



**Saskatoon**

EVERGREEN EARLY LEARNING  
CENTRE

PARENT HANDBOOK

Updated October 2025

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## VISION

All children and youth discover and achieve their dreams and grow up to be healthy, successful, and active participants in society.

## MISSION

To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

## CORE VALUES

BGC Saskatoon is a value driven organization. The Core Values that we ascribe to in our dealings with children, youth, family, and community define our reason for being.

### **BELONGING**

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

### **RESPECT**

We ensure that everyone – children, youth, families, volunteers, staff – is heard, respected, valued and treated fairly.

### **ENCOURAGEMENT AND SUPPORT**

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

### **WORKING TOGETHER**

We work together with young people, families, volunteers, our communities, and government.

### **SPEAKING OUT**

We speak out with children, youth, and families so that we can make our world better.

## ABOUT BGC SASKATOON

BGC Saskatoon (BGCS) is a non-profit organization dedicated to serving children and youth in Saskatoon & Area. BGCS has been offering programs in Saskatoon and area since 1974. Over 3900 children and youth are involved in our programs annually.

BGCS currently operates the following programs in Saskatoon and surrounding areas:

- ✘ Neighborhood Clubs
- ✘ Mini Club Programs
- ✘ Before & After School Programs
- ✘ Early Learning Centres (Evergreen, John Lake, and Martensville locations)
- ✘ Summer in the City Day Camps
- ✘ Pike Lake/Beaver Creek Summer Day Camp
- ✘ Exhibition Youth Employment Program
- ✘ Rosewater Connection

BGCS is governed by a Board of Directors (community based) and operated by the CEO, and the Director of Operations. All programs are overseen by either the Director of Early Years Programs, the Director of Children Programs or the Director of Youth Programs. BGCS prides itself on employing a group of dedicated staff and volunteers, who work with children, youth and families. Our team is made up of people who want to make a difference in the lives of children, youth and families.

### Before & After School Program at Sylvia Fedoruk/St. Nicholas Schools:

In addition to providing childcare for children ages 6 weeks to 6 years (or by August 31st after completion of a child's Kindergarten year), BGCS also provides a Before & After School Program (BASP) for school age children attending Sylvia Fedoruk or St. Nicholas Schools, as well as many other schools in the Saskatoon area. The BASP is offered on a fee for service basis, with families invoiced at the end of each month for the time used in the programs. Children must be registered annually in the program before they can attend. The BASP runs from 7:15 am to the first school bell, and from school dismissal until 6:00 pm. Please visit our website at [www.bgcsaskatoon.com](http://www.bgcsaskatoon.com) or contact the BASP at 306.665.1450 for more information. The ELC does not operate the before & after school program.



## Important Phone Numbers/Emails

- ✘ BGC Saskatoon Main Office – 306.244.7820/office@bgcsaskatoon.com
- ✘ Evergreen Early Learning Centre – 306.373.3111/evergreenelc@bgcsaskatoon.com
- ✘ Director of Early Years Programs, BGCS – 306.244.7820/jayme@bgcsaskatoon.com
- ✘ Before & After School Programs, BGCS – 306.665.1450
- ✘ Evergreen ELC Address: 616 Manek Road, Saskatoon, SK – community entrance located between Sylvia Fedoruk and St. Nicholas schools.

## Early Learning Centre Program Description

The Evergreen Early Learning Centre (ELC) is in the joint use school in the Evergreen community of Saskatoon. The ELC provides full-time licenced childcare services for up to 90 children (ages six weeks to six years old). The ELC uses the Saskatchewan Ministry of Education's [Play & Exploration](#) curriculum as a guide to ensure developmentally appropriate programming to provide a safe, supportive place where children can develop confidence and skills for life. The ELC is evaluated on a yearly basis using the Early Childhood Environment Rating Scale (ECERS) to assess quality in both programming and the environment. The ELC is open year-round and provides care between 7:00am and 6:00pm, Monday to Friday except for statutory holidays as well as the National Day for Truth & Reconciliation, Easter Monday, and Boxing Day.

Parents pay a monthly fee for childcare services. Additional financial subsidies are available from the Saskatchewan Ministry of Social Services for families needing assistance. The ELC is staffed with Early Childhood Educators who meet requirements set out by the Saskatchewan Ministry of Education to work in childcare facilities. Staff receive ongoing professional development to enhance their skills. Staff will develop schedules for programming that reflect the practices of play and exploration and respond to the needs of the children in attendance.

## Program Philosophy

BGC Saskatoon is committed to providing a quality childcare program in our ELC. by promoting the healthy development of children and providing an inclusive and respectful environment that allows children to:

1. Experience new opportunities
2. Overcome barriers
3. Build positive relationships,
4. Develop confidence and skills for life.

BGC Saskatoon believes that the whole child is best supported through play-based learning with guidance from skilled educators as they experience each day. Our Early Learning Centres are designed to invoke a natural curiosity and an enthusiasm for learning, while promoting strong relationships between children and educators. BGC Saskatoon aims to encourage children to develop confidence in themselves and their abilities preparing them for their future success.

## ELC Age Groupings and Supervision Ratios

The ELC is licensed for 90 spaces, and they are allocated as follows:

- ✳ 12 spaces are for infants under 18 months, and have a 1:3 staff to child ratio
- ✳ 25 spaces are for toddlers (over 18 months, but under 30 months) and have a 1:5 staff to child ratio
- ✳ 53 spaces are for preschool and kindergarten age children (over 30 months AND potty trained), and have a 1:10 staff to child ratio
- ✳ 7 spaces are designed to be flexible spaces (can change from toddler to preschool age spaces to fit the ELC's needs throughout the year)

Evergreen ELC runs 5 programs based on age under the following names: Juniper (infant), Pine (toddler), Spruce (older toddler/younger preschool), Cedar (preschool), and Balsam (older preschool/kindergarten age). The ELC utilizes mixed age groupings before 9:00am and after 5:00pm to ensure ratios are met as staff arrive and leave during the day.

To obtain a space in the ELC families must have their children on the waiting list. Contact will be made if/when space for the age group needed become open. Parents/guardians are then invited to come and tour the facility and have 24 hours to accept the space. Centre tours are only given to prospective families that have been offered a space, the public is not allowed to tour the centre when children are in attendance without permission from ELC Management.

