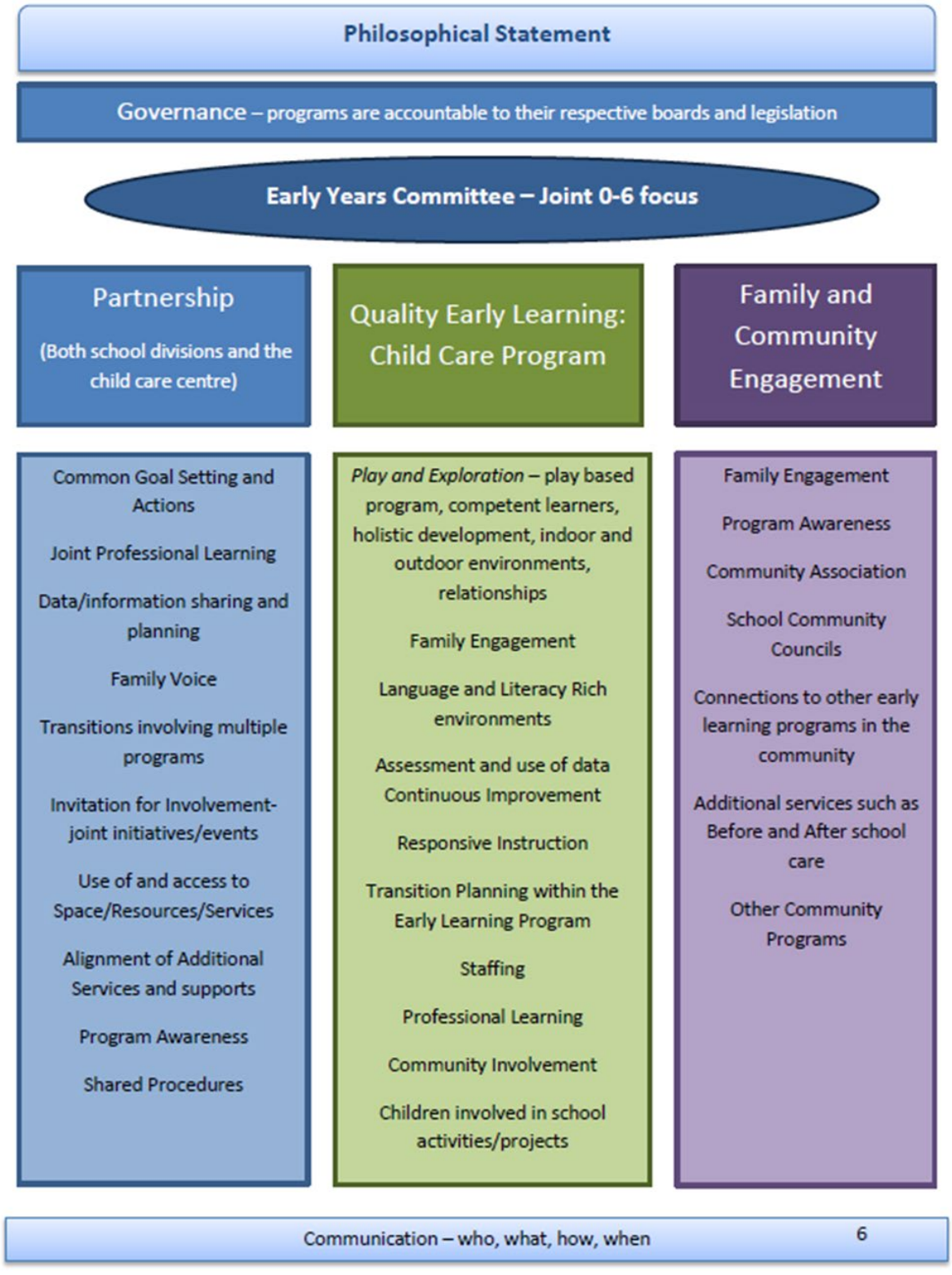
Our Mission

To provide and promote high quality, licensed, accessible early learning and childcare in a safe, respectful and inclusive environment that builds a foundation for life-long learning.

Our Vision

At First Years Learning Center Inc., we believe that each child is unique with individual likes, needs, and skills. FYLC is committed to providing a safe, culturally responsive, developmentally appropriate, and inclusive environment for infants, toddlers, preschool, and kindergarten age children. Our caring, professional educators strive to create a child-centred learning environment that follows the principles of the Play & Exploration Early Learning Program Guide. Each room is uniquely designed to provide a safe environment for children to expand and challenge their abilities through developmentally appropriate experiences. Together, we foster a solid, holistic foundation for the whole child: creatively, spiritually, socially, physically and intellectually

Joint Use School (JUS) Philosophical Statement



Center Contact Information
5133 E Brooks Way, Regina, SK S4V 3M5 Ph: 306-359-7170

Megan Schmidt- Director/Pedagogical Leader Megan@firstyearslearningcenter.com
Carlee Anderson – Director/Business Administrator Carlee@firstyearslearningcenter.com On maternity leave till December 2025.
Sharon Smith - Assistant Director Sharon@firstyearslearningcenter.com

Throughout this handbook, the term 'parent' includes legal guardians and any responsible caregivers. In some sections, 'family' or 'guardian' may be used interchangeably; however, all policies and requirements apply equally to any party responsible for the child's care and compliance with center policies.

Hours of Operation
FYLC is open 6:30am-6:00pm Monday to Friday. Our center is closed for all statutory holidays. As Boxing Day is not a statutory holiday, the center may close at the director's discretion informed by parent need.

Ministry of Education- Early Years Branch- Contact Information
Should you have any questions or concerns about our center and have already spoken with the director, you can call the Early Years Branch at 306-787-4980. They will put you in contact with the program consultant for our center.

FYLC Wait List Policy
First Years Learning Center Inc. (hereinafter referred to as FYLC, the center, or First Years Learning Center) will fill available spaces in accordance with the following guidelines:

FYLC Wait List Policy 6.2023 - FINAL.pdf

Fees	Last Reviewed /Approved on:	June 1, 2025
	References:	Federal Funding for Early Learning and Child Care
	Status:	Operational

Administration Fee

A $100 non-refundable administration fee, per family, is required upon enrollment in our center to hold your space.

Security Deposit

A security deposit of $300 per child is required upon enrollment. This amount is to be paid in full and will be applied towards the last month of fees. If appropriate monthly notice is not given to terminate childcare or if the center terminates a space, the security deposit will not be refunded.

Monthly Fees- *effective October 1, 2024*

Infant - 6 weeks - 18 months $217.50 (Including the month the child turns 18 months)

Toddler - 18 months - 30 months $217.50 (Including the month the child turns 30 months)

Preschool - 30 months to end of Kindergarten $217.50 (Including the month the child turns 72 months)

Preschool-** 6 years & up $731.66

IMPORTANT NOTE*:* Once the contract has been signed, you become responsible for all fees. If you no longer require childcare, appropriate termination procedures must be followed. (See *Termination of Child Care Services Policy*)

Method of Payment

Payment will be accepted in the form of *debit, cheque, e-transfer or pre-authorized debit by providing bank information*. **CASH WILL NOT BE ACCEPTED.**

There will be a $45 Non-Sufficient Funds (NSF) charge to your account for any cheques or pre-authorized payments that are declined due to NSF. After two such occurrences, the center will only accept payments for your account via debit or e-transfer.
Fees are payable if a child is sick or on holidays.

