



GAD SPARKLING STARS CHILDCARE LTD.

Policies & Procedures Handbook

Field	Details
Facility	GAD Sparkling Stars Childcare Ltd.
Location	#105-13479 77 Ave, Surrey, BC V3W 6Y1
Audience	Families and staff
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Table of Contents

1. Philosophy, Goals, Inclusion and Privacy
2. Program Structure and Daily Schedules
3. Enrollment, Registration, Fees and Withdrawal
4. Gradual Entry and Separation Anxiety
5. Parent Responsibilities and Items to Bring
6. Consent, Photographs and Field Trips
7. Safe Release of Children and Custody Orders
8. Behavioural Guidance and Prohibited Practices
9. Health, Safety and Nutrition
10. Illness, Medication, Immunization and Exclusion
11. Diapering, Toileting and Napping
12. Active Play, Outdoor Play and Screen Time
13. Emergency Preparedness, Closures and Evacuation
14. Incidents, Reportable Incidents, Missing Child and Abuse Reporting
15. Communication, Holidays, Clothing and Personal Belongings
16. Parent Acknowledgements and Consent Forms

1. Philosophy, Goals, Inclusion and Privacy

1.1 Philosophy

GAD Sparkling Stars Childcare Ltd. serves the needs of children and works to ensure that every child receives full attention in their learning and development. Every child deserves unconditional positive attention within strong and clear boundaries so that they can develop physically, emotionally, socially, and intellectually.

The early years are formative. Our program supports self-esteem, resilience, social competence, constructive relationships, and practical life skills through warm care, routines, and age-appropriate learning experiences.

We value cultural diversity and believe children benefit from respectful exposure to different cultures, languages, family traditions, and community experiences. We do not discriminate against any child, parent, guardian, or family on the basis of race, colour, sex, age, disability, national origin, sexual orientation, family status, source of income, or any other protected ground.

Children need stability, routine, and relationships. Staff will work in partnership with families to understand each child and to maintain healthy relationships between children, families, and educators.

Bullying or aggressive behaviour is not tolerated. When behaviour concerns arise, staff will first teach and model appropriate behaviour, then work in partnership with parents and guardians to support the child.

1.2 Goals

- Provide quality child care for all children enrolled.
- Provide a warm, friendly atmosphere with trained and caring child care providers.
- Maintain a safe, healthy, child-centred, non-stereotyping environment.
- Provide suitable equipment, materials, and activities that support physical, social, emotional, intellectual, creative, and cultural development.
- Support parents by sharing information about child development, nutrition, health, and guidance strategies.
- Provide safe and consistent care during program hours.
- Refer families to appropriate supports and services when developmental or family needs are identified.
- Support families through open communication and respectful partnership.

1.3 Privacy and Confidentiality

All records and information about children and families will be kept private and confidential unless written consent is provided or disclosure is required by law, licensing, emergency circumstances, or child protection obligations.

- Records will be stored securely and accessed only by authorized staff and management.
- Photos, videos, observations, and learning documentation will only be used in accordance with parent/guardian consent.
- Staff will not discuss a child or family with other families or unauthorized individuals.

2. Program Structure and Daily Schedules

2.1 Program Structure

Policy

GAD Sparkling Stars Childcare Ltd. will operate in accordance with applicable licensing requirements, the Community Care and Assisted Living Act, the Child Care Licensing Regulation, and applicable Standards of Practice.

Child care operates Monday to Friday from 7:00 a.m. to 5:30 p.m. Preschool session 1 runs from 8:00 a.m. to 11:00 a.m., and session 2 runs from 11:15 a.m. to 2:15 p.m.

Activities within the program will be monitored and adjusted in consultation with parents, daycare staff, and involved professionals to support each child's ongoing development.

