



Tundra Buddies Community Day Care Parent Handbook

September 2024

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1. Welcome

Welcome to Tundra Buddies Daycare! We are pleased that your family has decided to join us. Here at Tundra Buddies, we believe that children are the most *valuable* resource on Earth. This belief is reflected in our philosophy, purpose-built centre and in our quality staff. Each child who enters our doors is viewed and respected as an individual who has the right to express themselves, learn and grow in a happy, healthy and safe environment. Our quality child-care program is comprised of a committed team; an Executive Director, two Program Specialists, five Lead Teachers, several Support Teachers and a Cook. At Tundra Buddies Daycare, Early Childhood Educators are the experts in their field, and families are the experts on their children. Our staff are committed to working with families to meet the needs of their children.

We believe in a community-based approach to early childhood education that values and respects children, families, staff, culture and our environment. This belief is backed by our commitment to providing children with a play-based, Montessori inspired early education. We believe that play is the work of childhood! All of our classrooms are set up to be beautiful, natural environments that inspire children's learning. At Tundra Buddies Daycare, the environment is viewed as The Third Teacher; purposely created to guide children, inspire wonder and promote learning.

Tundra Buddies Daycare Society is a not-for-profit organization run by parents. The Board of Directors is comprised of parents, Tundra Buddies Daycare staff members and our Executive Director. The success of our daycare relies on there being a harmonious relationship between the parents, Board and staff members. If at any time you have a concern or question regarding your child's care, please first address your child's classroom teacher or the Executive Director.

This *Parent Handbook*¹ exists to inform you of the various legislations, regulations and centre policies that are in place to ensure your child's safety. This handbook will provide you with an overview of the requirements found in *Nunavut's Child Day Care Act and Regulations*. Please keep in mind that The Tundra Buddies Daycare Board of Directors have approved our centre policies in consultation with the Executive Director, staff and parents—when appropriate. Our policies are reviewed and updated as necessary. If in the event that there is a policy change, parents will be informed as soon as possible.

As a not-for-profit program, our daycare does receive funding from the Government of Nunavut. However, most of our funding relies on parental fees (which include parental subsidies from Kakivak Association), funding grants from other sources and fundraising efforts. It is essential that parents support our centre.

¹ This parent handbook serves as the centre's consolidated operational policies. The companion staff handbook serves as the centre's consolidated human resources policies.

not only through fundraising efforts but also by paying tuition in a timely manner.

Thank you for choosing Tundra Buddies Daycare for your family.

2. Goals and Objectives

The principal objective of Tundra Buddies Daycare is to provide a safe, secure and healthy environment for children to learn and grow in, while taking into consideration the needs of our community. Tundra Buddies Daycare strives to operate as an organization that is warm, welcoming, caring and inclusive towards all children, parents and guardians², staff and community members who interact with us! It is our long-term goal to be a community 'early learning hub' and resource for parents, Early Childhood Education students and other community members at large.

Our goals and objectives are what we believe to be in the best interest of our families and staff:

- To provide care for children between the ages of 6 months to 6 years of age.
- To provide a warm, secure, healthy and caring environment
- To enhance and support children's development according to their intellectual, social, physical, creative and emotional needs by providing a stimulating and safe environment
- To encourage each child to develop positive self-esteem and a positive self-image
- To promote a culture of empathy and acceptance
- To acknowledge and accept each child's individual needs
- To accept and value play as the work of childhood
- To implement the basic pedagogical practices of the Montessori Method
- To view the environment as the "third teacher"
- To view children as competent, capable and active participants in their own learning

² The term "parent" in this document includes a guardian fulfilling the role of a parent.

- To facilitate children’s learning through play-based learning and with child-led, developmentally appropriate activities based on observation
- To combine indoor and outdoor learning activities while discovering diverse cultures that exist in our community.
- To provide nutritious, family-style meals that will encourage healthy eating habits as recommended by Canada’s Food Guide
- To provide an environment where staff and parents work together for the ultimate benefit of the children

3. Board of Directors

The Board of Directors oversees the governance of Tundra Buddies Daycare. Through the Board, all parents have ownership of the on-going operation and financial stability of the centre. A list of Board Members and their contact information is available from the Executive Director.

The Board of Directors is elected during the Annual General Meeting (AGM) which is held every year. All parents are encouraged to attend the AGM, and those who are interested in serving on the Board should put their name forward for election at the AGM. There are up to two board positions (Non-Executive Member) available for community members.

Board of Directors’ meetings are open to all parents. If you have a question or concern, or would like to learn more about our centre, please attend our open meetings. Meeting dates and times are available upon request from the Executive Director.

4. Tuition

Tuition is to be paid in advance by monthly payments. Tuition may be paid in cash, by electronic money transfer, or by cheque³ payable to Tundra Buddies Day Care (the “Daycare” “Centre” “Community Daycare”).

A fee deposit (the “Deposit”) equaling one month’s tuition is required for all children. For parents who are in good standing on payments, the Deposit may be used to pay for the tuition for a child’s last month at the centre.

³ Cheques returned for Not Sufficient Funds (N.S.F.): There will be a penalty charge for all N.S.F. cheques. If the parent has more than two N.S.F. cheques in one year, they will be required to pay in cash.

Unpaid tuition for longer than one (1) month will result in a child's dismissal from the centre.

Tuition Schedule

Infants	\$67.50/day effective May 1, 2024	\$1,485 /month
Pre-Schoolers ⁴	\$63.00 /day effective May 1, 2024	\$1,386 /month

Tundra Buddies is participating in the Canada wide ELCC funding agreement which ensures \$10/day childcare for all families. This agreement is currently in place until March 31, 2026. Should this agreement end, families will be expected to pay the aforementioned rates.