Age Group	Fee Per Month	Government Portion	Parent Portion
Infants 6 weeks to 18 months	$958.99	$741.49	$217.50
Toddlers 18 months to 31 months	$761.62	$544.12	$217.50
Preschool 31 months to 6th Birthday	$704.67	$487.17	$217.50
Preschool** 6 & Up	$704.67	$0	$704.67

*The above fee schedule is based on the Canada-Saskatchewan Childcare Agreement. If, at any time, these grants are taken away, you will be liable to pay the full fee amount.
**The Canada-Saskatchewan Childcare Agreement does not include children ages 6 and up.

Receipts

Receipts are created for each payment made. They are electronically sent to parents by the end of February each year and can be used for income tax purposes.

Payment Due Date

All fees are due by the 5th business day of every month.

Non-payment of Fees

Failure to make a payment on time may result in a $50 late fee being charged to your account, suspension, or termination of learning center services.

The center reserves the right to terminate services immediately if payment is not made by the 5th business day of the month. Any outstanding account balance may be forwarded to our center's collection agency for action against you. This may also involve an appearance in Small Claims Court or affect your credit rating.

Fundraising

As a non-profit organization, the center strives to keep our fees affordable while maintaining high-quality services for the children and families we serve. To help maintain the quality of our programs, the center may hold fundraising events twice a year, in spring and fall, to raise funds for children's indoor and outdoor equipment.

We encourage all families to participate in these fundraising events. If a family is unable to participate, they may opt out by paying a $50 fee for each fundraiser. This fee ensures we can continue offering the same level of support and programming to all children in our care.

Families will be notified of each fundraising event in advance. The opt-out fee must be paid within 30 days following the fundraising event. If the fee is not paid within this period, the outstanding amount will be applied to the family's account, and services may be suspended until it is paid in full.

Termination and Suspension of Services	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

A family must provide one month's written notice to terminate childcare. Written notice must be by letter or email and must be provided to megan@firstyearslearningcenter.com . For example, if notice is given by January 31st, childcare will be terminated effective February 28th (or February 29th in a leap year).

One month's fee may be paid in lieu of the above notice. If a family provides notice on the 1st business day of a new month for the end of that same month, the full monthly fee for the next month will be charged. (E.g., notice given on January 2nd to terminate care January 31st- the full monthly fee for February will be charged.)

The fee in lieu of notice is due and payable by the 20th of the same month (i.e., as per example - January 20th) and payment arrangements will not be accepted. If the fee in lieu of notice is not paid by the 20th, childcare will be terminated immediately and notice from the center will be provided by letter in this regard.

The center is required to give one month's notice to terminate childcare services. A space may be terminated with notice when:

- FYLC is unable to find suitable staffing for a child that requires enhanced staffing.
- The child exhibits ongoing aggressive behavior towards other children, staff, parents and visitors, excessive biting or uses inappropriate language towards staff, children, and other parents. In this case:
- Documentation of incidents will be recorded, and the parent will be informed of the behavior.
- If there is no improvement within a reasonable amount of time, a meeting will be held with the director and the parent/guardian. (Refer to *Child Management Policy*).
- If behaviour continues, the parent/guardian will be given notice of termination of FYLC services.
- The parent-center relationship is in a situation of irreconcilable differences as deemed by the directors.

A space will be terminated immediately when:

- The parent/guardian exhibits aggressive behavior towards other children, staff, parents, and visitors, or uses inappropriate language towards staff, children and other parents.
- The child exhibits aggressive behavior including excessive biting and places the safety of other children, staff or parents in jeopardy, and all efforts to change the behavior may have been exhausted or extreme behavior accelerates over a short period of time.
- A center policy is breached, and the family has been given two (2) previous written warnings.

FYLC may suspend childcare services when:

- A center policy has been breached, and a written warning has previously been given to the family, or;
- There has been a lapse in fee payment and the family has been notified but still has not paid by the timeline provided in the notice for payment.

FYLC Board of Directors reserves the right to suspend or terminate a space immediately depending on the severity of an incident. In the event a childcare space is terminated by the center, no fees or security deposit will be refunded. FYLC Board of Directors and the Ministry of Education consultant will be notified of the suspension or termination in writing.

Pick Up/Drop Off	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Late Pick Up
Parents who have not departed from the center by 6:00 pm will be charged a late fee.

1. Late Pick Up #1 within a six-month time frame: $25 for each 10 minutes beginning at 6:00 pm. A letter will be placed on your child's locker as a reminder of the center's policy and will be kept on file. (ex: any time between 6:00pm-6:10pm you will be charged $25. If it is between 6:10pm-6:20pm, it will be an additional $25)

2. Late Pick Up #2 within a six-month time frame: $50 for each 10 minutes beginning at 6:00 pm. A letter of warning will be placed on your child's locker and will be kept on file.

3. Late Pick Up #3 within a six-month time frame: Immediate termination in Learning Center services.

If a child is NOT picked up by 6:00 pm, the following procedure will be followed:

- Our staff will try to contact the parent/guardian by phone.
- Our staff will try to contact any authorized persons on the child's emergency card by phone.
- If no contact has been made by 6:15 pm, Mobile Crisis will be contacted to pick up the child.

A note will be left on the door of the center to inform whoever arrives to pick up the child of his/her whereabouts.

The date of your first late pick-up will be the date used to determine the six-month time frame for the second and third late pick up, if any.

It is very important that families always ensure pick up arrangements are made.

Unauthorized Pick Up of a Child
If anyone other than those on your child's emergency card will pick up your child, it is the family's responsibility to inform the center in advance. This person must be over the age of 16 and have a valid photo ID with them to show to any one of our staff. If they do not have valid photo ID, we will not allow your child to leave the center with this person.

Arrival & Departure

Upon arrival at the center, please do the following:

1. Sign your child in at the sign-in table.
2. Take your child to their educator/classroom to ensure we know that they have arrived. Children should never be left at their locker, hallway or in any of our classrooms without supervision.
3. Upon entering the classroom, take your child to the sink to wash their hands.

We kindly ask that all children be at the center by 10:00 am every day or that we are informed if they will be later. This is to ensure that our kitchen has ample time to prepare enough food as well as ensuring a consistent environment for your child.

Upon departure from the center, please do the following:

1. Sign your child out on the attendance sheets and the front entry.
2. Claim your child from the group.

After a parent/guardian removes a child from their group, they are responsible for the child's behavior. If the child is disrupting other children or activities or not being safe, any of our educators may ask the parent/guardian to stop the child from such behavior.

Once every month parents are required to review and sign the monthly attendance sheet.

Fobs	Last Reviewed /Approved on:	June 1, 2025
	References:	FYLC Fob Policy
	Status:	Operational

Upon start of childcare services, each parent/guardian will sign a “FOB Agreement” and be designated their own key fob which grants entry to the center.