## Staffing Model

All Evergreen ELC staff are required to provide/complete:

- ✳ Criminal Record Check and Vulnerable Sector Check
- ✳ CPR/First Aid Certificate (within first 60 days of employment)
- ✳ BGCS Confidentiality Agreement
- ✳ BGCS ELC Program Policy training & orientation
- ✳ BGCS Child Protection training
- ✳ Allergy Awareness training
- ✳ Saskatchewan Early Childhood Education Certification (Level 1/2/3)

# Organizational Structure – BGC Saskatoon



### Pedagogical Leader:

- ✘ Is part of the on-site management team, and works closely with the Business Administrator
- ✘ Is responsible for the provision of a high-quality early learning program for the children (day to day programming supervision, behaviour concerns, environment and communication).
- ✘ Support the professional development, mentoring and growth of employees
- ✘ Qualifications: Early Childhood Educator, Level III Certification

### Business Administrator:

- ✘ Is part of the on-site management team, working closely with the Pedagogical Leader to ensure the business operations of the ELC support the provision of a quality early learning program
- ✘ Completes the business requirements of the ELC, including day to day and long-term management (facility maintenance, partnerships, HR etc.)
- ✘ Qualifications: Early Childhood Educator, Level III Certification and/or Business Administration Degree/Certificate

### Program Enhancement Coordinator:

- ✘ Supports early childhood educators in the provision of quality early learning programs
- ✘ Works closely with ELC management teams in both early learning centres to ensure early learning programs reflect BGC Saskatoon mission, vision and values as well as the ELC program philosophy.

### Nutrition Specialist:

- ✘ Responsible for the daily preparation of healthy meals and snacks
- ✘ Works with the children and the ECEs regarding the development of healthy habits and nutritional meals
- ✘ Qualifications: Food Safety Certificate

### Early Childhood Educator (ECE):

- ✘ Responsible for providing a high-quality early learning program to a group of children
- ✘ Co-teach/collaborate with room partner ECEs
- ✘ Complete/participate in assessment activities for the program and children
- ✘ Qualifications: Must possess a Saskatchewan Early Childhood Educator Certification (Level I, II or III)

*Note: 50% of ECE employees must have their Level III ECE Certification as required by the Joint Use Childcare Model. For more information on the Joint Use Childcare Model speak with ELC management.*

## Nutrition

The ELC uses meal and snack time as an opportunity for the children to socialize and bond with their caregivers and their friends and as an opportunity to learn about new foods/textures and their likes and dislikes. At the ELCs we follow “Division of Responsibility.” This is where educators decide when and what the food is, but children decide how much and if they choose to eat. We trust children’s instincts to eat the amount of food that their body needs on any given day. Meals are served “family style” whenever possible and children are encouraged to serve themselves with assistance as needed.

The ELC follows all requirements regarding nutrition as outlined by the Ministry of Education, Early Years branch:

- ✘ Milk (or soy milk for those with allergies) is served twice per day (typically snack and lunch)
- ✘ Morning snack consists of a fruit or vegetable along with one other food group (dairy, grain, meat/alternative) and is served by 9:00 am
- ✘ Lunch consists of all four main food groups (2 vegetable or 1 fruit and 1 vegetable, dairy, grain, meat/alternative) and is served by 12:00 pm
- ✘ Afternoon snack consists of a fruit or vegetable with another food group, and is served by 3:00 pm

Menus are posted monthly on the parent information board and on the Lillio application for the ELC. Accommodations/substitutions can be made for food allergies/diet restrictions, but parents may need to supply certain foods depending on the child’s requirements.

## Child Management

All employees at the ELC are trained to guide and facilitate all children to learn, play and explore in a developmentally appropriate environment. When behaviour issues develop staff use a variety of behaviour management techniques to assist children to make positive choices. Daily routines assist children in developing skills in the following areas: speech and language, cognitive, social, and emotional, fine, and gross motor and self- help.

ECEs set consistent limits and expectations for the children and are continually working to develop a trusting relationship with each child at the ELC. Every child is unique and learns in different ways and the staff at The ELC recognize that – therefore discipline is tailored to each child and their specific needs.

At no time are BGC Saskatoon employees permitted to engage in the following types of discipline:

- Name calling
- Belittlement
- Physical punishment
- Mental anguish

Preventative action is always the best course to follow when managing a child’s behaviour.

Staff employ several techniques to guide children's behaviour:

- *Redirection*: guiding a child to more acceptable options when engaged in unacceptable ones
- *Logical/Natural Consequences*: staff attempt to help children become aware of the results of their actions
- *Limit Setting*: boundaries are developed by the staff and the children together to follow as a group
- *Modelling*: demonstrate appropriate ways of interaction
- *Choices*: providing children with a variety of appropriate choices, and outlining consequences so children can make informed decisions
- *Distraction*: with an activity or physical presence
- *Anticipating Trouble/Time In's*: staff properly supervise children's play and their environment or in their play groups to prevent the issue (ex: providing multiples of one toy) and will join in play needing intervention vs stopping the play (children playing rough with cars – staff will join in and model appropriate play)
- *Emphasizing Positive Behaviour*: giving positive behaviour more attention than negative
- *Communication*: encouragement from staff to find a solution when two or more children have a conflict
- *Body Breaks*: used when a child is emotionally/physically distraught and provides an opportunity to release emotions or physical stress. Staff discuss with the child how they are feeling, and help the child reintegrate back into the group

## Inclusion/Outreach

*"High quality inclusive ELC programs have three key components: they are accessible to all children and their families; they are designed and carried out with consideration for the unique needs of each child; and they include ongoing evaluation of programs to ensure full participation"*(Underwood & Frankel, 2012).

### Inclusion Grants:

The Early Learning and Childcare Branch has funding available to licensed childcare centres/homes in the form of Individual Inclusion Grants and Enhanced Accessibility Grants. These grants help children with intensive or additional needs receive additional support (ex: enhanced staffing or equipment). Grants are approved using a collaborative approach involving a referring professional such as an occupational therapist, program management, parents/guardians, and the Community Program Consultant to assist in the understanding, determination and facilitation of the supports needed. More information can be found at: [Inclusion Program - Saskatchewan](#).