Our Centre is comprised of five classrooms with five different age groups and various different needs. Each classroom has one Lead Teacher and one Support Teacher. These staff are your child's primary caregivers. Throughout the day, any applicable substitutes, other Support Staff, Program Specialists or the Executive Director may enter the classroom.

The **Char Room** requires 1 Teacher for every 4 children. The age range of this group is 6 months to 2 years.

The **Ducky Room** requires 1 Teacher for every 4 children. The age range of this group is 6 months to 2 years.

The **Narwhal Room** requires 1 Teacher for every 8 Children. The maximum group size for this classroom is 12 children. The age range of this group is 2-6 years.

The **Bowhead Room** requires 1 Teacher for every 8 Children. The maximum group size for this classroom is 16 children. The age range of this group is 2-6 years.

The **Polar Bear Room** requires 1 Teacher for every 8 Children. The maximum group size for this classroom is 16 children. The age range of this group is 2-6 years.

Receipts will be issued for all tuition and applicable fees paid. Parents will receive a receipt at the end of each year for tax purposes stating the total amount in tuition and fees paid during the previous year (January 1 – December 31). Annual tax receipts will only be issued to parents who are in good standing.

⁴ Two-year-olds who remain with the infant group must pay the Infant fee. The fee will change only when a child actually moves to the pre-school group after a spot becomes available.

Please note that Tundra Buddies Daycare has the right and responsibility to close for a variety of reasons. These reasons may be planned or unforeseen. We will be closed for all statutory holidays as well as the Government of Nunavut's Winter Break and any scheduled maintenance that may arise throughout the year. Please see the Executive Director for a list of all up-to-date planned closures.

Unplanned closures due to unforeseen circumstances may arise at any time. If in the case that the daycare is closed due to an unforeseen circumstance, the Executive Director will notify families first through the Tundra Buddies Daycare Facebook page, secondly through the Lillio App and finally through a centre-wide Email.

In the case of a closure, families are still responsible for paying their child's tuition. When or if your child is absent for sickness or at the choice of the family (e.g., vacation), regular tuition payment is also required. If your child is absent for any reason, you must alert your child's classroom Teachers or the Executive Director of the date and reason either through the Lillio App, phone or email.

If your child is sick for more than five (5) days in a month, please provide a Doctor's note. This is required to comply with and ensure government funding.

There are to be no exceptions to these rules.

Kakivak Funding

Parents receiving Kakivak Funding will pay the difference between the regular fee and the Kakivak Funding in accordance with the Kakivak funding policies.

5. Admission and Waiting List

Admission

Tundra Buddies Daycare currently provides full-day child care for up to 64 children (20 infants and 44 preschoolers). We accept children ages 6 months to 6 years. Families who are expecting a child or already have a child and are interested in our program may fill out an admission form to be put on our waiting list. Parents must request an application form from our centre by emailing the request to: tundrabuddiesdaycare@gmail.com.

Only official application forms will be accepted. Completed application forms must be signed, scanned and emailed to tundrabuddiesdaycare@gmail.com. A separate application form must be completed for each child added to the list. This includes siblings from the same family being registered at the same time.

When the centre offers a spot to parents of a child on the list, the offer must be accepted within 48 hours. The tuition for the first month and deposit must be paid on the first business day (including statutory holidays) thereafter or on a later date set by the Executive Director. If the parents who are offered a spot choose not to accept it, their child's name will be moved to the bottom of the waiting list.

When possible, parents are encouraged to bring their child/ren to our centre for a visit during the week prior to the admission date. This gives the child an opportunity to become familiar with the centre and their classroom and to make new friends before their first day. Parents are required to stay with their child/ren during this visit as the child does not yet count toward our ratio.

Admission forms and all other applicable documents (including but not limited to Immunization Forms, Medical forms, Allergy forms, Emergency Contact forms and all others included in the Parent Package) must be given to the Executive Director prior to your child's first day.

A month's notice, in writing, must be given to the Executive Director if you choose to remove your child from care. Failing to provide a month's notice when withdrawing a child from the centre will result in a forfeit of the one-month advance fee deposit.

Waitlist Administration & Priority

When the Centre receives an application for admission, the Executive Director will file the application on our waiting list.

The waitlist is organized using the following information:

1. Registration date
2. Availability of space in the appropriate age group
3. Priority groups
 - a) Children of eligible Inuit parents (to maintain 50% Inuit enrolment levels) ⁵
 - b) Children who are eligible Nunavut Inuit
 - c) Children of eligible Current Staff
 - d) Siblings of Child(ren) already enrolled
 - e) Children of current, active Board Members

⁵ This priority level will apply only when the total enrolment of children of eligible Inuit parents at the centre will otherwise fall below 50%. When enacted, this priority level will apply before all other levels of priority.

When a space becomes available at the centre, the Executive Director assigns the space to the first child on the waiting list, considering all relevant information, including any priority groups.

Notwithstanding anything provided in this policy, the Executive Director and Board of Directors reserve the right to manage the waitlist in the best interests of the program.

Priority Groups

Children of Eligible Inuit Parents

There is a priority to ensure a minimum 50% enrolment level at the Daycare for children of eligible Inuit parents. Eligible Inuit parents are individuals as described in the Kakivak Association's Child Care Program policies as enacted and amended from time to time by the Kakivak Association. When enacted, this priority level will apply before all other levels of priority to ensure funding eligibility with Kakivak Association.

Children who are eligible Nunavut Inuit

The programming and service TBDC offers the community is integral to the growth and development of the youth in it. We believe that the benefits of our services, including the childcare and programming should be accessible to all Nunavut Inuit on a priority basis.