2.2 Infant Daily Schedule

Time	Activity
7:00 a.m. - 9:00 a.m.	Arrival, bottles, breakfast, individual play
9:00 a.m. - 9:30 a.m.	Diapers
9:30 a.m. - 10:00 a.m.	Circle time: books, songs, puppets, finger plays
10:00 a.m. - 10:15 a.m.	Bottles / morning snack
10:15 a.m. - 10:30 a.m.	Diapers / clean up
10:30 a.m. - 11:30 a.m.	Nap time
11:30 a.m. - 12:00 p.m.	Bottles / lunch
12:00 p.m. - 12:30 p.m.	Story time: books and songs
12:30 p.m. - 1:30 p.m.	Outside play / gross motor time
1:30 p.m. - 2:30 p.m.	Nap time
2:30 p.m. - 3:00 p.m.	Bottles / snack
3:00 p.m. - 4:00 p.m.	Sensory or art activity
4:00 p.m. - 5:30 p.m.	Individual play and pickup

2.3 Toddler Daily Schedule

Time	Activity
7:00 a.m. - 9:00 a.m.	Arrival, breakfast, independent play
9:00 a.m. - 9:30 a.m.	Independent play / playcentres
9:30 a.m. - 10:00 a.m.	Circle time: morning routine and songs
10:00 a.m. - 10:15 a.m.	Morning snack
10:15 a.m. - 11:30 a.m.	Outside play and physical activity
11:30 a.m. - 12:00 p.m.	Lunch
12:00 p.m. - 1:00 p.m.	Sensory or art activity
1:00 p.m. - 1:30 p.m.	Story time: books and songs
1:30 p.m. - 2:30 p.m.	Nap time
2:30 p.m. - 3:00 p.m.	Afternoon snack
3:00 p.m. - 4:00 p.m.	Group play: puzzles, games, centre activities
4:00 p.m. - 4:30 p.m.	Closing circle
4:30 p.m. - 5:30 p.m.	Choice time and pickup

2.4 Preschool / Multi-Age Routine

Preschool session 1 runs from 8:00 a.m. to 11:00 a.m.; session 2 runs from 11:15 a.m. to 2:15 p.m. Each session includes age-appropriate arrival, group time, snack, outdoor play, learning centres, and departure.

3. Enrollment, Registration, Fees and Withdrawal

3.1 Registration Requirements

Before a child begins care, families must complete and submit all required registration documents. Documents must be kept current while the child is enrolled.

- Completed and signed registration package.
- Signed contract and rate agreement.
- Signed consent forms.
- Emergency card and authorized pickup information.
- Medical, allergy, immunization, and care plan information, where applicable.

- Registration fee and deposit as required by the current fee schedule.

3.2 Waitlist

When enrollment is full, a waitlist may be maintained. Acceptance from the waitlist is not guaranteed and may depend on program availability, licensing capacity, child age, family needs, staffing, and the order in which spaces become available. Families are responsible for keeping contact information up to date.

3.3 Fees and Payment

Fees are payable in advance and are due on the first day of each month unless a written agreement states otherwise. A contract will be signed between the parent/guardian and GAD Sparkling Stars Childcare Ltd. upon registration.

Fee Item	Fee and terms
Registration fee	\$150, non-refundable.
Deposit	\$500, refundable.
Monthly fees	Due in advance on the first of each month.
Late pickup fee	\$5 for every 5 minutes after 5:30 p.m.
Returned / failed payments	Parent/guardian is responsible for bank charges resulting from a returned payment.
Annual supplies fee	\$100 per year, non-refundable.

Preschool monthly tuition effective September 2026

Days per week	Tuition	Fee reduction	Parents pay
2 days	\$250.00	\$38.00	\$212.00
3 days	\$280.00	\$57.00	\$223.00
4 days	\$350.00	\$76.00	\$274.00
5 days	\$400.00	\$95.00	\$305.00

Child care monthly fees effective September 2026

Age	Monthly fee	Fee reduction	Parents pay
0-18 months	\$1,730	\$900	\$830
19-35 months	\$1,730	\$900	\$830
3-5 years	\$1,375	\$545	\$830

3.4 Fees, Closures and Refunds

- Registration fee.
- Annual supplies fee of \$100.
- Late pickup fees.
- Monthly fees remain payable when the required one-month written withdrawal notice has not been provided.
- Monthly fees remain payable if a child is withdrawn immediately, subject to the signed agreement and applicable law.
- Monthly fees remain payable during sick days, family holidays, statutory holidays, scheduled closures, emergency closures, and winter break, unless management communicates otherwise to families.