- Fobs are to be used by primary caregivers only, as named in the family’s *Fob Agreement*.
- Anyone who is not named on the FYLC Fob Agreement is considered to be unauthorized and would be subject to consequence, as defined in the FOB Agreement.
- Unauthorized people will be required to buzz in through the camera-intercom system.
- Unauthorized people include, but are not limited to:
    - Extended family, such as grandparents
    - Babysitters
- If a fob is lost or stolen, the fob holder is required to communicate to FYLC Leadership as soon as reasonably practicable. FYLC Leadership will deactivate the missing fob to prevent unauthorized entry into the center.
- Fobs must not be labeled with FYLC name or address, to prevent unauthorized entry into the center.

Center Supplies	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Infant Supplies: 6 weeks to 18 months

- Diapers (full package or at least 10 /day)
- As many bottles filled with formula that your child will need for the day
- Tylenol/Advil or Gripe water
- A fitted crib sheet and blanket for nap time that can stay at the center
- Indoor shoes to stay at the center - slippers with grip are good for small infants. Once your child begins to stand/walk, a pair of shoes with harder soles are better to help with balance
- Extra clothes to stay at the center - at least three of: shirts, pants, socks, onesies, sleepers, shorts
- The center will provide rice cereals or jarred baby food when your child is ready for them. If you would like your child to eat a specific brand of food or organic, etc. you must provide them for your child.

Toddler Supplies: 18 months to 2 ½ years

- Diapers or Pull Ups (full package or at least 10/day)
- Sippy cup for water
- A fitted crib sheet/lighter blanket (to cover nap cot) and blanket for nap time that can stay at the center
- Extra clothes to stay at the center - at least three of: shirts, pants, socks, shorts
- Indoor shoes to stay at the center - runners are best for toddlers; in the summer children can wear sandals with an ankle strap (no flip flops, high heels, Crocs or Dawgs)

Preschool/Kindergarten: 2 ½ years to age 6

- Extra clothes to stay at the center - at least three of: shirts, pants, socks, shorts, underwear
- Fitted crib sheet/lighter blanket (to cover the nap mat) and blanket for naptime that can stay at the center
- Indoor shoes to stay at the center - runners are best; in the summer children can wear sandals with an ankle strap (no flip flops, high heels, Crocs or Dawgs)

If your child is potty training, please ensure there are always at least five extra changes of clothing at the center and an extra pair of shoes.

Seasonal Clothing

- Spring: Light Coat, splash pants & rubber boots
- Summer: hat, sunscreen ***(ingredient list must not contain: arachidyl alcohol or arachidyl glucoside (peanut oil),*** bug spray, bathing suit & towel
- Winter: ski pants, boots, hat, mitts, scarf, warm coat

Children who do not have appropriate clothing items (Summer - hat; Winter - ski pants) may not be able to participate in excursions or outdoor activities. They will be kept inside or at the center and will join another group until their group returns.

REMINDER: Please send your child in clothing that is appropriate for play. Our programs cover a variety of activities and experiences that can sometimes lead to stained clothing even when wearing a paint shirt. While educators do their best to keep track of clothing items, compensation will not be provided for clothing items that get lost or wrecked during center activities. We recommend that kids come to the center with play clothing for these reasons.

Daily Schedule	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

6:30-8:15	Free play
8:15-8:30	Clean up and wash hands
8:30 - 9:15	Morning Snack
9:15-10:00	Circle Time - stories & singing; art; sensory; free play; pre-planned excursions
10:00-10:15	Bathroom time & wash hands *** Diaper changes will happen as necessary**
10:30-11:45	Outside time; art; sensory; free play; gross motor/Infants and toddler clean up and wash for lunch
11:30-12:15	Infants & Toddlers have lunch
11:45-12:00	Preschooler/Kinder Clean up & wash hands
12:00-12:30	Preschool/Kinder Lunch Time
12:30-1:00	Make beds for nap/rest time; bathroom time & wash hands; circle time; sit quietly on beds & look at books
1:00-2:30	Nap time (those who wake early do quiet activities at the table); Pre-Kinder/Kinders may have pre-planned excursions
2:30-3:00	Wake up time for those not already awake; bathroom time & wash hands; put bedding in buckets
3:00-3:30	Snack Time
3:30-6:00	Outside time; sensory play; evening snack; free play & home time

Naptime

Naptime at our center begins at 12:00 pm for Infants; 12:15 pm for Toddlers & 1:00 pm for Preschool/Prekindergarten. All children are awake by 2:45 pm. Those children who do not sleep for the entire naptime, are asked to play quietly at the table. All children are asked to lie down for a rest; they do not have to sleep but are asked to lie quietly for 30 minutes.

During naptime, soft music is played, and our staff rub backs to help children relax and go to sleep. Please ensure your child has a blanket and crib sheet at the center. We store these items in buckets with lids to prevent contamination from one another and wash all bedding once a week. To accommodate children with allergies, parents may take their child's bedding home for washing at least once a week. Bedding must be returned to the center on the child's next scheduled day at the center.

Meals

Our center has a full time cook that makes all meals for our center. We do our best to provide a nutritious menu that is child friendly for everyone to enjoy. We bake all our muffins, loaves and create our soups and casseroles from scratch. We must also serve a fruit/vegetable with every meal, as well as serve milk at least twice a day.

Our four-week, rotating menu is in accordance with Canada's Food Guide and the requirements from the Ministry of Education - Early Years Branch. If you would like to view our menu, you can find it at the Family Information Board at the entrance of our center.

Please let us know if your child requires a special diet due to restrictions or allergies. If we cannot accommodate the eating needs of your child, you may have to provide their meals for them. We are also a Nut Free center that reads labels of food items brought into the center. We will not allow any type of food that contains nuts, may have come into contact with, or has been made in a center that deals with nuts. This includes milk alternatives made with any type of nut.

Transitions	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Transitioning into Our Center

At times, children come to our center from being home with mom/dad/grandparents, day homes or another center. Adjustment to the center's environment can be difficult for some children. However, others may adapt quickly and thrive. Whichever the case may be, the center is committed to providing support to all children during this transition period to ensure their success and well-being. We usually allow about a month for everyone to become settled in a new environment. Here are some tips to help you and your child transition into our center.

1. Before your child's first day - Prepare your child for this new experience. Start by talking to them about all the other children who attend. Describe to them what they will be doing during the day while mom/dad is at work: art, playing with new toys inside & outside, etc. If they are old enough, have them help you gather the list of supplies they will need for their first day to bring with them.
2. Spend time together at our center - As part of our enrollment process, we encourage parents/guardians to spend a short amount of time at our center with their child, educators and new friends. This will enable everyone to see what happens, learn bits of our daily routines and become comfortable in our center prior to having to stay for a full day. The procedure we recommend for our new families is:

Day 1 - 1 hour at the center with your child (9:00am -10:00am)

Day 2 - ½ hour at the center with your child (9:00am - 9:30am) & 1 hour without a parent/guardian (9:30am - 10:30am)

Day 3 - 3 hours without a parent/guardian (9:00am - 12:00pm)

It is important for a parent/guardian not to hover over their child during this process. Instead, let them explore their surroundings while you sit back like a safety net for them when they need reassurance. Once the environment and educators are familiar to them, they will have an easier time saying goodbye to you when the time comes.

Drop-Off

Despite your best efforts to acclimate your child to our center ahead of time, your child may still protest when you leave. Try not to assume the worst. This is perfectly normal when children are adjusting to a new center and in fact, the majority of children go through this phase. It can be heartbreaking and embarrassing when your child has a temper tantrum at drop-off.

