# Little Stars

## Childcare Subsidy Rates

**For Parents**

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# Campus Details

## Address

3730 Westwinds Dr NE
Calgary, AB T3J 5H2

## Telephone

(403) 457-7787

## Hours of Operation

7:00 AM – 6:00 PM
Monday to Friday

## Primary Email

info@littlestarscalgary.com

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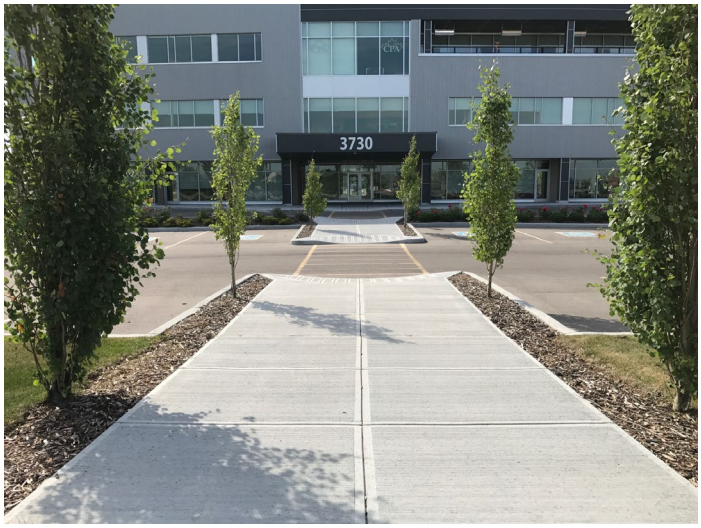
## About Little Stars Academy

Our Academy was formed on the belief that children deserve the best physical, emotional, social and intellectual development so that they can grow to become healthy and productive members of society. We achieve this by ensuring the focus on children always remains our highest concern in everything we do.

There are several stakeholders involved in a child's care; Parents, Academy, Government and Community. By ensuring that we remain aligned with Child Care Licensing Regulation, and exploring new and effective methods of child development, we remain on the path to providing excellent child care.

Little Stars has developed and will continue to refine the four core areas as they relate to high standards of child care:

1. Physical Education
2. Intellectual Development
3. Social and Emotional Well Being
4. Healthy Nutrition




**Mission**

Little Stars provides an environment where children are given every opportunity to shine and build on diverse learning experiences for a successful future.

**Vision**

To achieve a high approval rating and become the preferred choice of parents who are seeking child care and preschool services.

**Core Values**

Caring. Innovation. Nurturing.




## First day at the Academy

Children attending our Academy for the first time can feel a variety of emotions. Our Staff is trained to immediately comfort a child attending for the first time and help him or her become comfortably acclimatized to the Academy's environment.

Parents can speak to the Executive Director about any special arrangements to help ease the transition into the Academy.

### What to Send With Your Child

**Items Kept at the Academy and Resupplied as Needed**

- Two sets of clothes appropriate for the season

- Blanket and a pillow for rest
- Indoor and outdoor shoes - no sandals or flip flops
- Diapers, wipes, bug spray and sun screen (Broad Spectrum SPF 30 or higher)
- Sippy cups, no water bottles please
- Hand sanitizer with child's name on it



**Clothing and Items to be Brought Daily**

- Summer clothing to be breathable, light-coloured fabrics, hat for outdoor activities
- Winter clothing to have mittens, toque, snow shoes, layered clothing with sweater and/or jacket and other clothing to protect from cold weather



## Child Care Development Framework

We believe that children are in the best possible position to absorb and learn information and healthy behaviours. Maximizing the learning opportunities for young children will have a positive impact today and in the future. This benefits both the wellbeing of the child and also builds stronger communities.

## Classroom Curriculum

### Behavioural and Emotional Development Framework



*Emotional Growth*

**Emotional Growth and Development**

Children participate in circle time to share their opinions, feelings and ideas. Throughout the day they also start learning healthy emotional expression and managing less than ideal emotions by building a strong emotional foundation.



## *Social Development*

**Social Development**

Positive social interaction is a key skill for excelling at any age, and children are facilitated to interact, play, make friends and make the most of their time at the Academy. This results in a good start to health social development.

We use emergent curriculum, combined with monthly themes, to create a variety of moments that lead to social interaction in a healthy manner.

### Early Literacy, Early Numeracy



# *Intellectual Development*

**Numbers: Recognition and Writing**

Depending on the age of the child, our Staff gently introduces numbers and other fundamental mathematical concepts.

**Letters and Words**

Children are encouraged to repeat the sounds each letter makes, how a word is formed and to slowly introduce progressive concepts in language.