### Outreach Coordinator & Rosewater Connection:

BGC Saskatoon employs a full-time outreach coordinator to assist families in accessing services not provided by the ELC – this could include accessing mental health or behavioral services, referrals to other community-based organizations or assistance in providing basic needs. BGC Saskatoon also provides services through its program Rosewater Connection which funds rapid access mental health supports for registered children AND their families in partnership with [The Shift Counselling Services](#). Rosewater also provides a parenting program focused on connection and resiliency. If you require the services of the BGC Saskatoon outreach coordinator or Rosewater Connection, please connect with your ELC management team for referral.

### **Parental Involvement and Communication**

Parents are not required to assist in the day-to-day operations of the ELC. However, there may be times where the ELC may ask for volunteers to help with field trips or special days. Parents are welcome to visit the centre at any time and join in our daily activities. Parents can use Lillio to see details about their child's day and use their child's unique Lillio email address to communicate directly with their child's ECEs. Lillio is an app-based software that tracks attendance, provides daily reports and secure communication between parents and educators/management. Parents are welcome to email or call the centre throughout the day to receive updates on their child, however Lillio is the best option to receive a quick response.

### **Field Trips and Excursions**

The ELC regularly takes field trips with the older children to complement learning experiences and to experience new opportunities. These excursions are always in the Saskatoon area and either involve using city transit or a bus charter if we are unable to walk to the location. Previous field trips have included locations such as the Children's Museum, Dutch Growers, zoo, public libraries and more. Children under three years of age do not typically go on field trips involving transportation but do go on neighborhood walks and short excursions in the neighborhood (using strollers and wagons).

Before any excursion the Lead ECE will complete a "Risk Assessment". If the assessment identifies possible natural or other hazards (such as open water/high traffic location) then parents will be asked to sign a "Special Excursion Consent" form for their child to attend the trip. All excursions must be approved by ELC Management and the CEO or an approved designate of BGC Saskatoon. If a parent requests their child not attend certain field trips childcare will be provided at the centre. All excursion notices will be posted using Lillio and on the ELC information board.

### **ELC Hours of Operation and Closures**

The ELC is open Monday – Friday from 7:00 am until 6:00 pm, except for statutory holidays. If a statutory holiday falls on a weekend the ELC will either observe the holiday on Friday or Monday (notice of the date will be posted one month before the date of the closure). The ELC is closed on Boxing Day, Easter Monday, and on the National Day for Truth and Reconciliation (September 30<sup>th</sup>). There will be additional closures (minimum 2 per year) for staff professional

development. Families will be asked to complete a Survey of Child Care Needs before the Christmas holidays and additional closures may occur if there isn't a demand for childcare during the holidays. Management will advise families with as much notice as possible of these closures and work with families to ensure they are not inconvenienced.

### Leave of Absence from the ELC

The ELC does not hold spaces for a leave of absence from the centre – fees must be paid during the absence to retain the childcare space during an extended absence. Contact the ELC Business Administrator to discuss your options in the event of an extended leave of absence.

### Parking at the ELC

Please use only the designated childcare drop-off spaces located in the school parking lots (a parking pass is to be placed on all vehicle mirrors; this is provided by ELC Management) or street parking. Parents are not permitted to park in the disability and school bus loading zones located around the perimeter of the school. Parents are not permitted to park in any school staff parking spaces.

### Kindergarten and the ELC

Parents are responsible for all pick up/drop offs and meals for children who attend kindergarten at an off-site school.

#### Evergreen ELC & Kindergarten:

Children will be supervised by ELC staff when walking to the kindergarten (SF or St. N) classroom in the mornings and picked up at dismissal time by a member of the ELC staff. Parents must send lunch/snacks for their child on the days they attend kindergarten.

### Registration & Forms for Children's Records




ONLINE REGISTRATION – As of March 1, 2024, ELC families will be required to register with BGC Saskatoon on esiKidz (online registration system). Families will be invited to complete a parent profile, child(ren) profiles and their invoice payment method as well as some of the following forms:

#### The following must be completed before the first day of attendance:

- ☒ Agreement for Childcare Services & Commitment to Pay/First Month Guarantee
- ☒ Child Health Resume
- ☒ Child Emergency Information Card
- ☒ Excursion and Transportation Consent
- ☒ Infant/Toddler or Preschool Social Resume
- ☒ Media Release
- ☒ Permission to Apply Sunscreen and Insect Repellent.  
*Permission may be refused but parents must provide the ELC with alternative products to be applied to the child. ELC staff will keep an updated list of which children can or cannot receive application of sunscreen or insect repellent in each age group room*
- ☒ Child Release Form
- ☒ Billing Information Form – completed on esiKidz

## Lillio Participation Agreement

These forms only become activated as required:

-  Minor Injury Report - report listing the details of an accident that occurred while the child attends the ELC
-  Medication Form: this form gives staff permission to administer medication at the Centre.
-  Major Injury/Unusual Occurrence Report: report detailing an unusual occurrence or detailing an injury requiring medical attention.

## Confidentiality

All contents and information contained in children's records or files may only be shared with the ELC Management, BGCS staff including the Director of Early Years Programs, the Director of Operations and/or the CEO, relevant ELC staff, custodial parents or legal guardians and agencies within the Government of Saskatchewan such as Social Services, Education, and Health etc.). Information WILL NOT be released to any other source without the consent of the custodial parents or legal guardians. Children's records and files are locked in the Business Administrators office.

## Parents Duty to Inform

Parents must inform ELC Management of any changes to the information contained on any of the required forms as soon as possible. Management must be alerted immediately to situations affecting custody and access, health information (e.g., Allergies, contagious illness), emergency contact information or changes to who is authorized to pick up their child. While some of these changes can be completed on your esiKidz account please advise management when changes have been made in order to update printed information within the classrooms or emergency procedures.

## Withdrawing a Child from the ELC

Parents are required to give ELC management, **in writing or via email**, 1-month advance notice of the termination of childcare services. **This notice must be received by the first day of the month.** The written statement must include: the date, the name of the child, the last day of attendance and the signature of the custodial parent (if not by email). ELC management will confirm withdrawal procedures with the parent once notice is received.