Children of Eligible, Current Staff

At the recommendation of the Executive Director and on the approval of the Board of Directors and subject to the priority enrollment of children of eligible Inuit parents, the children of staff members may be considered for priority enrolment at the daycare as follows:

This priority level will be administered in accordance with the general wait list policy and process.

In order to keep a child-care spot provided through staff priority, the staff member must remain employed at Tundra Buddies Daycare continuously and on a full-time basis for a minimum of 2 years.

Siblings of Child/ren Already Enrolled

We believe that keeping siblings together is important to families and therefore, we will give priority to children on the waiting list who have a sibling that is already enrolled at Tundra Buddies Daycare.

If a child is accepted into our program based on sibling priority, the sibling must remain enrolled in our program for one full year following their acceptance. The only exception is an older sibling who is no longer eligible to attend the program due to age (i.e., entering grade one).

Board Members

Tundra Buddies Daycare appreciates the dedication and volunteerism of all parents—but especially Board members. Therefore, current, active board member with a minimum of six months of active service, may be given priority for their child.

If a child is accepted into the Daycare based on Board member priority, unless the Board approves otherwise, the parent must remain as an active Board or committee member for at least one year following the child's enrollment.

A legacy clause offers former Board Members who served Tundra Buddies Daycare Society for a minimum of two years an opportunity for Board Priority within five years-time of their departure from the Board.

6. Shoes and Clothing

Because accidents are unavoidable with young children, parents should provide at least one extra set of clothing for their child. This must include pants, underwear, a shirt (short & long sleeve) and socks that can be left in the child's cubby at all times. *In addition, each child is required to bring one pair of socks that will be kept in each classroom's emergency bag.*

At least four sets of clothing must be left in the cubbies of very young children (6 months to 24 months) as they tend to need more frequent changing.

Please note that it is the responsibility of the parent to bring adequate clothing for the weather as well as any messy play children will partake in during the day. Children going home in messy clothes means that they've had a long and successful day of play at Tundra Buddies! Teachers will provide messages through the Lillio App regarding any clothing, shoes or supplies they may be in need of.

Please provide a pair of indoor shoes for your child. Daycare licensing guidelines require children to have indoor shoes with non-slip soles.

Please label everything your child brings to the centre to avoid losing articles and mix-ups. *The Daycare is not responsible for lost clothing.*

7. Toilet Learning and Diapering

Each classroom at Tundra Buddies Daycare was purpose-built to cater to the needs of young children. Each classroom has an accessible washroom, change table with stairs and several sinks.

Guided toilet learning that is age appropriate, developmentally appropriate and child-centered takes place at Tundra Buddies Daycare. All children in our program will work on toilet learning with their teachers in an age and developmentally appropriate manner. Children are encouraged to use the toilet during natural transition periods such as before snack time, after lunch, before going outside, etc. Using the toilet comes at a gradual pace and is child individual; it is not marked by a specific age or time in a child's life.

Tundra Buddies Daycare adheres to the following sentiments on early childhood toilet learning from [*The Montessori Notebook*](#);

"Learning to use the toilet is a natural process that begins when your child's desire to be grown up and his/her neurological development have reached the point where he/she can control his/her bladder and bowels. We don't train children to use the toilet, we support them when they are ready." (How to Raise an Amazing Child: The Montessori way to bring up caring confident children, by Tim Seldin)

"There should be no pressure, no reward or punishment, no adult deciding when the child should learn to use the potty. The environment is prepared, and the child is free to explore and imitate in these natural developmental stages." (The Joyful Child)

'It is best for the [adult] to support the child but not become emotionally involved. To assist the child in the process of learning to use the toilet, the adult can:

1. Find ways to make the child feel confident, for example, a stool for their feet when using a toilet.
2. Incorporate toileting into the child's routine. Offer the toilet at times when the child normally pees, for example; upon waking, before going outside, after coming in from outside, after lunch/before nap etc.
3. Say "It's time to use the toilet" rather than "Do you want to go to the toilet?" (the answer will always be no) or "I think you need to go to the toilet" (the adult

becomes involved). As the child becomes more aware of their body, they will be able to tell you, “No, I don’t need to go.” You can then say something like, “Of course, I know you will tell me if you need any help when you need to go.” You can also use an alarm clock set at regular intervals to remind them to go, “The clock says it’s time to use the toilet.”

4. Never force a child to use the toilet.
5. Never scold or over-congratulate—going to the toilet is the most normal thing to do and we should keep it in its proper place, for example; avoid clapping and celebrating
6. Do not interrupt the child to use the toilet—for example, wait until they have finished their puzzle etc. before offering the toilet.’

If your child requires diapers, pull-ups, wipes, diaper cream or any additional toileting supplies it is your sole responsibility to bring those supplies. If your child does not have adequate toileting supplies a note will be given at the end of the day or you will be called to either pick up your child or bring supplies.

Children will be given as much privacy as is reasonable in a group care setting. Children will be encouraged to wipe themselves as this is a natural way to teach them about toileting and self-care. If a child requires assistance, is too young or the request is unreasonable, your child’s Teacher will wear gloves, assist them child in wiping and will help your child through the re-dressing and hand washing process. Toileting times will be recorded for all children between the ages of 6 months to 3 years throughout the day.

If your child typically wears cloth diapers, it is your responsibility to bring an appropriate ‘wet bag’ with a zipper. Your child’s wet cloth diapers will be put into that bag for collection at the end of the day. If your child has soiled their cloth diaper, the diaper will be put into a plastic bag, tied, and placed in your child’s wet bag. Our Teachers cannot dump contents of a soiled cloth diaper into a toilet or soak a cloth diaper for public health and sanitary reasons.