3.5 Trial / Evaluation Period

The first month of care is a trial period for both GAD Sparkling Stars Childcare Ltd. and the parent/guardian. During the first month, either party may decide that the placement is not suitable. The monthly fee remains non-refundable regardless of when within the month the child is withdrawn, unless a written agreement states otherwise or a refund is required by law.

3.6 Withdrawal Policy

A minimum of one month written notice is required to terminate care. If a child does not attend during the notice period, payment is still required. Any unpaid fees will remain payable and may be sent to collections if not settled promptly.

If payment is not received on time, management will contact the family. Care may be suspended until outstanding fees are paid. Fees must be paid on time so the daycare can plan for supplies and staffing.

4. Gradual Entry and Separation Anxiety

4.1 Gradual Entry Policy

Gradual entry helps children build trust with educators and become comfortable with the environment. The goal is to reduce stress for the child, family, and program during the first week of care.

Families should talk positively about daycare, visit or discuss the centre before the first day where possible, and build calm goodbye routines. Parents are encouraged to say goodbye once and leave confidently. Staff will comfort the child and help them settle.

4.2 Suggested Gradual Entry Schedule

Day	Suggested Time	Notes
Day 1	Short visit / 1.5-2 hours	Parent/guardian may stay briefly if needed, then say goodbye.
Day 2	2-3 hours	Child participates in morning routine and snack or play.
Day 3	Half day	Child stays longer and may participate through lunch.
Day 4	Half day to afternoon	Nap/rest may be attempted if the child is ready.
Day 5	Full day or adjusted day	Full day begins if the child is settling well; schedule may be extended if needed.

Gradual entry times may be adjusted depending on age, temperament, family needs, prior group-care experience, and staff assessment. The schedule is a guide only.

4.3 Separation Anxiety Guidance

- Never leave without saying goodbye. A consistent goodbye builds trust.
- Keep the goodbye short, calm, loving, and confident.
- Avoid repeated returns to the room after leaving, as this can make settling harder.
- Send a comfort item if appropriate and approved by staff.
- Staff will update the parent/guardian when the child settles, where possible.
- If separation anxiety continues, staff and family will create a consistent support plan.

5. Parent Responsibilities and Items to Bring

5.1 Daily and Weekly Items

Frequency	Items
Daily	Water bottle; weather-appropriate outdoor clothing; bottles/formula/food items required for the child; any required comfort items approved by staff.
Weekly	Nap bedding sheet and blanket for cover, plus any approved comfort item such as a sleeping friend, pillow, or soother. Bedding must be taken home for washing every weekend.
As needed	Diapers and wipes; rash cream with permission; pull-ups/training pants; spare clothing.

5.2 Items to Keep at Daycare

- Indoor shoes.
- Diapers and wipes, if required.
- Pull-ups or training pants for children who are toilet learning.
- Rash cream, if needed, with permission and clear labelling.
- At least two full sets of extra clothes, including underwear and socks.
- Seasonal clothing such as muddy buddy, rain boots, sun hat, sunscreen, winter gloves, mittens, toque, coat, and boots as appropriate.

5.3 Labelling and Personal Belongings

Parents/guardians must label all clothing, lunch bags, containers, bottles, bedding, and personal belongings. GAD Sparkling Stars Childcare Ltd. is not responsible for lost, misplaced, or broken personal items. Toys from home should remain at home unless approved for comfort, show-and-tell, or gradual entry.

5.4 Donations

Families may donate clean, safe, and age-appropriate items such as dress-up clothing, jewelry, hats, paper, craft supplies, crayons, watercolours, stickers, fabric scraps, or other creative materials. Donations are appreciated but not mandatory.