Here are some tips to help:

- Be firm, upbeat and brief. Try your best not to let your child's clinginess turn you into a puddle and cause you to linger endlessly. This usually exacerbates the situation. Plus, children have a sixth sense for parental anxiety, so if they feel you are worried and hesitant to leave, their own fears will escalate.
- Once you have gotten your child in the door, coat off, shoes on and ready to start the day, put on a happy face, give them a kiss and a hug, say goodbye, tell them you will be back, hand them over to one of our educators, and head out. This lets your child know that you feel positive about the center and that they will have a good day. Do not let their protests sway you, or they will learn very quickly that putting up a fuss will keep you there.
- Keep perspective. Even a child who is screaming and hanging onto your leg as you try to limp out the door will probably be fine five minutes after you leave. (If you doubt this, ask their educator or call us a few minutes after you have left.)
- Security objects. If your child is one who has a security object (blanket, soft stuffy) this can be a great way to help them feel secure for the first while they are with us. Once they feel comfortable, you may find they do not even need their "crutch" anymore.
- Ask an educator for help. Please do not be shy or embarrassed about asking us to help at drop-off. We may also ask you if you would like us to help. A hug from a teacher, a "Let's go to the window and wave goodbye" and a quick redirection to a new toy will ease transition and help your child let you go.

Pick Up

You may think that picking up your child at the end of the day will be nothing but happiness. But sometimes, pick up can also be awkward or emotional when your child is adjusting to our center.

Often, that child who clung to you in the morning is not interested that you have arrived, or they begin to cry as soon as they see you. Do not take it personally or think something is wrong. Some children have trouble transitioning between learning activities and places. Just act as you did at drop off - cheerful. Echo what the educator did in the morning - "Let's wave goodbye, see you tomorrow.

Try not to overdo it either. One of your first impulses might be to pursue togetherness with big hugs and kisses on the theory that your child has missed you so much. Unless your child thrives on extra hugs and kisses, low-key togetherness may be what they need. Some children, like grown ups, need time to unwind from a busy day.

Transitions from Group-to-Group

We know that some children, especially infants, toddlers & young preschoolers, need more time than others to get used to the idea of being in a new environment with a new teacher and new friends. We have a transition package to give to parents/guardians when it is time for your child to move up to the next group.

Additional information regarding transitioning:

Infants - All infants learn how to use sippy cups and small cups to drink from. We also work with our families to eliminate bottles during the day and for nap time prior to moving to a toddler group.

Toddlers - Children in this age group (18 months - 30 months) do not use bottles or soothers during the day or for nap time. These children use sippy cups for water and small cups for milk at mealtimes. If you are a family starting in our center while your child is a toddler, we will work with you and your child to discontinue bottles and soothers within the first couple months. If your child has a soft stuffy or blanket for comfort, your child will slowly transition to having it with them during nap time only.

Preschoolers - (30 months to the end of Kindergarten) Children who are not yet fully potty trained will not be able to attend excursions away from the center.

Kindergarten	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Kindergarten - What to expect

Children must be five years of age or older on December 31st of the year they register for Kindergarten. Registration for Kindergarten begins in January of each year for either the Public or Catholic School System. Once a child is registered in Kindergarten, it is the family's responsibility to inform the center with the following information:

- Name of School
- Public - Group A or Group B schedule
- Teacher's name
- Staggered start dates
- Official first day of school
- Any other information concerning changes in schedule, days off school and parent-teacher interview days

Full Day Kindergarten Lunch Policy

First Years Learning Center Inc. does not provide lunch for children who attend full day Kindergarten. Children in Kindergarten are expected to remain at school during the school's designated lunch time period. Unfortunately, there is not enough time to pick the children up from school, feed them and get them back on time.

Designated school days for full day Kindergarten children are provided by the Regina Public School Board and the Regina Catholic School Board. This information as well as the form to register your children for the lunch time program at their school, can be found on their websites at https://www.reginapublicschools.ca or https://www.rcsd.ca.

Kindergarten Child Illness & Learning Center Attendance

If your Kindergarten child is sick and cannot attend school or if they do not want to be in school, they will not be able to attend the center. This could potentially bring an illness into the center resulting in other children becoming ill.

Policy for Labor Strikes and Work Disruptions Impacting Kindergarten Students

Care for Kindergarten children in our program operates on a partial-day basis during regular school sessions. On Teacher Professional Days and school holidays, First Years Learning Center organizes activities, provides meals, and prepares materials for additional Kindergarten children based on the understanding that they are not expected to attend school on those days. However,

on regular school days, Kindergarten students are expected to attend their classes. They will not be permitted to attend FYLC. In the event of a labor strike or any other work disruption affecting the regular school day for Kindergarten students, such as work-to-rule actions by any stakeholder in the school system, including but not limited to teacher strikes or transportation shutdowns, FYLC will communicate special arrangements for Kindergarten children to parents. If a work-to-rule action is implemented, requiring children to be picked up from school for the lunch hour but allowing their return thereafter, children are expected to return to school after the lunch hour. Additionally, in the event of a full-day labor strike, Kindergarten children will have the option to attend First Years Learning Center on strike days at no additional cost.

Center Programs	Last Reviewed /Approved on:	June 1, 2025
	References:	Ages & Stages Questionnaire Lillio
	Status:	Operational

Ages & Stages Questionnaire (ASQ-3 & ASQ:SE2)

As a parent or guardian, you are the best source of information about your child. The questions in the ASQ-3 & ASQ:SE2 are specifically designed for parents or guardians to complete.

ASQ-3 is a set of questionnaires about children's development. It has been used for more than 20 years to ensure children are developing well. A screening provides a quick look at how children are doing in important areas, such as **communication, physical ability, social skills, and problem-solving skills**. ASQ-3 can help identify your child's strengths as well as any areas where your child may need support.

ASQ:SE2 is a set of questionnaires about **behavior and social-emotional development** in young children. It ensures that children's social-emotional development is on schedule. It helps you celebrate milestones while addressing any concerns as early as possible. ASQ:SE2 can help identify your child's social-emotional strengths and areas where your child may need support.

After you finish, your child's educator and our Pedagogical Leader will discuss the results with you in a confidential meeting if you would like. If your child's development is on target, then there is nothing more you need to do. If there are concerns, then we will help you with next steps. When children get support as early as possible for developmental or behavioral concerns, problems may be prevented from getting more difficult as children get older.

Lillio Program

Lillio will be used by our educators to record activities and updates throughout the day. With everything from naps to snacks, it will provide you with a complete history of your child's experience in our program with photos stored safely and securely in a journal format. Whether it be at work, home or on the go through Lillio's mobile apps, you'll receive real-time updates on your child's activities to your email and smartphone.

What does this mean for me?

Lillio will keep you in the loop with digital updates on your child to complement our important face-to-face interactions. It is also a great way to reinforce your child's in-program learning at home, as you'll have timely insight into what they've been working on throughout the day!

Is there anything I must do?

Relax and prepare for updates! Updates of your child will automatically be sent to you via email.

You may also elect to login to your special Parent Portal online or via the Lillio Parent app. You can expect to receive an invitation to log in from Lillio soon! At that point you can create an account. If you want to share updates with additional family members, you can also do so once you've activated your account.