## Request to Withdraw a Child from the Centre by Management

BGCS attempts to meet the needs of ALL children attending the ELC but may request that a family withdraw their child due to extreme behaviours from the child, non-payment of fees or abuse of staff/other children or families by a parent/guardian. If, under reasonable circumstances, the ELC is unable to accommodate the needs of a child the parents may be asked to withdraw their child from the ELC. The ELC will, **WITHIN THE BEST POSSIBLE MEANS AND EFFORT**, attempt to link the parents with support services or facilities that would be better suited for the child.

## Invoices, Fees, Payment Information, Overdue Accounts and Tax Receipts

### Invoices:

An email will be sent to parents at least ONE month prior to any fee changes. Payments ARE NOT ACCEPTED at the ELC. Your invoice will be prepared by the 10<sup>th</sup> of each month and emailed to the primary parent/guardian identified on your esiKidz account.

The only accepted payment methods are:

- Preauthorized Debit
- Visa/MasterCard for automatic monthly payments
  - All payments will be processed through BGC Saskatoon's esiKidz online registration system as of March 1, 2024. Note: esiKidz uses the payment processing system STRIPE for all transactions.

Please be advised that some preauthorized debit payments (bank account withdrawal) may take up to 10 days to process/post. Payments will be processed within 1 to 3 business days after the 20<sup>th</sup> of the month.

All invoices are subject to a payment processing fee (as incurred by the BGC Saskatoon's payment processing provider STRIPE). BGC Saskatoon does not set the payment processing fees. To find the most current payment processing fees please visit the fee section for Early Learning Centre's on the BGC Saskatoon website.

NOTE: BGC Saskatoon will only invoice the person(s) named on the account – payments and invoices will not be split according to custody/separation or child support agreements between parents. Separate childcare agreements may be completed between parents at the Director of Early Learning Programs discretion.

### Other Fees

- \$25.00 minimum charge for all declined Direct Payments or Visa/Mastercard payments.
- \$50.00 per half hour for all late pickups (after 6:00pm)
- Late payment fees may also be applied – see Overdue Accounts
- Food Substitution Fee - specialized diets due to food allergies/diet restrictions – see Allergies/Diet Restrictions
- Program Enhancement Fee of \$10 per month per child, this fee is to enhance programming with regular field trips, music programs, cultural events and guest speakers

### Childcare Fees & Fee Reduction Grants:

In April 2023, Canada-Saskatchewan Canada-Wide Early Learning and Child Care Agreement reduced the parent portion of childcare fees charged by licensed providers to \$217.50 per child under the age of six years. This is equivalent to (on average) \$10.00 per day.

*Fee reduction grants currently apply to fees for children under the age of 72 months/6 years. Children over 72 months/6 years will be charged the full fee as outlined.*

BGC Saskatoon sets a childcare fee for each age group, which are then approved by the provincial government. BGC Saskatoon then receives a fee reduction grant from the province to offset the total amount owing each month by families.

Current Fee Structure:

The most current fee schedule is available on our website, with amounts listed both with and without the Parent Fee Reduction Grant. A copy of the fee schedule is also posted on-site on the Parent Information Board for your reference.

Provincial fee reductions grants are automatically applied to fees based on a child's birthdate which means the child is eligible for a specific grant amount based on their age up to and including the age transition month (18 months, 30 months, and 72 months).

**\*\*Children over the age of 72 months are no longer eligible for provincial fee reduction grants but are eligible for a discount from BGC Saskatoon.**

Overdue Accounts:

If your invoice payment has been declined by either your pre-authorized debit or your credit card on file and the account has not been paid by the last day of the month, your account is considered overdue. Your next invoice will reflect a late charge of \$5.00 as well as any additional charges incurred from the declined payment. After an account is 30 days overdue, parents will receive notice via email with repayment details. If a payment or payment arrangements are not made by this date, your childcare space will be suspended. After an account is 60 days overdue without payment or alternative payment arrangements, the account will be closed and sent to the Saskatoon Credit Bureau. Fees will continue to accrue during any suspension of usage.

Tax Receipts:

Payments made for childcare services, including late pick up fees or specialized food fees for your children at the ELC are tax deductible. A tax receipt will be issued for all amounts paid by you during the tax year by the end of February and will be available on your esiKidz account. **Tax receipt amounts do not include any late payment charges or payment processing fees.** Please email the main office at [office@bgcsaskatoon.com](mailto:office@bgcsaskatoon.com) with any changes to your tax receipt information.

If you have not received your tax receipt by March 1<sup>st</sup> (check junk/spam email folders) please contact [office@bgcsaskatoon.com](mailto:office@bgcsaskatoon.com)

*Please note: any payments made after December 31 will not be included on your tax receipt for that year but will be included in your tax receipt for the following year. BGCS can only issue receipts for payments made during the current tax year.*

Government Subsidy:

Additional financial support is available from the Saskatchewan Ministry of Social Services for qualifying families – please visit the website below for more information: <https://www.saskatchewan.ca/employment-incentive>

## Custody & Access

Custody/access restrictions must be indicated on the Childcare Agreement by the custodial parent and identified on the child's esiKidz profile. A copy of the court order or agreement must be provided to ELC Management to substantiate this, otherwise, ELC staff cannot deny natural parents access to their own child. Please ask ELC Management for more information about non-custodial parents picking up their children if required.

ELC employees will not become involved in custodial disputes if parents using the ELC divorce, separate or become involved in legal proceedings over custody and visitation, unless ordered by the court. ELC employees will not act as a third-party agency to supervise visitation rights by the non-custodial parent, unless ordered by the court. ELC employees are unable to withhold a child from either of their parents unless there is a custody and access agreement ordered by the court.

If both parents enter a contract for childcare services (Agreement for Childcare Services) while living together, then separate or divorce, the ELC Management will ask the custodial parent to complete a new contract for childcare services. A copy of the custody and access order will be placed inside the child's record or file. In instances where the court has been involved in guardianship of the child, ELC Management will require a copy of any legal documentation indicating parental guardianship and (if applicable) a copy of the court order limiting or restricting access to a child.

## Child Release

Children will only be released to their custodial parents or legal guardians or to the preapproved parent designates on the Child Release form authorized by the custodial parents. Parents may add/delete names off this list as needed. Authorized individuals may still be asked to show government issued photo identification in the event an ELC employee does not recognize the individual.

We will not accept individuals that are under the age of 16 years old to be part of the parent designates on the Child Release form.