6. Consent, Photographs and Field Trips

6.1 Consent Forms

Parents/guardians will be asked to sign consent forms as part of registration. Consent may include local walking trips, photographs, emergency care, outdoor play, sunscreen, and other program needs. Consent may be changed or withdrawn in writing, subject to licensing and program safety requirements.

6.2 Local Walks and Field Trips

Occasionally, children may take walks to nearby parks, nature trails, or local community areas for exercise, outdoor play, or learning. These walks may not always be separately planned. Parents/guardians will sign a general walking-trip consent as part of enrollment. Additional consent will be requested for larger field trips or transportation by vehicle.

6.3 Photo and Media Release

Children may be photographed during normal daycare routines, activities, learning documentation, or celebrations only if the parent/guardian has provided consent. Photos may be used for classroom documentation, parent communication, newsletters, internal displays, or promotional material depending on the consent given. There is no compensation for participation in photos.

6.4 Allergies and Health Alerts

Parents/guardians must inform staff in writing of any allergies, dietary restrictions, medical alerts, legal/custody alerts, or safety considerations. Allergy and emergency information will be kept in the child's records and posted or shared with staff as required for safety and confidentiality.

7. Safe Release of Children and Custody Orders

7.1 Safe Release Policy

A child will only be released to a parent/legal guardian or another person authorized by the parent/guardian in the child's registration record or through written/verbal authorization accepted by the centre. Staff must be notified in writing of ongoing alternate pickup arrangements.

- Photo identification will be required if the pickup person is not known to staff.
- Children will not be released to unauthorized persons.
- Children will not be released to a person under the age of 12. Management may set a higher age requirement if needed.
- Parents/guardians must sign children out when departing from the centre.
- If an unauthorized person arrives, staff will contact the parent/guardian to confirm whether release is permitted.
- If a child is unwilling to go with an unfamiliar authorized person, staff will contact the parent/guardian for support.
- If a person appears impaired or unable to safely care for the child, staff will take reasonable steps to protect the child, including contacting another authorized pickup person and/or police if required.
- If a person restricted by court order attempts pickup, staff will deny release, request that the person leave, and call police if necessary.

7.2 Non-Custodial Parents and Court Orders

Parents/guardians must provide current copies of custody, guardianship, or court orders and any relevant safety information. Without written legal documentation on file, staff may not be able to deny access to a parent/guardian who has legal authority.

- A photo of a restricted person may be requested to assist staff identification.
- If a restricted person insists on release, staff will calmly state the policy, ensure all children and staff are safe, contact the custodial parent/guardian, and call RCMP if needed.
- Families must immediately provide updated court orders or changes to custody arrangements.

8. Behavioural Guidance and Prohibited Practices

8.1 Behavioural Guidance Policy

GAD Sparkling Stars Childcare Ltd. will assist children in developing respect, self-control, self-confidence, self-discipline, and sensitivity in their interactions with others. The environment will be loving, supportive, and enriched, with clear expectations and developmentally appropriate limits.

Staff will support each child's social, physical, intellectual, creative, cultural, and emotional development. Children will be given time to respond to requests, and staff will use language children can understand.

8.2 Prevention Strategies

- Understand each child's ability and keep expectations reasonable and age-appropriate.
- Use positive language and minimize negative labels or negative wording.
- Welcome children into activities and provide engaging choices.
- Teach self-control, kindness, sharing, and safe decision-making.
- Set clear, consistent, simple limits and state limits positively.
- Reinforce appropriate behaviour with words and gestures.
- Encourage children to use staff as a resource when they cannot solve a concern independently.

8.3 Intervention Strategies

- Redirect: guide the child into another activity when they cannot focus or are unsafe in the current activity.
- Problem solve: offer verbal or physical assistance, summarize what happened, and encourage children to suggest solutions.
- Provide opportunities to make amends: offer genuine repair opportunities rather than demanding a superficial apology.
- Use humour when appropriate to ease tension while maintaining respect and safety.
- Focus on the behaviour, not the child's character. Avoid shaming phrases such as "you always" or "you never."
- Consult parents/guardians when behaviour is recurring, severe, or creates risk, such as regular biting, hitting, or breaking toys.