Excursions	Last Reviewed /Approved on:	June 1, 2025
	References:	Saskatchewan Child Care Regulations
	Status:	Operational

Children who are 3 years and older and who can follow our safety expectations will enjoy various excursions/field trips in the city.

Children who are not yet fully potty trained will not be able to attend excursions away from the center.

For example: libraries for story time & puppet shows; Royal Saskatchewan Museum; City spray parks; pet stores; community parks (Pirate Park, Plains Minnow Park [behind the school] & Green Meadow Park [red structure]; etc).

Parents/guardians are given a minimum 24 hours' notice for all excursions.

When children have not arrived at the center on time on the day of the excursion/field trip, we may either fill the extra seats with other children already at the center or reduce staff ratios when able.

For this reason, if children have not been dropped off at the center prior to their group leaving for the excursion, children cannot be dropped off at the excursion venue. This could result in our educators being over ratio according to *Excursion Regulations* or we may not have a seat in the van to bring a child back to the center safely.

In some cases, a Special Excursion Consent Form must be signed for a child to attend the excursion/field trip (i.e., first time attending, new venue, considerable number of people, etc.).

VERBAL PERMISSION WILL NOT BE ACCEPTED FOR SPECIAL EXCURSIONS.

Our center is fortunate to have a 15-passenger van that is used to transport children to most of our excursion/field trip venues. The van is fitted with 5-point harnesses & booster seats for children to be seated securely by their size/weight.

Educators who choose to drive our van for excursions/field trips are asked to provide their driver's license to obtain a driver's abstract through SGI and to be added to our vehicle package policy.

NOTE: Our center reserves the right not to allow a child to participate in an excursion/field trip away from the center if we do not trust that a child will abide by our excursion rules of safety.

Outdoor Weather Policy	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

As part of a balanced program and to teach the children the importance of a healthy lifestyle, we strive to provide the children with scheduled daily outside time for fresh air, exercise, and play.

All children are taken outside daily except during inclement weather or with a doctor's release. When children are properly dressed, the benefit of being outdoors in the fresh air can reduce their risk of illness.

Children who are too ill to be outdoors, are also too ill, in most cases, to fully participate in the center's daily activities and need to remain home until they recover completely.

Winter Guidelines:

During winter months, children will be going outside twice daily provided the wind chill is not below -27ºC. The amount of time children spend outside will be determined by the directors or acting leadership based on how children are dressed. It is important all children have appropriate outdoor clothing which includes but is not limited to: winter boots, winter jacket, ski pants, toque, scarf, and thick winter mitts.

Summer Guidelines:

During summer months, children will be going outside twice daily provided the UV index is no higher than 5 or temperature higher than 30ºC.

We will also do our best to limit the amount of time outdoors between the hours of 11:00 am and 4:00 pm. However, the amount of time children spend outside will be determined by the directors or acting leadership as well as the following: the ages of the children, appropriate outdoor clothing (hat, shorts etc.), shade and having water to drink.

It is important that all children have appropriate outdoor items which include a hat, sunscreen, shorts, light summer shirts, sunglasses, etc.

Air Quality Guidelines:

During the peak wildfire season, usually April to November, FYLC will monitor air quality using the Government of Canada's Air Quality Index. **If the air quality is rated as a 6 or higher, children will not go outdoors.** When the air quality is rated between 4-6 all children will be monitored while outdoors and anyone experiencing coughing or difficulty breathing will be brought in immediately. FYLC directors or acting leadership will check air quality daily throughout the entire year.

Medication	Last Reviewed /Approved on:	June 1, 2025
	References:	Government of Saskatchewan Medication Form
	Status:	Operational

Our educators will administer medication to children at times specified by the parent/guardian on a Medication Form provided by the Ministry of Education - Early Years Branch. Prior written or verbal permission is necessary. When necessary, FYLC staff will obtain verbal permission over the phone from the parent/guardian to administer a non-prescription medication (ie. Advil/Tylenol) but must obtain written confirmation on a Medication Form when the parent arrives to pick up their child.

Information provided on the form must include child's name, the name of the medication, the dosage indicated on the prescription, number of times of day to be administered, and the date the form is signed with the parent/guardian signature.

Doctor prescribed medication must be in its original container with the doctor's prescription and the child's name. Medication will only be given as prescribed.

Over-the-counter medication will not be administered to a child who is taking a prescribed medication without a doctor's written recommendation, as the medications may react adversely with each other. Over- the-counter medication is only given in the dosage indicated on the label instructions, unless accompanied by a doctor's written recommendation to administer a different dosage. Authorization for medication required on a long-term basis is reviewed every three months and whenever the prescription is changed.

It is the parent's responsibility to notify the center of any changes to their child's medication, including dosage adjustments or new prescriptions.

Health & Illness	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

The intent of this policy is to reduce the spread of communicable diseases.

Daily health assessments of the children are conducted through direct observation, communication with the parent/guardian and conversations amongst our staff.

Our educators note the following:

- A change in behavior or appearance from those observed during the previous or current day
- Any skin rashes, itchy skin or scalp, mucus from eyes that returns after it has been wiped away
- An increase in the child's body temperature
- Any complaints of pain or not feeling well

Clusters of children or adults with similar symptoms (i.e., vomiting/diarrhea) are reported to Public Health and any guidelines they impose must be followed by everyone.

A child who is developing signs or symptoms of an illness will be separated from the other children when possible. These symptoms are:

- sore throat, diarrhea, eye infection, headache, vomiting, rash
- fever (37.9ºC or 99.9ºF)
- does not want/unable to participate in learning experiences with their group

A child's parent/guardian will be notified and required to have their child picked up within one hour to help prevent the spread of infection.

Public Health has recommended that children do not return to the center before 24 hours AFTER the child's last symptom without the use of fever reducing medications.

Public Health has recommended that children who have vomiting and/or diarrhea, do not return to the center before 48 hours AFTER the child's last symptom without the use of medication.

If a parent /guardian fails to follow this policy, FYLC services may be suspended or terminated without notice.

The directors/acting leadership may refuse admission or readmission of a child at their discretion. The Public Health department may be consulted for recommendations or, most often, a doctor's note may be requested prior to readmitting the child to the center.

If a child is too ill to participate in the FYLC program, including outdoor play, they cannot attend the center until they are well. If a child is showing or developing symptoms of an illness at home, please do not bring your child to the center. Please notify us of the illness so we can try to predict and prevent any further transmission.

Head Lice Policy & Procedure

When head lice or nits are found on a child's head/hair the following procedures are followed:

1. The child who has head lice/nits are separated from the other children.
2. Parents are called to come pick up their child as soon as possible and asked to take home any clothing in their child's locker to be washed.
3. Treatment of lice/nits must be done BEFORE a child is allowed back to the center with a second treatment 7-10 days later. Nits must also be removed to make it easier to see new lice/nits.
4. Our center will: vacuum, wash nap time sheets & blankets, wash any soft items (dress up clothes, blankets, etc.) all non-washable items will be sealed in plastic bags for two weeks or frozen for 48 hours.
5. If live lice (not nits) are found in the hair within 24-48 hours after the first treatment with one product, parents will be asked to do the following:
6. Treat right away with a different treatment product
7. Repeat this treatment 7-10 days later
8. Where possible, upon return, the child's head is checked to ensure there are no live lice and nits are removed.
9. For more information, please go to https://www.saskhealthauthority.ca/ and search Head Lice.