Procedure for when a NON-CUSTODIAL Parent OR UNAUTHORIZED INDIVIDUAL tries to pick up a child from the ELC:

- ✖ Staff will call the custodial parent to confirm that the child may leave with the individual. Should the non-custodial parent/unauthorized individual refuse or become violent or take the child before the contact has been made with the custodial parent, the ELC staff will not put themselves in physical danger to prevent a release.
- ✖ The ELC staff will attempt to note the license number of the vehicle, and a physical description of the person, and will contact the custodial parent and the police.

## Child Abuse and/or Neglect

ELC staff are legally required to follow the Saskatchewan Child Abuse Protocol (2019) when faced with possible child abuse or neglect of the children enrolled in our ELC. For more information on the Saskatchewan Child Abuse Protocol, please see management, or find a copy of the protocol

at: [Child Abuse Protocol - Saskatchewan](#)

All staff working in licensed childcare facilities in Saskatchewan are required to report (not investigate) suspected cases of child abuse and to advise management that a report has been made to a child protection officer or the police. All BGCS employees receive mandatory training in our Child Protection Manual on their first day of employment.

Please note that it is the responsibility of all adults (not just ELC staff) to report possible child abuse/neglect – failure to do so may result in a fine, jail term or both.

### **Individual Behaviour Concerns**

Staff will monitor the behaviour of individuals who are dropping off and/or picking up children from the ELC to check for any behavioural concerns such as impairment, violence towards the child and/or youth and signs of abuse. When necessary, staff, volunteers and/or students will report the situation to management and the appropriate agency.

### **Injuries/Unusual Occurrences**

All full-time ELC employees are trained in CPR and First Aid. Emergency telephone numbers are posted in each room.

#### Minor Injury Procedures:

Minor injuries are a normal part of running a childcare program. Minor injuries can include but are not limited to:

- Scrape, scratch or cut that does not require stitches
- Nosebleed that resolves itself in less than 10 minutes
- Bumps/bruises that do not impede the child's full participation in the program
- Any injury that leaves a mark on the child, but does not require medical attention beyond basic first aid

Minor injuries must have a Minor Injury Form completed by the staff who witnessed the injury. The form must be signed by the staff who wrote the form, ELC management, and the child's parent/guardian.

Minor Injury Forms are legal documents that remain in a child's file. Parents will be sent a message on Lillio with a summary of the minor injury and will be advised to sign the Minor Injury Form when they pick up their child. Once all signatures are obtained, the form is submitted to ELC Management to be filed in the child's file.

#### Major Injury/Unusual Occurrence Reporting:

As described by the Saskatchewan Childcare Regulations, 2015, a major injury or unusual occurrence include but are not limited to:

- Any serious injury to a child while attending the ELC (this includes a bite that breaks the skin and can also be defined as requiring additional medical attention beyond basic first aid OR an injury that didn't appear to need additional medical attention at the time of the injury, but eventually did require medical attention within 48 hours of the injury)

- Any instance of a child becoming lost while attending the ELC
- Any allegations of corporal punishment, physical, verbal, or emotional abuse, isolation, or denial of necessities to or on the child while the child attends the facility
- Inappropriate sexual or physical play
- The death of a child while attending the facility

Staff and management will complete an *Unusual Occurrence/Major Injury Report* if a child is involved in an unusual occurrence or incident as described above. The report is signed by a parent, staff, ELC management as well as the CEO of BGCS and is then sent to the Community Program Consultant from the Early Learning and Childcare Branch (Ministry of Education).

The Community Program Consultant is contacted within 24 hours of the incident occurring and will arrange a follow up with the ELC after receiving the report to verify the explanation of the situation or occurrence. Reports must be sent to the consultant within 7 days of the occurrence. The consultant may also follow up with the parent(s) after the occurrence. A copy of the report is kept in the child's file. Management will follow up with the parent(s) of the child to answer questions, address concerns and to provide updates as necessary after they have debriefed with the Community Program Consultant and the BGCS Director of Early Years Programs.

## Health and Illness

### Health & Well Being:

Staff assess each child's health daily and maintain communication with the parents and ELC Management regarding the children's health observations and requirements.

A child is not suitable to attend the ELC if they have:

- A fever above 37.5 degrees Celsius (99.5 degrees Fahrenheit) or more by axilla (armpit)
- More than 1 instance of illness related vomiting or diarrhea/loose stool accompanied by behaviour changes and/or signs of dehydration
- An undiagnosed rash or discoloration of the eyes
- Persistent pain
- A suspicion of a communicable disease
- Signs of illness that prevents them from participating comfortably in normal program activities

ELC employees must report any irregular symptoms of children to ELC management who will further assess the condition of the child as necessary. Parents will be contacted and advised according to the guidelines indicating their suitability to attend or if there is any suspicion of a contagious disease. If parents cannot be reached, the child's emergency contacts will be contacted. Any child who is symptomatic of illness will be isolated from the group until they are picked up from the ELC. Parents are encouraged to take their children to a health care professional to perform a complete health assessment as needed.

### Specific Communicable Disease & Illness Procedures:

Parents are required to inform the ELC of any positive medical diagnosis of an infectious or communicable disease within 24 hours of diagnosis (as listed below). The ELC will report any incidence of a communicable disease to the public health department and follow the procedures outlined by public health to reduce the likelihood of further illness at the ELC.

A CHILD WHO HAS CONTRACTED AN INFECTIOUS OR CONTAGIOUS DISEASE MUST BE EXCLUDED from the ELC until the INFECTIOUS PERIOD IS OVER (as described by public health).

ELC Management will post a notice on the parent information board and on Lillio informing other parents that a communicable disease has been introduced to the ELC.

The notice will include:

- ☒ Name of the disease
- ☒ Last date it was introduced
- ☒ Symptoms of the disease
- ☒ Number of days an infected child must be excluded

The following diseases (but not limited) require treatment BEFORE return to the ELC:

- ☒ Eye infections
- ☒ Hand, Foot, and Mouth Disease (cannot return with open blisters)
- ☒ Impetigo
- ☒ Strep throat
- ☒ Head lice
- ☒ Ring worm
- ☒ Scabies
- ☒ Scarlet Fever
- ☒ Pin Worm
- ☒ Bed Bugs

**Please note:** Treatment can include any of the following: medications such as antibiotics, exclusion from the ELC until symptoms substantially improve or other medical interventions such as lice shampoo, antifungal treatment etc.