## Patterns, Shapes, Sensory and Motor Development

**Sensory Development**

Introducing children to various objects, such as a feather, sand or wall helps with stimulating the nerve endings in their little fingers, and helps fine tune their brain development.



**Recognizing Shapes**

Simple geometric and irregular shapes are taught to children in a fun, and engaging way. Age appropriate instruction and individualized instruction within similar age groups encourages healthy development of each child.

**Fine and Gross Motor Development**

Young children need various objects of

different shapes, sizes and other manipulatives to improve their fine and gross motor development. Our Academy provides ample opportunity to develop those skills.

## Creative Expression and Dramatic Play



*Creative Expression*

**Colouring, Tracing and Writing**

Our Staff is proficient in participating and encouraging independent colouring, tracing of letters and numbers and writing simple letters without the aid of tracing, as appropriate.

**Singing and Dancing**

Children are naturally in tune with rhythm and dancing, and allowing them a chance to joyfully sing or dance with other children helps both physical, emotional and social wellbeing.

**Dramatic Play**

Providing a variety of costumes, role playing options and other dramatic play opportunities allows children to experience wonder, excitement and mystery, all helpful for a healthy childhood experience.



# Physical Wellness

## Physical Curriculum

### Outdoor Play Area

Little Stars Academy provides a large, 17, 000 square foot fenced natural play area with age-appropriate toys that encourage social interaction, learning, safety and a positive environment for children.



## Staff and Parent Interviews

We conduct two interviews with Parents to bring attention to what is going well with their child, areas of greater focus and attention and if we can better serve the needs of their child.

One interview is scheduled in June and the second in December, at least 2 weeks prior update will be provided to Parents to accommodate various schedules.

## On-site Kitchen

### Cultural Specific Food Options

Our food preparation Staff complies with all Alberta Health Services regulations. The cook has a valid Food Handling certificate with all cooking taking place in a kitchen with a Permit in good standing.



### What Parents Can Send with Children

Parents can send a healthy snack, meal or other item as appropriate.

### What Not to Send with Children

Items that do not fit within Health Canada's framework for a balanced diet are not in line with our Mission (Health Canada's Food Guide https://www.canada.ca/en/health-canada/services/canada-food-guides.html). Generally, sugary items or other fast-foods are discouraged. Please do not send items that may be allergic to your child, or can be shared with other children due to health concerns.

## Dress Code and Hygiene

### Children Clothing and Hygiene

Parents must ensure their child is bathed, wearing seasonally appropriate clothing and has his or her nails trimmed and hair groomed.

### Staff Hygiene Best Practices

Our Staff observes the highest level of hygiene and ensures proper diapering, hand washing, and cleanliness standards are met.

## Internet and Cell Phone Usage Policy

We allow usage of cell phone and other communication devices by Staff when they are not in classrooms to care for children. This ensures full attention is paid to children and Staff is able to deliver on our Mission and Vision.

Daily report is a value-added service. Therefore, we prioritize safety and care of children and then enter report data. To ensure a higher level of accuracy and feedback regarding nap time, nutrition and bathroom routine, please speak with the teacher or the Executive Director.

## Code of Ethics

**Staff Code of Ethics**

1. Communicate with Parents, Children and Staff in a caring and compassionate manner
2. Report unhealthy behavior by anyone within the Academy to the Executive Director
3. Respect difference of opinion in teaching methodology and style of child care
4. Do not bring personal items for use within the Academy
5. Seek to be helpful and of service to others, as much as practically possible
6. Do not discriminate on the basis of age, race, gender, physical orientation, disability and economic status
7. Always follow the Child Care Licensing Regulation
8. Obtain relevant professional development and keep abreast of latest methodologies, philosophies or techniques in healthy child development



9. Provide information about available resources, as appropriate, to Parents and Guardians
10. Avoid accessing unauthorized content on or off the network at the Academy's premises on cell phones, tablets, laptops or computers

## Child Discipline Policy

Children cannot be disciplined using any of the following methods:

1. Time out or seclusion
2. Any type of physical disciplining
3. Physical, verbal or emotional disciplining that is harmful to the Child's healthy development

## Professional Development of Staff

### Continuing Education

In addition to sponsored child care enhancement training, our Staff also receives internal training to meet or exceed the highest levels of child care service.

### Performance Benchmarks

Little Stars ensures all Staff is working towards the wellbeing of children in everything they do. One of the ways to ensure Parents receive peace of mind for their child is by setting, monitoring and providing feedback on performance for each staff member. Examples of such benchmarks include meeting licensing requirements at all times, preparing fresh and healthy food, and observing security and safety of each child.