Child Management	Last Reviewed /Approved on:	June 1, 2025
	References:	Saskatchewan Child Care Regulations
	Status:	Operational

This policy is a guideline for educators when a child's behavior is inappropriate and requires adult intervention. Educators will use common sense and discretion and will consider the age of the child and the severity of the incident. Educators also recognize that the contributing factors to most discipline problems children have, are a result of boredom, frustration or inability to express themselves.

Our educators abide by the following:

- Children are treated with respect and consideration
- Children must have the opportunity to correct behavior
- Children must be spoken to in a positive manner by all educators
- Discipline is not punishment; it is redirection

In accordance with *The Child Care Regulations,2015*, the following practices are not permitted methods of child discipline: Corporal punishment (spanking, hitting, slapping), physical, emotional, or verbal abuse, denial of necessities, isolation or inappropriate physical or mechanical restraint.

Guiding Children's Behavior

Children learn by observing others, so it is important that educator's model acceptable behavior in the learning center, such as expressing their feelings in words and encouraging children to do the same; using good manners and being considerate of others; cheerfully cooperating with other adults and children; sharing and taking turns; and respecting others' rights, opinions and feelings.

Educators use learned skills to help children understand reasonable and acceptable limits for their behavior by: being consistent; giving reminders; being positive role models; giving praise and encouragement; foreseeing potential problems and intervening quickly; giving children individual attention; helping children identify and accept their negative feelings; recognizing children's achievements; helping to build children's self esteem; giving children viable options for their unacceptable behavior; and stating expectations clearly and at an appropriate level of understanding for the child. First and foremost, our learning center promotes acceptable behavior by meeting the needs of the children. We strive to provide an environment where children feel comfortable and secure. Our facility is arranged so quiet areas are separated from noisier areas, and each area provides space for a certain number of children at a time. Children are also provided

with choices of activities.

Our expectations are based on safety, equality, emotional well-being and cooperation. With our ratios of children to staff, it is not possible to manage a group of children without such rules and expectations.

Parent support is essential for our discipline to be effective. Your child needs to know that you agree with our rules and that you support us when we enforce them. When it is appropriate, there may be consequences at home for their unacceptable behavior at the center.

Discipline Procedure

When disciplinary action is required, the situation will be dealt with as follows:

1. Educators will remind the child of the expected behavior in a positive rather than a negative way

2. The goal is to let the child know what you want him/her to do. The educator may use other methods such as offering choices, redirecting, planned ignoring or pointing out natural consequences.

3. If the child continues the unacceptable behavior, he/she may be given a "time in", which is used when repeated disobedience or verbal or physical aggression occurs. The goal of "time in" is to remove the child from the situation and allow him/her time to regulate their emotions. “Time in” is only for a few minutes, usually the age of the child.

4. The educator then discusses the incident with the child, explains why the behavior was unacceptable and offers alternatives. This form of problem solving will help in the development of the child's social and emotional skills.

5. A child may just need to go to a quiet area away from the group to calm down, then return to the group. This is not considered a "time in".

6. In the case of an aggressive child, the parent/guardian may be notified to immediately pick up the child from the center. A designate may be sent if the parent/guardian cannot pick up the child.

7. An aggressive child shall be defined as:

    a. Any child who compromises the safety of any member of FYLC, including themselves, other children or staff, or

    b. Any child who disrupts the learning center and compromises the ability of the educator to provide a program with a high level of quality

8. A Behavior/Incident Report will be used to document the child's behavior and how the situation was handled by educators.

A continuing behavior problem will be dealt with through consultation with educators and parents/guardians. The parent/guardian may be referred to a professional agency (e.g., Child and Youth Services, Early Childhood Intervention Program (ECIP), etc.) and a program approved by the parent/guardian, the educator and the director will be developed for the child.

If an agreeable solution cannot be reached, or if the unacceptable behavior does not improve significantly and to the satisfaction of the directors and educator, the parent may be given one month's notice to withdraw the child from the center.

A parent who refuses to take part in this process may be asked to remove their child from the center with one month's notice. Our center also reserves the right to terminate services immediately due to aggressive behavior.

Ongoing communication between the parent/guardian and educators is essential. Educators will keep parents informed regarding problems or concerns with their child's behavior.

Parents/guardians must inform educators of anything that may affect a child's behavior (e.g., lack of sleep, family/routine changes, etc.).

It is essential that all parents/guardians understand and accept this policy. Any questions, concerns or problems should be discussed with the directors.

Injury Reports & Procedures	Last Reviewed /Approved on:	June 1, 2025
	References:	Saskatchewan Child Care Regulations
	Status:	Operational

All minor injuries will be recorded on a Minor Injury Report, including the child's name, date and time of injury, name of attending educator, how and when the injury occurred, any witnesses to the injury, and any first aid that was administered, as well as how to prevent recurrence. After completion, the form is signed by the educator, a director, and then by the parent/guardian. The form is then placed in the child's file.

Due to confidentiality, our educators or directors will not and cannot disclose the names of other children who were involved in the situation.

If a child becomes hurt resulting from inappropriate behavior by another child (e.g., hitting, scratching, kicking, throwing objects, biting, etc.), the parent of that child will be informed by way of a Behavior Report. This report is used to keep track of potential ongoing behavior that may need attention from an outside professional.

If further action is necessary, such as a child being sent to hospital, an Injuries/Unusual Occurrence Report must also be completed by the educator and the parent/guardian. In this case, the parent/guardian or emergency contact must be notified immediately. The Program Consultant, Ministry of Education - Early Years Branch, must be notified within 24 hours. Within seven days, the Injuries/Unusual Occurrence Report must be submitted to the Program Consultant with the FYLC Board Chairperson signature.

In the case of a serious illness or accident where a child requires immediate medical attention, staff will call an ambulance to transport the child to hospital. The parent will be notified immediately. The cost of calling the ambulance would be the responsibility of the parent/guardian.

Child Abuse & Neglect	Last Reviewed /Approved on:	June 1, 2025
	References:	Saskatchewan Child Abuse Protocol
	Status:	Operational

The FYLC Board of Directors has approved the South Saskatchewan Directors for Early Learning Inc (SSDELI) Child Abuse Policy and Procedures Manual. The *Saskatchewan Child Abuse Protocol, 2019* is also part of our policy and procedures manual. *The Saskatchewan Child Abuse Protocol, 2019* can be viewed online by searching Saskatchewan Child Abuse Protocol.

Early learning facilities are legally required to report any suspected cases of physical or emotional abuse and
/or neglect of any child. Therefore, our center reserves the right to document and report any evidence indicating child abuse or neglect. We must follow strict procedures and call Child Protection. The parent/guardian will be informed by a call from Child Protection.

Confidentially is our number one priority in these circumstances and FYLC will not disclose whether a claim was made by our center.

Confidentiality

Confidential information regarding children and their families must be respected and safeguarded by the center and all its personnel: directors, educators, students, board members, professionals & volunteers.