Children with illnesses requiring antibiotics are required to complete a minimum of 24 hours of antibiotic treatment before returning to the ELC (assuming they are feeling well enough to fully participate and symptoms are resolving)

The following diseases may require a note or certificate from a physician stating the child is well enough to return to the ELC:

- ☒ Croup
- ☒ Pneumonia
- ☒ Tonsillitis
- ☒ Bronchitis

The following diseases **MUST** have note or certificate from a physician stating the child is well enough to return to the ELC:

- ☒ Measles
- ☒ Mumps
- ☒ German Measles
- ☒ Whooping Cough

#### Serious Injury/Illness Requiring Emergency Medical Treatment Procedures

According to the Saskatchewan Health Authority, the following are emergency medical conditions, and require emergency care:

- Chest pain
- Difficulty breathing
- Sudden, severe headache
- Frequent vomiting and diarrhea
- Large cut or wound (extreme bleeding, deep wounds)
- Possible broken bone (severe pain, swelling, bent or misshapen limbs etc., numbing or tingling, inability to use injured area)
- Severe abdominal pain
- Sudden confusion or weakness; symptoms of shock

If a child exhibits any of the above or any other life-threatening conditions the ELC employee will call 911 immediately and then the parents. An ELC employee will accompany the child in the ambulance and meet the parents at the hospital.

#### Specific Symptoms/General Illness

**Fever-** Children with a temperature measuring above 37.5 degrees Celsius (99.5 degrees Fahrenheit) or higher by axilla (armpit) OR with a temperature measuring 37.8 degrees Celsius (100 degrees Fahrenheit) or higher by oral thermometer must not come to the ELC.

Children may return when they have been free from fevering for a period of 24 hours **without the use of fever reducing medication such as acetaminophen (Tylenol), or ibuprofen (Advil).**

**Diarrhea & Vomiting-** Children who have illness related vomiting and/or diarrhea may not return until symptom free for a full 24 hours without the use of anti-nausea medication such as Gravol.

**Skin Rashes (pending diagnosis)-** The child may return to the ELC if the rash is determined to be non-communicable, is under treatment or resolves itself. If a child develops a skin rash due to allergies or medication, they will be allowed to stay unless more symptoms occur. If the cause of rash is unknown the child must NOT attend until cleared to attend the ELC by a physician.

#### **Prevention of Illness**

##### Universal Precautions:

All employees are trained to follow the appropriate steps to stop the spread of blood-borne disease. **Universal Precautions** are a set of guidelines that help prevent workplace exposures

to infectious bodily fluids and other tissues of the body. Every individual that an employee works with should be considered infectious whether they know that they are or not. Universal Precautions are posted throughout the ELC.

#### Immunization:

Parents are strongly encouraged to follow the [Saskatchewan Health Authority - Routine Childhood Immunization Schedule](#) as well as seasonal immunizations (eg/ Flu or COVID19). Please consult a Saskatchewan Public Health Official for more information regarding immunization schedules for infants and children.

#### Hygiene:

Maintaining good personal hygiene is important in preventing illness. Hand washing IS the most effective way to prevent and control the spread of communicable disease and to prevent contamination of food that could cause a food borne illness. All children and staff must wash their hands upon entering the ELC each morning and then throughout the day before and after meals, sand or water play, after outdoor play, after bathroom use/diaper changes and after any personal care activities.

#### Cleaning & Sanitization:

Staff follow guidelines and regulations outlined in the Licensee's Manual regarding toy/equipment and bathroom sanitizing. The ELC uses a combination of diluted bleach for regular cleaning as well as a hospital grade viricide for use on tables where children eat, diaper change areas, doorknobs, and bathrooms. Additionally, a quat based diluted sanitizer is used in an electrostatic sprayer for regular full room sanitizing including soft furnishings/carpets. Staff complete daily & weekly checklists for regular cleaning and follow a schedule for additional monthly, quarterly or yearly cleaning.

### **Food Safety**

The Nutrition Specialist and ELC Management are trained in Food Safety to ensure proper handling of food. Children are encouraged to serve themselves when appropriate and serving utensils are used to serve portions. Staff and children wash their hands before and after every meal.

### **Personal Belongings**

Children are provided with a cubby to store all personal items. Parents must provide personal items such as second sets of clothing, hats, and weather appropriate clothing. Medication, sunscreen etc. is not to be stored in a child's cubby or locker – please give it directly to staff for safe storage.

### **Medication at the ELC**

#### Medication Authorization Form:

Parents must submit a completed Medication Form for each medication that is signed before staff can administer medication to their child. This form explicitly states the name of the

medication, dosage instructions, and time(s) to be administered.

Packaging and Instruction:

Medication must be submitted in its original container with a pharmacy label stating the name of the child and the dosage. Staff CANNOT administer more than the dosage listed, administer expired medication, or give medication not in original packaging/bottle.

Physician's Written Permission:

Written permission from a physician must be obtained in order to administer prescription and Over the Counter Medication in combination (not including Tylenol/Ibuprofen). This includes administering cough/cold medication to children under the age of 6.

Medication Storage:

Medication must be given to the staff for proper storage in either non-refrigerated or refrigerated locked containers. It is not permitted to be stored in a child's locker. This includes epi pens and asthma inhalers which are stored in a safe but not locked location.

Termination of Medication:

Parents must inform staff and sign the back of the Medication Form indicating termination.

Errors in Administering Medications:

Staff must report the mistake IMMEDIATELY to ELC Management when they recognize the error. Management will contact PADIS (Poison Control) and/or the pharmacist to ask about the effects of the medication and next steps. Parents will be contacted immediately after speaking with PADIS/pharmacy.

**Allergies/Food Restrictions**

The ELC is peanut, almond, and tree nut free. If you are sending a snack for your child that appears to contain peanuts, almonds or tree nuts it will be discarded. If you are using a nut replacement (such as WOW butter) please label the item as such. Food restrictions that are not due to allergy reasons must be disclosed to management as such (vegan, Kosher, Halal etc)

Duty to Inform:

- ✳ Parents must report any allergies/food restrictions to the ELC management, in writing
- ✳ Allergy/food restriction information will be posted in the kitchen and in each room.
- ✳ Parents must report new allergies/food restrictions to the ELC management immediately, in writing
- ✳ ELC management will advise families who have children with allergies/food restrictions of the procedures taken to reduce the chances of exposure in the ELC.