### Performance Evaluation

The Executive Director regularly reviews the Staff's performance by conducting performance evaluations with the objective of providing the best possible child care in accordance with Child Care Licensing Regulation. This ensures children receive appropriate care, Staff is mentored towards greater competency and standard of care and Parents are satisfied with the level of service.

### Coaching and Needs-based Development

We regularly train Staff in our internal policies to ensure the highest level of child care, and provide individualized learning opportunities which allows new and existing Staff to improve their skills, competency and workplace satisfaction.

## Health and Safety

### Pick up and Drop Off Security

Parents will be provided a keycard to enter the Academy. The keycard cannot be shared with anyone else and must be signed out at the time of admission and returned when the child is no longer attending.

Should a Parent be unable to pick up a child for whatever reason, the following procedure applies:

1. The Parent must authorize the person on the emergency contact list to pick up the child

a. A government approved ID (driver's license, Canadian passport) must be presented before the child will be released

2. We will not release a child for whom we do not have prior written authorization from the parent or who does not have a valid ID that is satisfactory to us

### Medication Disbursement Protocol

| Type | Protocol | Information Required | Consent |
|---|---|---|---|
| Prescribed Medication | We will provide medication to your child and store it in fridge or in the medicine cabinet. Each dosage given will be recorded in child's file (name of child care worker, time, dosage) | Must be printed on the medication container (child's name, prescribing doctor's name, date prescribed, frequency and quantity) | Parents must give consent in writing prior to administration of medication, we cannot administer outside of doctor's instructions |

## Days of Operation

Little Stars will be closed on all statutory holidays including, without limitation, the following holidays:

| Days Off in a Year | | |
|---|---|---|
| New Year's Day – January | Alberta Family Day – February | Good Friday – March/April |
| Victoria Day – May | Canada Day – July | Easter Monday – March/April |
| Labour Day – September | Thanksgiving Day – October | Civic Holiday – August |
| Christmas Day - December | Boxing Day - December | Remembrance Day - November |

## Medical and Fire Safety

### Common Medical Conditions and Procedures

| Child not to Attend Child Care Academy | Child can Return When the Following is Followed |
|---|---|
| Fever of 100 degrees F (38.8 C) | Fever remained below 100 degrees F (38.8 C) |
| Diarrhea | No diarrhea in past 48 hours and at one normal bowel movement |
| Vomiting | No vomiting for 48 hours without medication |
| Skin infection, rash, any sign of contagious disease | Examined by a doctor and received clearance, with a medical note |
| Untreated infestation (lice, scabies etc) | Treated for all infestations<br>Lice infestation must be treated with two treatments and no evidence of infestation left |
| Pink eye | No discharge or redness and at least 24 hours have passed since drops put in eyes |
| Medication given in last 24 hours | Has had no reaction on medication for past 24 hours |

| | |
|---|---|
| Any communicable disease | Doctor has given medical clearance, along with a note, can return after 48 hours |
| a. Requires greater care than can be provided without affecting care of other children | Child has been symptom free for at least 24 hours and is able to participate in regular activities. |
| b. Any sign or symptom Staff member knows or believes may be posing a risk to the child or others within the child care Academy | Doctor's note and medical clearance may be required on an as-needed basis |

## Treatment of Child at the Academy

In accordance with the signed Enrolment Form, Staff at the Academy can contact the Parent along with the order of priority determined in the form, to pick up a Child requiring medical care. If the Parents or Guardians indicated in the form are not available at that time, Staff can contact any or all of the following: physician, ambulance, and hospital services, as authorized by the Child's Parents or Guardians. Staff at the Academy can contact the Parent to pick up a child requiring home or medical care.

When a Child with an illness is waiting to be picked up, he or she will be comfortably placed away from other children to minimize spread of possible illness. A blanket and pillow may be used to help the Child feel comfortable while the Parents are on their way to pick him or her up from the Academy.

## Fire Drills

We conduct twelve fire drills in a year. There are fire exit diagrams posted in each classroom, and children exit the building based on the safest exit route.

## Health Inspection

All our facilities are approved by Alberta Health Services and we work towards maintaining high standards of health and safety for ongoing compliance.



## Playground Inspection

All staff must inspect the playground every morning for weeds, rocks, unsafe objects and to ensure safe usage by children.

## Open Door Policy

All parents can visit the Executive Director for a question, concern or suggestion. We have an open door policy and welcome all stakeholders into our Academy. Parents can also visit any of the classrooms being attended by their child (ren) at any time without prior notice.