Child Custody & Access	Last Reviewed /Approved on:	June 1, 2025
	References:	FYLC Custody and Access Policy
	Status:	Operational

The primary responsibility of First Years Learning Center Inc. is to ensure the health, safety, and well-being of the children in our care. It is very important to us that we work together with families in situations of child custody and access to ensure that the child's mental and physical well-being is maintained and there are clear expectations and guidelines for all parties to follow. While an understanding of a child's home life is necessary, it is not FYLC's role to get involved with the personal issues of families.

- Upon parental separation, separate Child Care Service Agreements will be completed for each parent to outline the payment of fees and to ensure each parent is considered in the custody and access situation. In the event of arrears on the account, both parents will be notified, and both Child Care Service Agreements may be terminated until the balance is paid in full by either parent.
- Where parental consent is required by First Years Learning Center Inc., both parents will need to provide consent.
- Both parents must complete and sign the learning center's *Custody and Access Information Form,* to confirm the arrangement that has been made between parents regarding pick-up days/times for each parent. If both parents do not sign the form in agreement, FYLC will allow access by either parent at any time and not be involved with access arrangements. If a court order has been provided to FYLC, any specific information regarding pick-up days and times must be recorded on this form. If a court order does not allow learning center access/pick-up for a parent, then their signature is not required on the form.
- In the event of non-compliance of the agreement made in the *Custody and Access Information Form* or of the court order on file, the other parent will be notified. The police will be called when there are any safety concerns for the child or First Years Learning Center staff.
- Parents are responsible for enforcing any custody and access agreements, both formal and informal, not FYLC.
- Regardless of the custodial arrangements, both parents are entitled to receive information/documentation directly relating to their child's care and programming in the center.
- Only the directors can provide information to parents regarding the child's care and programming in the learning center if it will be used in legal court proceedings/documents.

*This policy is based on information provided by the Regina Police Service, Child Care Regulations, the Early Learning and Child Care Branch of the Ministry of Education and a Family Law Attorney.

Harassment	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Harassment includes, but is not limited to:

- Unwelcome verbal, or physical conduct that creates an intimidating, hostile, or offensive environment.

- Sexual harassment, including unwelcome advances, inappropriate comments, or requests for favors.

- Bullying, threats, or discriminatory behavior based on race, gender, disability, religion, or any other protected characteristic under *The Saskatchewan Human Rights Code*.

All staff, children and parents/guardians have a right to a healthy and safe work and play environment at First Years Learning Center Inc. that is free from harassment.

All staff and parents/guardians of FYLC will be held accountable for actions regarding either personal or sexual harassment.

1. Parents/Guardians - Will be held accountable for any form of harassment either by written warning notifying that further offences will lead to termination of FYLC services with one month's notice or immediate termination if the severity of the offence warrants this action as deemed by the directors.
2. Employees - Will be held accountable for any form of harassment either by written warning notifying that further offences will result in termination of employment or immediate termination if the severity of the offence warrants this action as deemed by the directors.

If you have any questions, concerns or have witnessed either type of harassment, please bring your concerns to the directors or acting leadership immediately.

Joint Use School (JUS)	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Leadership Team Model

The day-to-day operations of our center are overseen by the **Directors** who report to the Board of Directors. The Directors are responsible to implement procedures to carry out the policies approved by the Board of Directors.

Our FYLC Greens Leadership Team consists of: Director/Pedagogical Leader and Director/Business Administrator. If either director is on extended leave for more than one month, an assistant director will be appointed to assist in leadership team duties.

Specific Roles of Leadership Team

Our **business administrator (BA)** is an onsite leader who focuses on the business requirements of the childcare centre. The BA is responsible for assisting with the day-to-day operations and long-term management of the center. The BA is hired by and reports to the Board of Directors. The BA must work closely with the pedagogical leader to ensure the business operations support a quality early learning program that aligns with the FYLC Mission & Vision Statements and the JUS Philosophical Statement.

Our **pedagogical leader (PL)** is an onsite leader who is responsible for the implementation of a high-quality early learning program for children, which incorporates the vision and principles of Play and Exploration: Early Learning Program Guide, the FYLC Mission & Vision Statement and the JUS Philosophical statement. The PL supports the professional development and growth of the employees, which requires expertise and skill in early learning principles and practice. Additionally, the PL provides leadership to the organization and guides programming to promote physical, social and emotional growth in children. The PL is hired by and reports to the Board of Directors. The PL must work closely with the business administrator to ensure the early learning program also operates as an effective business.

Early Childhood Educator Staff Model

In the Joint Use School Model, each classroom or group of children will have at least one early childhood educator (ECE3) and one assistant (ECE1) who will work together as a team. The **ECE and the assistant will co-teach to create and maintain a high-quality early learning environment**. The differentiation of the ECE role from the assistant role recognizes the additional qualifications of the ECE as providing a level of expertise and knowledge within the profession. This also provides an opportunity for career laddering as staff can work towards

achieving the ECE designation.

Early childhood educators are certified as an ECE III by the Ministry of Education. They provide a safe, responsive and developmentally appropriate learning environment, which implements the vision and principles of Play and Exploration. They co-teach and collaborate with the assistant(s). As the more qualified team member, ECE III staff are expected to provide leadership within the classroom.

Assistants are certified as ECE I by the Ministry of Education. They co-teach with the ECE and support the creation and maintenance of a high-quality early learning program.

Lines of Authority (Communication)

First Years Learning Center Inc. is established and operates in accordance with the requirements of legal statutes. We are a non-profit, charitable organization.

Parent members are the owners.

The parents elect the members of the Board of Directors to act as their trustees. The FYLC Board of Directors make important policy decisions on behalf of all members. The FYLC board has final legal authority and accountability for First Years Learning Center Inc.

The Directors are employed by the Board of Directors to act as general manager of the day-to-day operations.

The Directors are accountable to the Board of Directors.

The Board of Directors hires all leadership team members. The leadership team hires all educators to provide care and learning experiences to the children.

Director/Pedagogical Leader

& Director/Business Administrator

Educators & Assistants, Support Educators, Nutrition Specialist

Video Surveillance Policy	Last Reviewed /Approved on:	June 1, 2025
	References:	Regina Catholic Schools Safety and Emergency Measures Policy
	Status:	Operational

Purpose

The purpose of this policy is to provide guidance on the responsible use, storage, access and management of security camera systems and recordings at FYLC. This policy aims to enhance safety and security of children, staff and visitors while respecting privacy rights and legislation.

Scope

This policy governs the use of all security cameras installed by FYLC on and around its premises, including entrances, exits and playgrounds.

Security Cameras

1. **Unacceptable Locations for a Security Camera**
   - **a.** Any area where children or adults have a heightened expectation of privacy, such as sleeping areas, bathroom facilities or change rooms.

2. **Notification of video monitoring**
   - **a.** Signs will be posted stating that video monitoring is taking place and recordings may be disclosed to proper authorities in instances of suspected illegal activities.

3. **Access to Security Camera Equipment**
   - **a.** Only FYLC directors, Johnson Controls Industries and Regina Catholic School Board personnel will have access to the security camera equipment.
   - **b.** Any security camera equipment, with the exception of the cameras themselves, will be locked up in the FYLC Information Technology (IT) closet. Access will only be granted to unauthorised personnel when a FYLC director is present.