Contact with Allergen:

BGC Saskatoon cannot guarantee that other children will not bring food allergens/restriction to

the ELC. Individual classrooms may exclude food items from being brought into the classroom if an allergy requires it. It is extremely important that all parents follow these exclusions as some children and staff may experience a severe medical emergency with even minor exposure to the allergen. Parents will be notified in the event a child was exposed/consumed a food item containing the allergen/restriction and staff will follow any allergen exposure protocols on an individual basis.

#### Food Allergens/Restrictions and Substitution Fees:

Substitutions to accommodate other food allergies/restrictions will be provided when the food allergen is being served (such as soy milk instead of dairy milk). A fee of up to \$50.00 per month may be applied to your monthly invoice to accommodate the increased cost of supplying substitutions – this amount, if applicable to a child, will be outlined by the Business Administrator after discussions with parents/guardians at the time of enrolment (or when the allergen/restriction is disclosed).

#### Emergency Medication (EpiPen's, Oral Medication etc.):

EMERGENCY MEDICATION MUST BE PROVIDED AT ALL TIMES, if it is known that a child has severe reactions to an allergy. It is the parent's responsibility to ensure medication is not expired and replace as needed. If the child is attending Kindergarten as well as the ELC please provide separate EpiPen's for each location.

### **Weather Guidelines**

#### Winter:

Educators with ELC Management will determine when children go outside if temperatures are below -25 degrees Celsius. This decision will be made based on wind chill values and the activities that will be occurring (ex. Storytime in a tent). Emergency evacuations may occur at any time.

Temperatures close in range to -25 degrees Celsius are used as an indicator that children should spend minimized time outdoors). Parents are responsible for providing appropriate clothing for their child. Appropriate winter clothing includes at minimum: jacket/ski pants/snowsuit, waterproof winter lined boots, waterproof mittens/gloves and a toque. Instead of scarves please send a neck warmer or gaiter.

#### Summer:

Staff will reduce the time children spend outdoors when temperatures are from 25 - 30 degrees Celsius or the UV index is 6 or if the air quality index is moderate (according to Environment Canada). Staff are instructed to take children to play in areas with adequate shade and drinking water is provided at regular intervals.

Children will NOT play outside at temperatures 30 degrees Celsius & over, or where the UV index is above 6 or if the air quality index is high/extreme. Weather conditions, including Air Quality Health Index (AQHI) levels, are monitored using the Environment Canada WeatherCAN App. Based on the AQHI scale (shown below):

- **Low Risk (1–3):** Outdoor activities continue as normal.
- **Moderate Risk (4–6):** Vigorous outdoor activities may be reduced.
- **High Risk (7–10):** Outdoor activities rescheduled, modified, or moved indoors.

In late April/early May staff will remind parents to bring 1-3 bottles of either Coppertone or Neutrogena children's sunscreen to be shared by the group over the summer months.

Sunscreen and insect repellent will be applied only if the permission form is signed. Parents are responsible for providing alternative products if needed. Parents are responsible for providing appropriate outdoor clothing for their child. All children must have a sun hat provided for daily use.

### **Bad Weather, School Closures, Crisis Management**

Saskatoon schools may be affected by exceptionally bad weather and/or such things as water main breaks, natural disasters (including major snowstorms), fire, interior/exterior construction, or severe power outages. If students are being sent home from school due to these circumstances, but not limited to, the ELC will also require all children to be picked up as well. In the event of any closure without notice or the need for emergency pick up parents/guardians will be notified using a mass text message from Lillio and an email from Lillio.

All updates will be sent on the Lillio system and will also be posted on BGCS social media feeds as necessary. Parents may also contact the main office for more information. The ELC follows SPSPD policies for all "Crisis Management" situations (extreme weather, fire, lockdown, bomb threats). SPSPD/ ELC staff and children practice 1-2 lockdowns per year (blinds are closed, all interior and exterior are locked, and children are moved to the most sheltered area in the classroom).

In the event staff and children need to be evacuated out of the area please note that our safe location will be *Holy Family Cathedral, 123 Nelson Rd., Saskatoon, SK*. Please see ELC Management with any questions regarding the ELCs crisis management or weather policies.

### **Fire Drill and Evacuation Procedures**

A fire drill is conducted every month at varying intervals throughout the daily routine at the ELC. The evacuation routes are posted beside each exit in the ELC. Each year the ELC undergoes a fire inspection to ensure that all equipment such as fire extinguishers and alarm systems are working properly and approves the evacuation plan for staff and children.

All children, staff and parents are to follow ELC fire drill procedures ANYTIME they are present when the alarm system sounds (regardless of weather conditions). Infants are evacuated using triplet strollers (3 infants to a stroller) or they use the emergency evacuation cribs (6 infants to a crib).

### **Attendance**

The ELC is to be notified via Lillio or by email when a child will be absent from the ELC due to holiday, illness, or other reasons. Staff will attempt to message parents on Lillio if a child has not

been dropped off during their typical drop off time and there is no notification from the parents.

**Late Drop-Offs:** Drop-offs after 10:30am that are not previously communicated to ELC staff may result in a denial of services for that day if staffing does not permit.

Daily Attendance:

ELC employees will check your child in on Lillio and check your child out at pickup – staff must visually & verbally confirm all parent/guardian/designate drop offs and pickups each day. Sometimes staff are engaged in other activities at the time a pickup or drop off is occurring – please ensure that staff are aware before leaving the ELC.

Monthly Childcare Attendance Reports:

The ELC is required to track all attendance monthly. At the end of each month parents will be asked to sign off on their child's attendance for the month (information is taken from Lillio directly) and verify the number of hours of attendance and the childcare fees they are being charged. These reports allow the Ministry to process subsidy payments for qualifying families and to track usage and ages of licenced childcare spaces for grant purposes.

Failure to Attend the ELC for 2 Consecutive Weeks:

If a child, without notification from the parents, does not attend the centre for 2 consecutive weeks, and after failed attempts to contact by phone during that period, the following steps will be taken:

- ✘ An email will be sent reminding parents of their financial obligation to the ELC, overdue account procedures and the proper withdrawal procedures that are listed in the Childcare Agreement. This email will specify a cut-off date at which the parents must contact the ELC. If no contact is made before that date the childcare space will be withdrawn. Parents will continue to be invoiced for the childcare space at the ELC program if proper withdrawal procedures are not followed so, please ensure you communicate your child's withdrawal promptly to avoid unnecessary charges.