8.4 Prohibited Practices

Any form of physical, emotional, or psychological punishment is prohibited. Staff, volunteers, and any person in the program must not use harmful guidance practices, including:

- Shoving, hitting, shaking, or any form of corporal punishment.
- Confinement or physical restraint, except as authorized in the child's care plan and administered by trained staff as required.
- Harsh, belittling, degrading, humiliating, or threatening treatment.
- Spanking or any other form of physical punishment.
- Separation from other children without supervision.
- As punishment, deprivation of meals, snacks, rest, or necessary use of the toilet.
- Any form of emotional, physical, sexual, or neglectful abuse.

9. Health, Safety and Nutrition

9.1 Health and Safety Environment

GAD Sparkling Stars Childcare Ltd. is designed to be a safe and comfortable environment that accommodates the abilities and needs of children. The goal is to promote health, safety, nutrition, rest, exercise, and self-help skills.

- Provide a clean, well-maintained, safe environment.
- Provide opportunities for rest, indoor activity, and outdoor activity daily.
- Maintain comfortable routines for children and parents.
- Encourage handwashing before and after meals, after toileting or diapering, and after coughing/sneezing.
- Keep eating areas, nap areas, kitchen, washrooms, and diapering areas clean and sanitary.
- Use disinfecting procedures for toys, equipment, furniture, blankets, and comfort materials on a regular schedule and when soiled.
- Teach children to cough or sneeze into their arm rather than hands.

9.2 Nutrition

Food provided by the daycare will be selected with reference to Canada's Food Guide and the needs of the program. Families must inform staff of allergies, dietary restrictions, cultural food preferences, and special feeding instructions.

- Formula must be provided by the parent/guardian.
- Babies will be held during bottle feeding unless developmentally appropriate and safe alternatives are documented.
- Unused liquids in bottles or cups will be discarded to prevent the spread of germs.
- Children will be allowed time to eat and drink at their own pace.
- Staff will encourage a variety of foods while respecting individual and cultural preferences.
- Candy, gum, pop, and junk food are discouraged.
- Parents will be informed of significant changes in a child's eating habits.
- Choking hazards must be avoided. Food must be cut into safe, developmentally appropriate pieces.

10. Illness, Medication, Immunization and Exclusion

10.1 Illness Policy

Parents/guardians must keep children home, or make alternate arrangements, when children are too ill to participate in the program or when their condition may place other children or staff at risk.

Children must stay home or may be sent home for the following conditions:

- Fever over 38.3°C (101°F), or fever with behaviour changes or other symptoms.
- Infected eyes or skin, or unexplained rash.

- A contagious or communicable disease such as flu, measles, mumps, rubella, chicken pox, or other reportable illness.
- Unexplained diarrhea or loose stool, especially when combined with nausea, vomiting, or abdominal cramps.
- Vomiting or repeated vomiting within the exclusion period set by the centre or public health guidance.
- Acute cold symptoms with fever, runny nose/eyes, croupy cough, heavy breathing, or inability to participate.
- Open, draining, or oozing sores that cannot be covered.
- Lice, nits, or other conditions requiring treatment before return, if applicable.
- Any illness where the child needs more care than staff can provide without compromising the care of other children.

If a child becomes ill at daycare, staff will contact the parent/guardian or emergency contact and ask that the child be picked up. Staff will provide a quiet, clean resting area and comfort the child until pickup, while maintaining supervision and infection-control practices.

Parents/guardians must promptly inform the daycare of serious or contagious illness in the household so appropriate precautions can be taken.

10.2 Medication Policy

- Prescription medication may be administered only when provided in the original container, clearly labelled with the child's name, medication name, date, dosage, route, and instructions.
- Medication must be given directly to a staff member and must not be left in a child's bag or cubby.
- A parent/guardian medication permission form must be completed before medication is administered.
- The staff member administering medication will record the date, time, amount, and initials/signature on the medication form.
- Non-prescription medication will only be administered if allowed by licensing and accompanied by required written instructions/authorization, which may include a physician note depending on the medication and circumstances.
- Emergency medication such as an EpiPen will be stored and administered according to the child's care plan and licensing requirements.