Tundra Buddies Daycare follows [CDC diaper changing in childcare settings protocol](#) as well as [CDC handwashing protocol](#).

8. Food/Formula for Infants

Tundra Buddies Daycare welcomes breastfeeding whenever convenient for the mother and child. Breastfeeding is welcome in your child’s classroom as well as wherever the mother feels most comfortable in the centre.

Parents with children who drink formula or breast milk from a bottle or eat baby food will be required to provide their children with their own bottles and food. Once your child is

ready to begin eating and drinking what is offered on our menu, this will no longer be necessary.

Please label everything your child brings to the daycare to avoid losing articles and mix-ups. This includes Tupperware, water bottles, bottle bottoms, tops and nipples. *The centre is not responsible for lost items.*

All food served, whether from the menu or from a child's home, must be healthy and ascribe to Canada and Nunavut's Food Guides.

9. Mandated Reporting and Confidentiality

All staff members and volunteers at Tundra Buddies Daycare are mandated reporters, bound by law. If the abuse or neglect of a child is suspected, all staff have the duty to report their suspicions to Child and Family Services, the RCMP or any other body which oversees the protection of children. The Executive Director is not required to be informed of any report made. Please see, **Regulation 9(f): Duty to Suspected Child Abuse of Nunavut's Child Day Care Regulations.**

"An operator shall ensure that each staff person is informed of, and understands, his or her duty under the *Child and Family Services Act* to report to a Child Protection Worker if the staff person has information or reasonable grounds to believe that a child needs protection under that Act. *The Child and Family Services Act* states: 8(1) A person who has information or reasonable grounds to believe that a child needs protection shall, without delay, report the matter (a) To a Child Protection Worker; or (b) If a Child Protection Worker is not available, to a peace officer or an authorized person. (1.1) No person shall maliciously make a false report claiming that a child needs or may need protection. (2) Subsection (1) applies notwithstanding that the information reported is confidential or privileged."

Any employee that purposely jeopardizes the health and safety of a child through abuse or neglect will be dismissed immediately.

Each staff member at Tundra Buddies Daycare will do everything within their power to keep all records, conversations and written accounts of the children and parents/guardians confidential. These obligations of confidentiality will survive indefinitely. Please note that all staff members employed at Tundra Buddies Daycare have signed a confidentiality agreement and that the requirement of professional confidentiality is stressed during the interviewing and orientation processes.

All members of The Board of Directors are also required to sign a confidentiality agreement. The Board of Directors are also to be deemed "in confidence".

Communication between parents and centre staff are to remain confidential. At times it may be necessary for the Executive Director to share information with the Board of Directors. In these cases, names of children/parents will not be shared unless necessary. If necessary, to share the name(s) of children/parents, the Board of Directors is deemed to be “in confidence” and this will only be *discussed on camera*. The sharing of privileged information is at the sole discretion of the Executive Director.

If a parent chooses to bring an issue to the Board of Directors directly via written or oral communication, it is deemed that the parent has consented to names being shared.

10. Daycare Schedule and Operations

Arrival, Departure and Daily Schedule

Tundra Buddies Daycare opens at 8:00 am and closes at 5:30 pm.

Fulltime and morning only children should arrive at the daycare no later than 9:00am. Please do not pick up or drop off your child between the hours of 12-2 PM, as this is a “quiet time” in our centre. All children rest at this time. If this pick up or drop off cannot be avoided, please explain the situation to the Executive Director in advance. The only other exception to this rule is Kindergarten children.

If your child is going to be late for any reason, communication is required. This policy successfully allows the centre to run an effective program regarding staffing, programming and cooking. If you have not called ahead of being late, your child may not be able to attend the program for the remainder of the day.

Parents are expected to pick up prior to the closing of the daycare at 5:30 PM. If you are late picking up, regardless of whether a phone call has been made, a late fee will be charged at the rate of \$10.00 for the first five minutes and \$1.00 for every minute after that. All fees are payable directly to the Teachers staying with your child.

If within 30 minutes after closing time, the parent has not called, picked up the child, and all efforts to reach the parent and/or emergency contact person have failed, the **child will be turned over to Social Services** (For this reason, please ensure that your child’s emergency contact form is always up to date).

Daily Schedule (Example)

8:00 – 9:20	Drop offs/Morning free play
9:20 – 9:30	Clean-up
9:30 – 10:00	Snack/Toileting
10:00 – 10:30	Circle Time

10:30 - 11:30	Planned activity/Outdoor play
11:30 – 12:00	Lunch
12:00 – 2:00	Nap/Quiet time
2:00 – 2:30	Wakeup /Story time
2:30 - 3:00	Snack/Toileting
3:00 – 3:20	Afternoon meeting
3:30 – 5:00	Free play/Planned activities/Outdoor play
5:00 – 5:30	Classrooms combine/Quiet activities/Pick-up time

Nap time / Quiet time

We are required to provide all children with a quiet time during which they may sleep, rest or quietly engage with calming activities (puzzles, colouring, books, etc.) on their mat or cot. Please note that at no point will a staff member force a child to sleep or force a child to stay awake. If a child falls asleep, staff members will be permitted to wake them no more than 3 times at a parent/guardian's request, unless their child cries or is in obvious discomfort at the first wake. **If the child falls asleep after being woken up and is in distress or has been woken 3 times and falls back to sleep, they will not be woken up until the end of the rest period.**

Blankets are provided, but families are encouraged to bring a special blanket or comfort item from home to keep at the centre. These items will be washed at the centre regularly and when needed.

Infants may sleep according to their natural cycles whenever possible. In the infant classrooms, there may be up to two naps per day; one morning nap and one afternoon nap depending on the ages and needs of the children.