4. **Review and Use of Recordings**
   - **a.** FYLC may use security cameras to deter and detect suspected criminal offences or other suspicious activities that occur or might have occurred in view of the camera.
   - **b.** Recordings will be subject to review by FYLC directors where a specific incident has been reported or observed, or to investigate a potential crime, legal claim or breach of FYLC policy. Recordings may also be used to confirm suspected negligent or abusive actions by FYLC employees, families on the premises, children or guests.

c. FYLC directors will be the only personnel with access to recordings from the security cameras and will only access them in the event of a suspected incident of abuse or other suspicious activity occurring.

d. FYLC may disclose recordings, with a request in writing, under the following circumstances:

- **i.** With the consent of individuals whose personal information appears in the images.
- **ii.** Upon request by law enforcement, with or without a warrant, to assist in an investigation.
- **iii.** when FYLC is legally required to do so, including responding to access requests under relevant legislation, or fulfilling FYLC contractual obligations such as its lease or insurance requirements; or
- **iv.** in emergency situations where there is an immediate threat to the life, health, or security of individuals, such as suspected kidnappings or assaults requiring prompt action.

e. In non-emergent situations where the disclosure of recordings is necessary, FYLC may take appropriate steps to redact personal information to protect the privacy of individuals not directly involved in the incident. This may include blurring faces or other identifying features before sharing the recordings. Redaction will be performed in accordance with applicable privacy laws and regulations to ensure that only the minimum necessary information is disclosed.

f. Recordings may be viewed by employees and parents/guardians of children in the event of a serious occurrence where they, or their children, are involved in the incident. Viewing of the recording must be done in the presence of an FYLC director. Recordings are considered confidential and are to be used solely for the purposes outlined in this policy.

5. Maintenance of Logs

a. Logs will be maintained for all viewings of recordings, documenting the date, time, reason for viewing, personnel involved, and any third-party recipients along with the rationale for sharing the recording with the third-party, if applicable.

6. Retention of Records

a. All video recordings are securely stored on a restricted-access recorder system and retained in accordance with the center's data retention policy. Recordings are automatically overwritten after four (4) months.

b. Recordings may be retained beyond four (4) months if requested by a parent/guardian, FYLC Board of Directors, FYLC directors or an outside third party listed in 4(d). These recordings will be stored on a password-protected laptop of an FYLC director and deleted promptly upon resolution of the matter.

7. **Violations of Policy Application**
    a. All staff, parents, and guardians will be required to acknowledge receipt and understanding of this policy upon enrolment or employment.
    b. FYLC will not tolerate misuse of security cameras or footage from those cameras and will take appropriate disciplinary action if this policy has been violated.
8. **Maintenance and Review:**
    a. Security cameras and related equipment will be maintained in good working condition.
    b. Regular checks will be conducted to ensure the security cameras are functioning properly.
    c. This policy will be reviewed annually, or as needed, to ensure its effectiveness and compliance with legal requirements.

Miscellaneous	Last Reviewed /Approved on:	June 1, 2025
	References:	N/A
	Status:	Operational

Nut Free and Outside Food or Drink

Our center provides care for very young children who may not have eaten nuts or peanut products and for those who have nut/peanut allergies. We wish to avoid any potential allergy problems by declaring our center "Nut Free".

Please do not allow your child to bring in any outside food or drink into the center at any time during the day. We have staff and children with various allergies and do not want to place anyone at risk for a reaction.

Because we are in the business of caring for young children who may have severe allergies, we kindly ask that children not eat peanut butter prior to attending our center. This severe allergen may cause a child to react to the smell or by contact on clothing, toys, hands, etc.

Please note that when needing a milk alternative for your child, Nut Milk is not permitted in the center (eg: Almond, Cashew, Pistachio, etc)

Scent Aware

We wish to provide an environment free from scents for our educators and children. It is for this reason that we ask all those who enter our center to refrain from using perfume or cologne. It can be very hazardous to children or our educators who have asthma or those who are sensitive to any kind of scent.

Messages

Messages regarding your child/children can be left with any one of our educators. These messages will be conveyed between necessary educators.

Labelling

Please label all your child's/children's belongings (e.g., socks, shoes, shirts, pants, underwear, etc.).

Toys from Home

Parents are asked not to allow their child/children to bring toys from home to the center. We are a very busy place and do not want any child to be upset if a toy from home becomes lost. Parents may be asked to take these items with them and not leave them at the center for the day. FYLC is not liable for any lost or damaged items.

Reporting Any Changes

Any change in address, home/work phone numbers, must be reported to the center immediately. Any other changes to your child's file must also be kept up to date, such as changes in medical condition or changes regarding those persons authorized to pick up your child from the center.

Potty Training

Children will potty train at different times and in different ways. When you want to start this process, it is very important to communicate with your child's educator about how you would like training to go. Once this initial conversation has occurred, your child's educator will give you information on our potty-training processes and helpful hints to make this experience positive for your child.

Both educators and parents/guardians need to do their very best to accommodate each other to make training a success. It is very important to ensure your child has at least five or more full changes of clothing at the center. Our center does not stock clothing to assist with potty training. If there are not enough changes at the center, we may end up using a pull up/diaper if you cannot bring more clothing for your child during the day.

Behaviour at Home vs at the Center

Your child may act differently at home than at our center. For instance, some children will not cry when they are hurt, therefore your child's educator may not know that an accident occurred; or a child may have tantrums at home and not at the center; or your child may eat broccoli at the center and not for you at home. These are all very normal child behaviours. Communicating with your child's educator and dealing with behaviours consistently at home and at daycare will build trust with your child and lead to an improvement in behaviour.

Educators & Groups of Children

Your child is one of up to six infants, 10 toddlers, 20 preschool & 20 PreK/Kindergarten children in a group with two educators. Please be mindful that we are a very busy learning center and at times it may be impossible for our educators to see every accident that occurs. As our educators engage in play with children, they must also be aware of every other activity that is happening at that same moment. Please feel assured that your child will never be left alone, and even if an accident does occur, an educator is never more than a couple feet away. Our educators do the very best they can to keep the children they care for safe from harm.

Educator Qualifications

Our FYLC educators must possess a minimum of Early Childhood Educator Level I or be working towards an ECE level I.

All FYLC staff must provide a criminal record check with a vulnerable sector search upon employment and every two years following while employed at our center.

All center staff must also have valid First Aid and CPR. Recertification occurs every three years.

Parent Involvement

As a non-profit learning center, the operations are overseen by the Board of Directors, which is made up of parents of children enrolled in the center.

Board members are elected at the Annual General Meeting, with the executive members being elected at the first meeting following the AGM.

Parents are welcome to observe, share ideas and see how their child is doing in our center. We encourage parents to become involved in fundraising or helping with repairs and maintenance.

If a parent/guardian has any questions or concerns about the care of their child, they are to be brought to the attention of the directors. Subsequently, the directors will contact the parent to set up a time to meet and discuss the concerns.

Who to Contact?

If you ever have any questions, concerns or want advice on an issue you are having at home with your child, please do not hesitate to speak with your child's educator, the directors, or a member of our leadership team. If you also feel that your situation has not be handled adequately after speaking with the directors, please contact the center's Board of Directors Chairperson at board@firstyearslearningcenter.com