10.3 Immunization

Parents/guardians must provide current immunization information and notify the centre of updates. In the event of a vaccine-preventable disease outbreak, families may be required to follow public health or licensing direction, which may include temporary exclusion until the risk has passed.

11. Diapering, Toileting and Napping

11.1 Diapering and Toileting

Diapering infants and assisting toddlers with toileting involves close adult-child contact and is treated as an opportunity for respectful one-to-one care. Staff will explain what they are doing and encourage the child to participate as much as possible.

- Follow Ministry of Health recommendations and posted diapering/toileting procedures.
- Record diaper changes and toileting activities on the diapering/toileting chart.
- Encourage independence in dressing and toileting, with patient support as needed.
- Encourage children to wash their hands after using the washroom or diaper change.
- Work with families to decide when a child is physically and emotionally ready for toilet learning.
- Be respectful of each child's needs and pace.
- Sanitize the changing station after each use.
- Staff will not rinse or clean soiled garments in a way that creates sanitation risk; soiled items will be bagged and sent home.

11.2 Napping and Quiet Time

Infants and toddlers have individual sleeping patterns. GAD Sparkling Stars Childcare Ltd. will try to meet individual patterns while gradually supporting the child in the daycare routine.

- Children will have nap or quiet time in the afternoon, with additional naps as needed for infants.
- The length of naps depends on the individual child.
- Infants will be placed on their backs for sleep until they can reposition themselves independently during sleep.
- Approved blankets, comfort items, or soothers may be brought from home to help a child adjust, subject to safe sleep practices.
- Naps are not mandatory. Children who have outgrown naps will have quiet time with books, puzzles, or other appropriate quiet activities.
- Parents/guardians must take bedding home for washing weekly or more often when soiled.

12. Active Play, Outdoor Play and Screen Time

12.1 Active Play Policy

GAD Sparkling Stars Childcare Ltd. recognizes the importance of physical activity for young children. Active play supports health, motor development, confidence, concentration, learning, social skills, and positive lifestyle habits.

- Children will receive daily active play through indoor and outdoor activities.
- Outdoor active play will meet the applicable Standard of Practice for the length and type of program, with indoor active play when weather or outdoor conditions make it necessary.

- If weather or safety limits outdoor play, indoor active play will be increased so children still have movement opportunities.
- Play materials, indoor spaces, and outdoor areas will be arranged to promote safe physical activity.
- Active play will be included in both free play and adult-led activities.

12.2 Outdoor Play Area Policy

Outdoor play is important, but safety and supervision are the priority. A daily outdoor risk assessment will be completed before use. Outdoor play may be restricted when weather, air quality, playground condition, staffing, or safety concerns create risk.

- Required staff-to-child ratios will be maintained at all times.
- Head counts will be completed before and after transitions.
- Staff will position themselves to see the full environment and monitor children by sight or sound at all times.
- Staff will scan the play area regularly and intervene early when safety concerns arise.
- Children will have appropriate attire before going outdoors.
- Staff will not take children outdoors when conditions are unsafe, including extreme cold, extreme heat, poor air quality, or hazardous playground conditions.

12.3 Screen Time Policy

GAD Sparkling Stars Childcare Ltd. recognizes that excessive screen time can interfere with exploration, play, social interaction, and healthy development. Screen time is not part of the regular routine for infants and toddlers, and children will never use technology unsupervised.

- Programs where children attend for three hours or less will not include screen time in the daily routine.
- For children aged 3 to 5, screen time will be educational, age-appropriate, supervised, limited to 30 minutes or less per day and a maximum of 1.5 hours per week.
- Occasional screen use may occur for special events, theme-related songs, documentation, or specific learning inquiries led by staff.
- Staff may use devices for program documentation, photographs, and parent communication when family consent allows.
- Parents/guardians may receive reminders about healthy screen time habits at home.