Outside Play

If the temperature is -35 C for the toddlers and preschoolers or -30 C for infants (including wind chill) or warmer, and no other inclement weather factors are present (rain, strong winds etc.), children are required to spend some time outside each day in accordance with the **Child Day Care Act**. The Executive Director and Teachers will consult the weather information daily to determine the temperature and they will also utilize the Environment Canada website at www.weather.gc.ca.

Each child must have appropriate clothing for outside play. The clothing required may change by the day. Pay close attention to the weather to determine what clothing you will need to bring for your child each day. Appropriate clothing includes:

- ✓ Snowsuit
- ✓ Winter Coat

- ✓ Sweater
- ✓ Raincoat
- ✓ Snow Pants
- ✓ Insulated, Waterproof Boots
- ✓ Waterproof Mittens
- ✓ Cotton Mittens for Layering
- ✓ Sun Hat/Winter Hat
- ✓ Scarf
- ✓ Neck warmer

Please label everything your child brings to the centre to avoid losing articles and mix-ups. *The Daycare is not responsible for lost clothing.*

Parents will be contacted to bring in these items immediately if they are not available for their child to use. We will not provide these items. Your child will be kept indoors until the required clothing items arrive. If these items are not available on the second day, you will be required to pick up your child. Please communicate with the Executive Director if there is anything you are unable to provide.

Use of Technology

Technology is an important part of our world and lives. Tundra Buddies Daycare incorporates the appropriate use of technology in children's learning and programming. We will closely follow the Canadian Pediatric Society's guidelines on screen time. Infants will not be given screen time, while children ages 2-5 will be allotted only sporadic screen time for education specific activities and/or special occasions;

- Educational games and activities
- SmartBoard – Storytelling, music, interactive learning activities
- Movies – only watched once per week or for special occasions
- Music and Movement Videos – used during gross motor activities and for story telling

Transportation and Field Trips

It is the responsibility of families to drop off and pick up their children each day.

If an emergency arises and staff are unable to reach a parent or emergency contact, and transportation (by ambulance) is required, payment is the responsibility of the parents.

Children and staff will walk to most of their outing destinations unless parents have been notified of other travel arrangements. If a field trip is planned, parents will be required to sign a permission slip allowing their child to take part in the outing. There will be a minimum of two staff with the children on all outings as required by the *Child Day Care Act and Regulations*.

The children's attendance on field trips is considered mandatory. This is due to staff/child ratio issues that are caused by any child remaining at the daycare. Any child not participating in the field trip will be required to find alternative childcare for the duration of the field trip. Children are not permitted to go on a field trip if they are not permitted to participate in the activity (e.g., children cannot go to the pool if not swimming).

Volunteers are always greatly appreciated during outings. Anyone wishing to volunteer must provide a satisfactory CRC (Criminal Record Check) and VSC (Vulnerable Sector Check) to the Executive Director.

Potential field trips or activities include:

Swimming

Children are required to bring: a towel, swimsuit and swim diaper (if not toilet trained).

Skating

Children are required to bring: a helmet and skates. A limited number of skates are available at the Arena.

Astro Turf

Children are required to wear comfortable clothing that is easy to move in. The staff will bring the children's indoor shoes from the centre.

Visitors' Centre & Library

No special clothing/equipment required.

Other

At times, the children will go on field trips to other locations. Parents will be notified in advance of these outings. Special clothing/equipment may be required, and parents will be advised.

Discipline / Behavior Management

Discipline is designed to teach children appropriate behavior. Reasons for discipline may include: health, safety (children need to be protected from the consequences of their behavior when they are too young to understand danger); socialization (children are to respect others), and; emotional security (children need limits to feel secure).

The goal of discipline is to assist children in developing a sense of responsibility for their actions and an awareness of the effects of their behavior on others. The primary focus for discipline at Tundra Buddies Daycare is to reinforce, teach, and assist in the development of appropriate behavior and interactions.

General Discipline Guidelines

Teachers at Tundra Buddies Daycare will use the following guidelines when disciplining a child:

- Interrupt or redirect the unwanted behavior as early as possible to prevent it from getting worse
- Get down to the child's level (eye to eye)
- Explain what the child is doing why it is not okay using age appropriate, simple language
- Discipline statements are expressed positively. Staff tell the child what he/she can do rather than what he/she cannot do.
- Discipline will occur "One – on – One" (i.e. between the teacher and the child)
- Stay calm
- Use a calm and low tone of voice
- Show respect to the children
- Be consistent and fair
- Under certain circumstances, the staff uses physical contact to guide behavior. For example: holding a child on their lap - an adult's touch during a frustrating situation may have a calming effect on the child.

Prevention Techniques

Our trained Teachers will use the following techniques to prevent common behavioral issues throughout the day:

- Having a positive attitude towards the children, which includes: enjoyment of and respect for the children as individuals; physical (i.e. pat on the back or touch on the arm etc.) and verbal (i.e. I like it when you ...) reinforcement is given for appropriate behaviors.
- Have jobs for the children when and where they can help
- Have the children involved in creating/reviewing classroom rules
- Review and share classroom and centre rules frequently and in age appropriate language
- Catch the kids being good: acknowledge positive behaviors (praise, stickers, smiles, hugs, high fives)

- Have a set schedule with high quality programming to ensure that 'difficult times' are well-scheduled
- Have quiet and calming options available for children in the classroom
- Implement routines that are frequently reviewed with children
- Be clear and consistent
- Provide guidance to children on appropriate behavior
- Always maintaining active supervision and proximity to the children
- Build healthy relationships with all the children
- Show affection and respect to the children
- Foresee problems before they happen
- Have a clear signal for stopping activities and transition times