**Safe Arrivals and Departures**

Children must be dropped off with an ELC employee. The employee will sign the children in on Lillio. Parents/guardians or authorized pickups must ensure that ELC staff witness the children being picked up AND sign the child out of the ELC. All ELC staff are expected to wear BGCS staff branded clothing for easier identification by parents/authorized individuals dropping off children.

Parents are responsible to ensure that anyone dropping off or picking up their child is appropriate and responsible for the task. These individuals must not be under 16 years of age.

BGCS assumes no responsibility or liability for:

- ✘ Children who are left inside the school entrance doors and have not been accompanied into the ELC
- ✘ Children who have not been left in the direct care of a staff member employed by BGCS in the ELC

### Absentee Pick Up:

If a child has not been picked up by 6:15 pm and no contact has been made by the parent, the ELC staff will attempt contact with the parent/emergency contacts and/or authorized pickups listed on the Child Release Form or Emergency Contact Information Form. Staff will also inform ELC Management.

If the ELC staff are unable to reach any of the parents/emergency contacts or authorized pickups provided on the Child Release Form, they will wait until 6:30 pm for contact to be made.

If NO contact has been made by 6:30 pm, staff will contact Mobile Crisis and arrange for them to pick up the child. Any expenses incurred during the transportation or stay at Mobile Crisis will be the responsibility of the parents.

### **Tobacco, Alcohol, Cannabis**

Consumption of products containing tobacco or cannabis (including but not limited to chewing tobacco, cannabis (in any form), cigarettes/cigars, pipes, e-cigarettes or vape devices is prohibited on ALL Early Learning Centre and Saskatoon Public School property. *Ceremonial tobacco may be stored on site by management for making requests to an Elder/knowledge keeper. Ceremonial tobacco is not consumed on site and is securely stored.*

Consumption of any product containing alcohol is prohibited on ALL Early Learning Centre and Saskatoon Public School property.

### **Lost, Stolen or Broken Items**

The ELC assumes no responsibility for any items brought to the centre that may become lost, stolen, or broken. The ELC recommends that children do not bring items from home to the ELC for this reason.

Please send children in clothing that they can play in each day – children will have access to a variety of play materials including paint, playdough, mud, sand, glue etc. that can possibly stain clothing.

### **Parent Advisory Committee (PAC)**

The PAC is elected or formed on a voluntary basis each fall. The PAC membership is comprised of at least 5 – 7 parent users of the ELC. At least two meetings are held per year.

We encourage parents to become involved with the PAC to assist ELC Management in many areas such as improving the overall quality of the ELC, problem solving/raising concerns, or fundraising. The PAC is not a forum for individual concerns or questions – please speak with your child's ECE or the management team. Additional information can be found at [Parent Advisory Committee - Saskatchewan Early Years](#).

### **BGCS Annual General Meeting (AGM)**

The BGCS Annual General Meeting is held within 4 months of BGCS's fiscal year end (typically in

April). Parents will be notified of the date, location, and agenda for the AGM at least 2 weeks' prior.

## Grievance Procedures

Parents are encouraged to discuss any concerns first with their child's primary ECE(s). Parents can ask that management be present during the conversation or speak with management privately. If the situation cannot be resolved to the satisfaction of both parties, parents may contact the Director of Early Years Programs. If the situation still cannot be resolved to the satisfaction of both parties, the Director of Operations and/or the CEO may become involved.

Additionally - parents may also discuss any concerns/grievances/noncompliance with the ELC's Early Learning and Childcare Consultant.

## Program Consultant Role, Ministry of Education, Early Learning & Childcare

The primary responsibility of Early Learning and Childcare Program Consultants is to enforce The Childcare Act and The Childcare Regulations, 2001 and to promote the high-quality care of children.

The role of the Program Consultant includes:

### ✘ Licensing childcare facilities:

- Establishing a basic standard of care in childcare facilities
- Conducting inspections to confirm that the requirements of The Childcare Act, The Childcare Regulations, 2001 and policies are met (Note: A license is issued respecting compliance / noncompliance.)
- Informing childcare home providers, board members, operators and centre directors of the requirements, processes, policies and procedures of the early learning and childcare program

### ✘ Monitoring childcare facilities:

- Checking to see if licensing requirements continue to be met
- Conducting a minimum of two unscheduled visits per year and an annual review at each facility Attending a minimum of one parent advisory committee meeting and one board meeting at other centres
  - Note: The amount of monitoring varies, as new facilities and facilities observed to have difficulty meeting standards receive more monitoring. Parents are also encouraged to monitor their childcare service
- Addressing noncompliance when it is observed or when reports are received.
  - Note: Response to noncompliance depends on the severity of the noncompliance. Response is coordinated with other agencies (e.g. Child Protection, Health, Police/RCMP) as required

### ✘ Supporting parents and caregivers:

- Encouraging boards/operators, directors, centre staff and home providers to exceed requirements and provide the highest quality of care they can
- Providing information about what supports are available and how to access them

(Note: support provided depends on the needs and wants of parents and caregivers – includes offering new resources, assisting with problem solving, facilitating grants, modeling new skills, listening and communicating understanding, providing feedback and encouraging professional development)

For more information on the Role of the Consultant or to view the Childcare Licensee's Manual please visit: [Child Care Licensee Manual](#)

To contact the ELC's program consultant:

Saskatoon Office - Early Learning and Childcare

Phone (855)-824-9419

Address: 203-115 24th Street East, Saskatoon, SK, S7K 1L5

Childcare services in Saskatchewan are governed by the following provincial legislation:

[The Child Care Act, 2014 \(Saskatchewan\)](#)

[Child Care Regulations, 2015 \(Saskatchewan\)](#)

Copies of the Act and Regulations are also available on the Parent Information board.

### **External Childcare Arrangements with ELC Staff**

Any external childcare arrangements between families and ELC staff must be disclosed to ELC management BEFORE the arrangement begins, and a Disclosure of External Childcare Arrangements form must be signed by both the staff member and the parent(s)/guardian(s) of the child being cared for.