13. Emergency Preparedness, Closures and Evacuation

13.1 Emergency Preparedness

GAD Sparkling Stars Childcare Ltd. will maintain emergency supplies sufficient to support children and staff for at least 72 hours, subject to licensing and emergency planning requirements. Children will never be left unattended.

13.2 Fire Safety

- In the event of fire, all activities stop immediately and children are evacuated through the closest safe exit.

- 911 will be contacted and first aid or medical treatment will be provided as needed.
- Regular fire drills will be held and documented.
- Fire drill procedures and emergency escape plans will be posted in the centre.
- Parents/guardians will be notified when appropriate after children are safe.

13.3 Earthquake Safety

- Children will follow “drop, cover, and hold” procedures as developmentally appropriate.
- When safe, children and staff will evacuate using the closest safe exit.
- Regular earthquake drills will be held and documented.
- Parents may be asked to provide individual earthquake comfort kits labelled with the child’s name, including a family photo, small comfort item, parent letter, and any other approved item.

13.4 Emergency Evacuation Site

If an emergency requires evacuation from the daycare, staff will take the children, emergency records, and emergency supplies to the on-site meeting place at the playground beside the east building, at the corner of 135A Street and 77 Avenue, if it is safe to use. If the on-site meeting place cannot be used, the off-site emergency evacuation site is Sri Guru Singh Sabha Gurudwara Sahib Surrey, 8115 132 St, Surrey, BC V3W 4N5.

13.5 Daycare Closure and Loss of Services

The daycare may close when weather, roads, power, water, heat, staffing, public health, facility conditions, or other safety factors prevent safe operation. Staff will evaluate whether safe, quality care can be provided. Families will be notified as soon as reasonably possible.

Monthly fees continue to apply if the daycare closes because of a storm, evacuation, or loss of essential services, unless management communicates otherwise to families.

14. Incidents, Reportable Incidents, Missing Child and Abuse Reporting

14.1 Minor Incidents

Minor incidents include minor accidents, illnesses, or unexpected events that do not require medical attention and are not reportable incidents. Examples may include small scrapes, bumps, falls, mild tears, or conflict without injury.

- Staff will provide comfort and first aid as appropriate.
- The incident will be recorded in the logbook or incident record.
- Parents/guardians will be advised of the incident, usually at pickup unless earlier contact is needed.
- Staff will review the event and take reasonable steps to prevent recurrence.

14.2 Major Incidents and Medical Attention

1. A staff member will administer first aid. Staff required by licensing will hold valid first aid certificates.

2. Staff will call 911/ambulance and the child's doctor if necessary.
3. The parent/guardian will be contacted immediately. If unavailable, the emergency contact will be contacted. If the child requires emergency medical attention, a staff member may accompany the child if needed and if staffing allows.
4. A detailed report will be completed within the required time frame.
5. Licensing will be notified when the incident is reportable or otherwise required.

14.3 Reportable Incident Procedure

If a reportable incident occurs or may have occurred, GAD Sparkling Stars Childcare Ltd. will protect the child's immediate safety, notify the licensee/manager and licensing officer as required, document the incident, and follow licensing directions.

- Notify the parent/guardian or emergency contact immediately, and notify the medical health officer within 24 hours when a child is or may have been involved in a reportable incident.
- Submit a written incident report as required by licensing.
- Include details such as people involved, type of incident, date, location, contributing factors, action taken, and current status.
- Document all incidents or disclosures in the appropriate logbook or incident records.
- Review incidents in staff meetings and implement risk-reduction steps.
- Keep reports confidential and share only with authorized persons or agencies.

14.4 Missing and Wandering Child

If a child is missing, staff will remain calm and act immediately.

1. Inspect the premises and nearby areas while keeping all other children under close supervision.
2. If the child is not found after an immediate search, contact the parent/guardian and RCMP/911.
3. Provide a complete description of the child and the incident.
4. Notify licensing and submit required reports whether the child is found or not, as required.
5. Reassure other families that children are safe and supervised.