Progressive Discipline Procedure

Teachers at Tundra Buddies Daycare will use this Progressive Discipline Procedure when disciplining a child:

1. Attempt to re-engage the child in the current activity
2. Try to engage the child in a new activity
3. Talk to the child – try to understand to the cause of the behavior (i.e. see if the child is tired, hungry, etc.)
4. Give the child clear and consistent warnings (generally 3, but will be flexible)
5. Place the child in quiet time in a location close to the teacher. The child will be told in age appropriate language why they are in quiet time/time away. The teacher will use a timer to let child know when quiet time/time away is over (the maximum number of minutes = age of the child – this is flexible). When time is up, the child will again be talked to about why they were in quiet time and what is expected of them. The child will then be assisted to re-engage in the current activity.
6. A child will only be removed to another area (office, foyer etc.) if the safety of the other children is at risk.

All situations that result in an incident, accident or abuse relating to another child, Teacher or staff member will be recorded. Parents will be required to review the incident/accident form and sign it. That form will be placed in the applicable child(ren)s'/staff member's file.

Quiet-Times/Time-Away will NOT be implemented on the infant side.

Parents will be informed about their child's day through Lillio, written Daily Communication Log, email or phone call depending on the situation. Parents may be contacted to determine any underlying causes for a child's behavior (less sleep, illness, change in home situation etc.) to better assist the child.

Parents may be required to pick up their child/ren due to behavior depending on the severity of the situation.

A child may be removed from Tundra Buddies Daycare if severe behavioral issues persist for an extended period of time. This will only occur after other measures (following behavior guidelines, parental meetings, working with child and family, etc.) do not work. Parents will be kept informed at all times.

Discipline Bottom Line: There will be absolutely no physical (striking a child directly or with an object, shaking, shoving, spanking, or other forms of aggressive physical contact), emotional (shaming, belittling, embarrassing) or verbal (yelling, degrading language) abuse at Tundra Buddies Daycare.

The Executive Director, in consultation with the Board of Directors, shall have the discretion to make determinations regarding disciplinary actions, including the suspension and/or dismissal of a child from Tundra Buddies Day Care, while adhering to the aforementioned guidelines.

11. Parental Involvement

Our centre heavily relies on parental involvement and volunteers to be able to run smoothly. Volunteer opportunities include helping with fundraising events, outings, special events and committees. Parents are strongly encouraged to support the centre by volunteering.

Open communication between parents and staff is strongly encouraged at Tundra Buddies Daycare. Parents are welcome to visit the centre at any time.

Parental Concerns

At times, parents may have concerns regarding the care of their child/ren, the programming, behavior of staff or other concerns. It is important that parents share these concerns and feel comfortable sharing these concerns with the appropriate individuals. Concerns may be shared verbally or in writing and should be communicated in a timely fashion.

If a parent has a concern, it should first be addressed to the individual most closely involved with the concern (i.e., an incident with their child should be addressed to the child's classroom Teacher, a concern regarding staff behavior or programming should be addressed to the Executive Director).

If a parent is uncomfortable speaking with that individual, he/she may go to the individual's immediate supervisor (for a staff member – speak to the Executive Director; for the Executive Director – speak to the Board).

If the parent is not happy with the resolution of their concern, they may bring their concern to the Executive Director and then to the Board of Directors.

If the parent is not happy with the resolution by the Board of Directors, he/she may bring their concern to the Department of Education via the Early Childhood Officer for the Qikiqtani Region. If the parent is still not satisfied, the matter may be raised to the attention of the Representative for Children and Youth.

It is essential that parents follow this process and adhere to the steps outlined above. This will help to resolve concerns quickly and appropriately.

Tundra Buddies Daycare will make every effort to address parental concerns in a timely manner and make changes if deemed appropriate and necessary.

Conduct by Parent/Guardians

All adults, including parents and guardians, will conduct themselves in a respectful and courteous manner while on Tundra Buddies Daycare property or in conjunction with any daycare activity. Should any adult behave inappropriately, the Executive Director will investigate the incident and determine appropriate next steps.

It is to be noted that there will be no smoking, drinking or evidence thereof from a parent or guardian while on Tundra Buddies Daycare property or in conjunction with any daycare activity. This includes vaping.

No child will be released to an individual who is suspected to be under the influence, and such occurrences will be reported to Family Services.

Abuse is not tolerated at Tundra Buddies Daycare. The Executive Director reserves the right to call the RCMP as necessary.

There will be ZERO TOLERANCE for aggressive behaviour by parents to any staff. Matters of this nature will be addressed promptly and strictly. This behaviour may result in expulsion of the child at the centre.

Examples are unacceptable behaviour could include but is not limited to:

- **Verbal Abuse:** Yelling, shouting, or using harsh language towards staff, other parents, or children.
- **Threatening Behaviour:** Making threats of physical harm towards staff or other parents.

- **Physical Aggression**: Any form of physical violence, such as pushing, hitting, or throwing objects.
- **Disruptive Conduct**: Creating disturbances during drop-off or pick-up times, such as loud arguments or refusing to leave the premises when asked.
- **Intimidation**: Behaving towards staff or other parents in a manner that creates fear or discomfort.
- **Harassment**: Repeatedly contacting staff in a threatening or overly aggressive manner, whether in person, via phone, or through other communication channels.

Parental Support & Adherence to Policies

By signing the Parental Contract, all parents are agreeing to adhere to all the policies as outlined in the Parent Handbook. These policies and procedures are in place to ensure the safety of the children and staff at Tundra Buddies, and the smooth operation of the centre as a whole.