# Social Media Policy

## Digital Media Usage and Consent Policy

We may utilize a child's picture or video for marketing or quality control purposes. We will ensure the method of advertising respects the dignity of each child and the cultural, religious, race or any other aspects that are protected under Human Rights legislation are duly observed. Should a parent wish not to authorize their child(ren)'s picture or video to be used, please e-mail such request to info@littlestarscalgary.com. We will ensure such video or image is removed within two weeks. We request that parents do not post any digital or print media of a child other than their own on any communication or advertising platform.

# Facility Maintenance

## Monthly Facility Review

We review our facilities on a regular basis to ensure it is safe for children, potential hazards are addressed in a timely fashion and all visitors have a pleasant and safe experience at the Academy.

## Cleanliness Standards

We comply with Alberta Health Services standards as required by the Health Inspector and Child Care Licensing Regulation to ensure the highest standards of cleanliness are constantly met.

# Festivals and Birthdays

## Festivals

We celebrate all cultural festivals equally, for example, Christmas, Diwali, Eid, Vaisakhi, Hanukah, Halloween, Easter, Alberta and National events.

## Birthdays

At Little Stars we celebrate each child's birthday, it is an important day for them and it is essential they feel the joyful participation of their friends and Staff. Parents are advised not to send any food items for other children to minimize allergic or other food reactions.

# Parents' Advisory Council

Our Parents are welcome to get involved in the direction and philosophy of their Child's care. For this purpose, we have developed a Parents' Advisory Council which meets at least every 3 months at the Academy. Suggestions are reviewed and implemented, as appropriate. The goal is to maximize healthy child development and we welcome new ideas and practices to incorporate in our Academy.

Should a Parent be interested in joining the Parents' Advisory Council, we have an application process to review and possibly accept qualified individuals who wish to make a positive difference at the Academy.

### Parental Involvement

#### Parent Satisfaction Survey

We send two online surveys each calendar year to parents to see if there is anything we need to improve on, are doing well or modify to best serve our children.

### Suggestion Through Email

Parents are welcome to suggest improvements or ideas for better serving the wellbeing of children to info@littlestarscalgary.com

## Enrollment and Fees

1. Fees are charged as per approved rates by the Board of Little Stars.
2. Fees are not reduced under any circumstances; including, but not limited to, absence, illness, vacation or closure due to severe weather. Fees, in accordance with the Enrolment and Fees Policy, are due on the first of each month.
3. Space is not guaranteed if a child is withdrawn and returns at a later date for whatever reason.

    a. Part-time Enrolment and Converting to Full Time Enrolment
    Parents of a child with part-time enrolment will be given 5 business days' notice if a full-time child needs to enroll in the same spot as the part-time child. The parents of the part-time child can choose to enroll their child full-time within 5 business days by 5:00 PM by signing a new Child Care Enrolment Form, or the seat will be given to the full-time incoming child.

    b. Cancellation or Modification of Program
    30 days' notice is required for cancellation or any type of modification of Child Care and Preschool Program service by the parent who signed for financial responsibility of fees. Notice must be on a ***Cancellation Form*** signed by the parent and Little Stars, available in Director's office.
    E-mailed notice is acceptable but verbal notice is not acceptable. If notice is not given as indicated above, then 30 days' fees are due as already existing and signed on the ***Enrollment Form***. Any disputed fees will be collected through a court process at the Provincial Court of Alberta (https://albertacourts.ca/pc/areas-of-law/civil).

        i. Compassionate grounds for waiving notice period are available but they must meet certain criteria which is pre-approved by the Board of Little Stars. Please ask the Director for assistance.

## Complaint Resolution Process

### Grievance and Complaints Process

Parents can request a copy of the ***Updates, Grievance and Complaint Form*** from the Director's office, which is used to update information, register a grievance or take official action for a complaint.

The Executive Director follows the policies of Child Care Licensing Regulation, the Academy's Handbook for Parents and ensures his or her decision is in line with all Governmental and internal policies.

**Complaints of an urgent nature, such as child safety and wellbeing, will be dealt with promptly, please call or visit the Academy to have your concern addressed.**

Non-urgent complaints, such as accounts payable, refunds, or other concerns will be responded to within 10 business days.

### Appealing a Decision

If a Parent is not satisfied with the decision of an Executive Director, it can be requested to be escalated to the **Complaint Resolution Board**. The Complaint Resolution Board will uphold all valid decisions made by the Executive Director, but will review anything that it feels better serves the child and to ensure compliance with all Government policies.

## Community Resources

Little Stars believes in creating healthy relationships with parents, and to be able to provide advice and access to resources that better serve the needs of the communities it operates in.

## For Further Information

Please contact us at info@littlestarscalgary.com or call (403) 457-7787 if you need assistance in something not covered in this Handbook. The policies, hours, timings and other processes are in full effect as of the writing of the Handbook.