14.5 Child Protection and Abuse Reporting

Anyone who has reason to believe that a child has been or is likely to be physically, sexually, or emotionally abused, neglected, or exploited is legally responsible to report the concern to child protection authorities. Staff must report concerns directly and immediately according to legal requirements and centre procedures.

- If there is immediate danger, call 911.
- Suspected child abuse, neglect, or exploitation will be reported to the Ministry of Children and Family Development or the appropriate child protection authority.
- If a concern involves a staff member, management will act immediately to protect children and will contact licensing/child protection as required. Employment action may include suspension or termination depending on the circumstances and outcome.

15. Communication, Holidays, Clothing and Personal Belongings

15.1 Communication Policy

GAD Sparkling Stars Childcare Ltd. supports open communication. Parents/guardians are welcome to speak with staff at drop-off and pickup, but should book a separate meeting if a longer conversation is needed so staff can maintain supervision and give the matter proper attention.

- Parents should inform staff of anything important that may affect the child's day, including sleep, eating, illness, medication, family changes, or emotional concerns.
- Staff will communicate significant changes in eating, sleep, behaviour, health, or safety.
- Confidential or sensitive matters should be discussed privately with management or the child's primary educator.
- Email, phone, parent portal, and written notices may be used for communication, depending on the topic.

15.2 Holidays and Closures

Fees are calculated with statutory holidays and scheduled daycare closures in mind. No credit is provided for statutory holidays, scheduled closures, family holidays, or child absence unless management communicates otherwise to families.

Observed closures may include statutory holidays and scheduled school or daycare closures. The centre will provide families with the annual closure calendar.

15.3 Clothing Code

Children should come dressed in comfortable, seasonally appropriate clothing that can get dirty. Some daily activities are messy. Feet must remain covered indoors and outdoors in accordance with health and safety expectations.

- Spare clothing must be kept at the centre and replenished when used.
- Outdoor clothing should match weather conditions, including rain gear, boots, sun hat, sunscreen, warm coat, gloves, mittens, and toque as needed.
- Parents/guardians must label clothing and personal items.

15.4 Parent Cooperation

Parents/guardians are expected to follow centre policies, keep records current, pay fees on time, communicate respectfully with staff, and support the safety and well-being of all children in the program.

16. Parent Acknowledgements and Consent Forms

16.1 Parent Handbook Acknowledgement

I/We acknowledge that I/we have received, read, and understand the GAD Sparkling Stars Childcare Ltd. Policies & Procedures Handbook. I/We agree to follow the policies and to ask questions if clarification is needed.

Child(ren) Printed Name

Parent/Guardian Signature

Date

16.2 Walking Trip / Field Trip Consent

I/We give permission for my/our child(ren) to participate in local walking trips to nearby parks, playgrounds, nature areas, school grounds, or community areas for exercise, outdoor play, and learning activities. I/We understand that additional permission may be requested for larger field trips or transportation by vehicle.

Child(ren) Printed Name

Parent/Guardian Signature

Date

16.3 Photo and Documentation Consent

Initial each permitted use below, or initial "No photos." The "No photos" choice overrides the other options. Photos required for safety or by law or licensing may still be recorded.

Consent Option	Parent/Guardian Initials
Classroom learning records	
Private parent updates and newsletters	
Website, social media and promotions	
No photos, except safety or required records	

Child(ren) Printed Name

Parent/Guardian Signature

Date

16.4 Participation Acknowledgement

I/We understand that play, outdoor activity, and child care routines involve normal childhood risks such as slips, trips, falls, minor bumps, and scrapes. I/We agree to promptly inform GAD Sparkling Stars Childcare Ltd. of any restriction, medical condition, allergy, care plan, or safety concern that may affect my/our child's participation. This acknowledgement does not waive rights that cannot legally be waived.

Child(ren) Printed Name

Parent/Guardian Signature

Date

16.5 Allergy / Medical / Legal Alert Acknowledgement

Parents/guardians must list allergies, medical alerts, dietary restrictions, legal/custody alerts, emergency medication, or safety restrictions below and provide supporting documentation or care plans where required.

Parent/Guardian Signature

Date