The Executive Director will remind parents as necessary of the policies in this handbook. If necessary, the Executive Director will inform the Board of Directors of persistent non-adherence to policies. The Board of Directors will investigate and will take the following steps:

- 1st Instance: Meet with the parents
- 2nd Instance: Issue a written warning
- 3rd Instance: Removal of child from Tundra Buddies Daycare

12. Child Supervision

Children will always be supervised by the appropriate number of floor staff as required by the *Child Day Care Act and Regulations*. Parents and guardians are responsible for letting a member of staff on the floor aware of the drop-off and pick-up of their child/ren. Parents and guardians are required to sign their child/ren in and out of the program each day. Please see your child's teacher to initial on their roster.

Children will only be permitted to leave with designated adults (age 18 or older), as identified on their emergency contact forms. If a parent or guardian would like to request that another adult pick up their child, they must provide this request in writing prior to pick up, to the Executive Director or Staff Designate (staff member in charge when the Executive Director is not present). ***All staff at Tundra Buddies Daycare reserve the right to ask for identification from parents/guardians or designated adults at any time.*** It is

not permitted for a staff member to release a child to an adult they do not recognize or who refuses to show identification upon request.

Staff / Child Ratio

The staff to children ratios, as required by the *Child Day Care Act* Regulations, are as follows:

Age of Child	Minimum Staff to Child Ratio
6 Months – 2 Years	1:4
2 years – 6 Years	1:8

An unfortunate emergency could at times arise when the centre may not be able to open due to a staff shortage.

Turning away children may be necessary in this situation. If unavoidable, this will be done on a rotating schedule. Only the minimum number of children to achieve the ratio will be sent home. The Executive Director will be responsible for tracking which children are sent home to ensure that this is done equitably.

Full fees must still be paid even if children are sent home due to a staff shortage.

Communication

Children's reports will be sent home daily through our communication app, Lillio.

Accident and Incident Reports

A staff member will complete an accident report if a child has been hurt. These reports will ensure that a child's parent or guardian is aware of what happened to their child. The staff member who witnessed the accident will sign the accident report and the parent will be required to sign the report to confirm that they were told about the accident. If the accident or incident is severe or deemed serious, the child's parent or guardian will be alerted immediately, and in most cases, either by the Lead classroom teacher or Executive Director.

Families are required to sign a waiver when their child is enrolled which grants authorization to all centre staff to seek medical attention if a child is injured and the parents/guardians cannot be reached or if the child needs medical attention immediately. In this type of incident transportation (ambulance) may be required and payment is the responsibility of the parents.

All permanent floor staff at Tundra Buddies Daycare have been sufficiently trained in First Aid and CPR-C.

Incident reports will also be filled out to ensure that parents are told if there was an incident involving their child during the day (for example -- if your child hit another child or if your child bit someone). The classroom Teacher and parent/guardian will sign the form.

When the parent or guardian has signed the incident form, it is returned to the office where the Executive Director signs them and they are placed in the child's file.

Upon request, parents may ask for copies of the reports. Please allow some time (24-48 hours) for copies to be made and placed in your child's cubby.

13. Child Illness

WE ARE A NUT AND SCENT FREE CHILD-CARE CENTRE DUE TO ALLERGIES. The Executive Director retains the right to exclude other allergens from the centre as the needs of families and children change.

*The Executive Director and/or staff designate have the final say of whether a child will be sent home due to illness, **and when they may return.***

Children who are not well enough to interact with other children and participate fully in the child-care program (which includes indoor and outdoor activities) **must** be kept at home. If a child is considered ill by their classroom Teachers and/or Executive Director, that child's parents/guardians will be notified. If you have been notified that your child is ill and are required to be picked up, your child must be picked up within a **forty-five minute period**. The child will be supervised in an area separate from the other children until the parent arrives to take the child home.

Our staff use the following guidelines when determining if a child is ill:

- High fever (101 F / 38.3 C) & (100.5 F for children under 24 months)
- Severe behavioral changes/mood changes
- 3 Or more bouts of diarrhea
- 1 Or more episodes of vomiting (not spitting up)
- Communicable disease (other than a cold)
- Undiagnosed skin rash or weeping skin rash
- Yellow or green discharge of the eyes, ears, mouth or nose
- Discharge of any kind from the ears
- Persistent pain or discomfort

Children who have a cold with the following symptoms are not permitted to attend the program:

- Yellow or green discharge of the eyes, ears, mouth or nose
- Persistent cough

All staff members may check a child for a temperature using either a forehead thermometer or under the arm thermometer. For Tundra Buddies Daycare to check a child's temperature parents must fill out and sign a consent form. Parents have the right to refuse their child's temperature being checked. If in this case, when a staff member suspects a fever, parents will be called to pick up their child.

If your child is sent home from, they may not return the next day (i.e., sent home Monday morning, the child may not return on Tuesday). Your child must be **rash, symptom and medication free (including over the counter pain and fever reducers) for 24 hours before returning to the centre** to ensure that they are well enough to participate fully in the program.

If your child is sick for more than five (5) days in a month (consecutively or not) a Doctor's note is required to be provided to the daycare. This is to ensure government funding.

When your child is ill, the Executive Director and/or staff designate reserve the right to ask what your child's symptoms are. These symptoms will be recorded to track illnesses within the centre.

When your child is ill, you are required to notify the centre via Lillio. This requirement is for attendance and funding purposes.

Communicable Diseases

A child with a communicable disease cannot be on Tundra Buddies Daycare property during the infectious period. For any communicable disease, a **Doctor's note is required** to be provided to the centre before the child can return to the program. The Executive Director or Staff Designate reserve the right to ask for a Doctor's note for any questionable disease. Tundra Buddies Daycare is required to post a notice and inform Public Health of **any** communicable disease that a child may have while attending the centre. Public Health considers the following to be a partial list of communicable diseases that require a Doctor's note for the return of the child to daycare:

- Chicken Pox
- Pink Eye
- Fifth Disease
- Measles
- Mumps

- Tuberculosis
- Impetigo
- Head Lice
- Ringworm
- Bed Bugs
- Scabies
- Hand Foot and Mouth

Medication

Only **medicine prescribed by a Doctor will be administered** to a child. All medication is required to be in the container supplied by the pharmacist. The container must be clearly labeled with the child's name, the date the medication was prescribed, the dosage and method of administration, as well as the Doctor's name. If a Doctor should prescribe or recommend an over-the-counter drug for your child, it must be accompanied by a Doctor's note that is legible and in the original container. There shall be no exceptions to this rule.

Parents will be asked to fill out a medication form before the staff can administer any medication. This ensures that parents have given staff permission to administer the medication and that staff are aware of the amount of medication to be given and at what time.

Staff at Tundra Buddies Daycare will **not** operate equipment in order to see to the medical needs of a child (with the exception of puffers and aerochambers). This includes but is not limited to; a cough assist machine, nebulizer or injection. If in the case that equipment must be used in order to see to the medical needs of a child, the parent(s)/guardian(s) will be called or a schedule will be put in place in order for the parent(s)/guardian(s) to facilitate the use of said equipment.

Families registering must inform the Executive Director of their child's relevant medical history including allergies or life threatening/changing disorders, diseases or syndromes (e.g.; asthma, febrile seizures, etc.).

14. Emergency Evacuation

In the event of an emergency evacuation (fire, etc.), children will be evacuated from the building to the emergency safe shelter. Once safe and accounted for, parents will be notified. Our staff and children will practice emergency evacuations and visit the emergency safe shelter on a regular basis as required by the *Child Day Care Act and Regulations*. The staff and children will follow the Emergency Plan set in place by the Executive Director.

The primary emergency safe shelter is Joamie Ilinniarnik School. Our secondary emergency location is Department of Education Office. If in the case that our emergency safe shelter changes, parents will be notified as soon as possible.

The Executive Director can implement a secondary muster point that is required to be documented and shared with the parents.

15. Statutory Holidays and Other Closures

Tundra Buddies Daycare may be closed from time to time for a variety of reasons, such as statutory holidays, unforeseen circumstances, or scheduled maintenance. **Parents are responsible for paying daycare fees regardless of such closures.**

Please note that the centre will be closed on the dates noted below:

1. Good Friday
2. Easter Monday
3. Toonik Tyme (Opening Ceremonies afternoon only)
4. Victoria Day
5. Canada Day
6. Nunavut Day
7. August Civic Holiday
8. Labor Day
9. National Day for Truth and Reconciliation
10. Thanksgiving Day
11. Remembrance Day
12. Government of Nunavut Holiday Closure (Follow the GN scheduled Holiday Closure) *Varies Year to Year*
13. Professional Development Days (a maximum of 5 days per year can be utilized to plan training and development to the staff)

The centre will do its best to ensure the timely notification of parents for any unscheduled closures.

When holidays fall on a weekend, observance of the statutory holiday will take place on the next working day on which the centre would ordinarily be open (usually a Monday).

Blizzard/Weather

In the event of extreme weather, the daycare will close for the safety of children, families and staff. Closures will be communicated to parents as early as possible. If in the event of a closure, the Executive Director will make every effort possible to adequately inform

families. If the centre closes due to a weather-related issue, families must pick up their children within 30 minutes of the call to close being made. **After 30 minutes the daycare will contact Family Services to arrange emergency shelter for children.**

For closures announced in the morning, the situation will be re-evaluated before 12:00PM and an announcement will be made (either the daycare will remain closed or it will re-open). **Announcements will be made on Facebook (on Tundra Buddies's page and on Iqaluit Public Service Announcements) as well as on Tundra Buddies Daycare's twitter account (if applicable).**

In the event of half-day morning closures, the daycare will begin accepting children no later than 12:45pm. This is to allow parents an appropriate amount of time for drop-off.

In the event of half-day afternoon closures, children must be picked up by 12:30pm at the latest.

The centre follows a strict policy when deciding on closures due to weather. This policy is outlined below:

Criteria for closure:

Daycare closes *immediately* if **any** of these criteria are met:

- Staff (or sufficient number of staff) are unable to arrive at the centre due to weather (by 7:45AM)
- Government of Nunavut closes all offices
- Municipal plows are pulled off the roads
- Taxis are taken off roads

On days where the weather is severe, the Executive Director will confirm if staff have or will be able to arrive for work. If adequate staff are unable to make it to work, the Director will advise the Board that the daycare must be closed. In all other circumstances (i.e., the weather is poor before the daycare opens or after children have arrived) the Executive Director will contact the Board - president or designate - advise them of the daycare's status and recommend an action (stay open or close). Then the Board makes the final call and the message is communicated to parents.

Electrical Power Failure and Water Shutdown

In the event of a power failure, the Executive Director will contact Qulliq Energy Corporation to inquire about the length of time estimated before power is restored. A subsequent call will be made one hour after power has ceased, inquiring for further information. The Executive Director will then contact Board Members. Depending on the

outside weather, available interior/exterior light and interior temperature, the Board may decide to close the daycare.

If in the event of a water shut down, Tundra Buddies Daycare will close after 60 minutes for public health and safety.

The daily fee will be charged regardless of the reasons for the closure of the daycare.

The policies and guidelines located within this Parent Handbook are subject to revision. If in the case that a revision is made, parents will be notified in a timely manner.