



Camrose Children's  
Centre

**DAYCARE**  
**PARENT INFORMATION HANDBOOK**  
  
**INCLUDING**  
  
**POLICIES AND PROCEDURES**

Website: [www.camrosechildrenscentre.com](http://www.camrosechildrenscentre.com)

E-mail: [camcad@telus.net](mailto:camcad@telus.net)

Created April 2015/ Last updated Feb 2020

## TABLE OF CONTENTS

DEFINITIONS / LEGEND: .....	4
ORGANIZATION:.....	4
BOARD OF DIRECTORS:.....	4
PHILOSOPHY: .....	6
Vision, Mission and Values Statements.....	7
CODE OF CONDUCT:.....	8
CONFIDENTIALITY POLICY:.....	8
HARASSMENT POLICY:.....	8
DAYCARE PRIVACY PLEDGE: .....	8
FINANCES: .....	9
HOURS OF OPERATION AND FACILITY CAPACITY: .....	10
STATUTORY HOLIDAYS: .....	10
REQUIRED DOCUMENTS TO BE ON FILE FOR YOUR CHILD:.....	10
POLICIES & PROCEDURES.....	11
ADMINISTRATION POLICY: .....	11
CONTRACTING/PAYMENTS AND TERMINATION/VACATION: .....	11
SUBSIDY:.....	12
WAITLIST: .....	13
ADMISSION:.....	13
INCLUSION / DIVERSITY POLICY: .....	13
SEPARATION ANXIETY:.....	14
GENERAL RULES:.....	14
SMOKING/VAPING POLICY:.....	14
DROPPING OFF AND PICKING UP CHILDREN: .....	14
AFTER HOURS EMERGENCY NUMBER: .....	15
CHILD ACCIDENT / ILLNESS POLICY: .....	16
MEDICATION (Herbal, Prescription and Non-prescription): .....	17
CRITICAL INCIDENT REPORTING:.....	18
NON-REPORTABLE INCIDENTS: .....	19
USE OF AN AMBULANCE: .....	19
HOSPITAL EMERGENCY TREATMENT: .....	20
EMERGENCY EVACUATION PROCEDURES / PORTABLE RECORDS:.....	20
COURT ORDER PROCEDURES: .....	22
LOCKDOWN PROCEDURES:.....	23
SEVERE WEATHER:.....	23
SUPERVISION: .....	25
WHAT TO BRING/WHAT NOT TO BRING TO THE CENTRE: .....	26
WHAT TO WEAR TO THE CENTRE:.....	27

EXTRA CLOTHING: .....	27
NAP TIME/REST TIME:.....	27
BEHAVIOUR MANAGEMENT POLICY:.....	27
BULLYING POLICY: .....	30
USE OF TECHNOLOGY: .....	31
SOCIAL MEDIA POLICY: .....	31
MEDIA INTERACTIONS: .....	31
NUTRITION AND MANNER OF FEEDING:.....	31
SAFETY AND HYGIENE PRACTICES: .....	32
BLOOD-BORNE INFECTIONS POLICY: .....	33
GENERAL HANDWASHING: .....	34
GLOVES: .....	34
FAMILY INVOLVEMENT POLICY: .....	34
CHILD INVOLVEMENT POLICY:.....	35
COMMUNICATION POLICY/ OPEN DOOR: .....	35
COMMUNITY-SCHOOL PARTNERSHIP/UTLIZATION OF COMMUNITY RESOURCES: .....	36
COMMUNITY COMPLAINT POLICY AND PROCEDURE: .....	37
STAFF AND VOLUNTEER SCREENING POLICY: .....	38
STAFFING AND SAFETY: .....	38
STAFF EVALUATIONS: .....	39
STAFF POSITIONS:.....	40
OFF SITE EXCURSIONS: .....	41
POLICY ON EVALUATING DAYCARE:.....	42
APPROACHES TO MEETING NEEDS (PROGRAMMING): .....	43
GOALS AND OBJECTIVES OF THE CAMROSE CHILDREN’S CENTRE:.....	44
AGE/ROOM GROUPING: .....	45
DAILY ROUTINES:.....	45
NET FLOOR AREA PER CHILD: .....	47
INSPECTION VISITS/REPORTS: .....	48
NON-COMPLIANCE: .....	48
GRIEVANCE POLICY AND PROCEDURE: .....	48
INFORMATION AVAILABLE FOR PARENTS: .....	49
WEBSITES FOR PARENTS AND CHILDREN.....	50

## **DEFINITIONS / LEGEND:**

Throughout the handbook and any other Camrose Children's Centre documentation the following definitions shall apply:

1. "Board" means the board of directors of the society.
  - i. "Executive board" means president, vice president, secretary and treasurer.
  - ii. "President" means chairperson of the board.
2. "By-laws" means the by-laws of this society, Camrose Children's Centre Society.
3. Daycare legislations shall refer to the Childcare licensing Act of Alberta and the Childcare licensing regulation of Alberta.
4. "Daycare Program" means any of the programs provided on the premises of the Camrose Children's Centre.
5. "Executive Director" means the executive director of all the Camrose Children's Centre programs hired by the board of directors.
6. "Business Manager" means administration staff at the Camrose Children's Centre.
7. "Employee" means any permanent, temporary, relief, and/or contract staff members.
8. "Educator" refers to an employee who has a Child Care Assistant, Worker or Supervisor certificate and is hereby referred as primary staff member.
9. "Family Day Home Program" means programs offered in homes that are approved under the Childcare Licensing Act of Alberta.
10. "Proxy" refers to a person appointed in writing to vote on behalf of a board member, or two members in good standing at an annual or special meeting of the society.
11. "Parent/Guardian" is any persons registered at the Camrose Children's Centre for Child Care Services.
12. "CCC" means Camrose Children's Centre Society.
13. "CFS" means Alberta Child and Family Services.

## **ORGANIZATION:**

The Camrose Children's Centre is a not-for-profit society. We offer full-time and part-time daycare, as well as day home care for children under five years of age. We also offer before and after school care for children in grade one to the age of 12. This handbook is for use by parents/guardians and staff at the Daycare Centre.

## **BOARD OF DIRECTORS:**

A voluntary Board of Directors consisting of not less than five and not more than twelve members ensures that the society carries out its purpose and responsibilities. The Board is also responsible for recommending and developing additional policies. The role and responsibilities of the Board of Directors are clearly outlined in the Camrose Children's Centre By-Laws.

A copy can be obtained from the office. Generally, the Board must:

- 1) Assume ultimate responsibility for the successful operation of the Camrose Children's Centre.
- 2) Engage a responsible Executive Director who will supervise the day-to-day operations of the Daycare Centre, engage a Business Manager who will oversee the administration and business

portion of the Centre, and engage a responsible Day Home Coordinator to oversee the Family Day Home Project.

- 3) Co-operate with Central Region Child and Family Services, Community Health, and Alberta Learning in carrying out provincial policies and directives.
- 4) Ratify all appointments and salaries.
- 5) Meet on a regular basis to conduct the business of the Society and must maintain open regular lines of communication.

Any Board member missing three consecutive meetings, without reasonable cause, will be automatically assumed to be removed from the Board membership.

If you wish to contact the Board of Directors, please address any correspondence to them at 4304-53 St., Camrose, AB T4V 1Y2 and it will be delivered to them at their earliest convenience. Our handbooks are reviewed on an annual basis that considers community trends and issues, and provincial compliance to the Central Region Children's Services contract.

We encourage open door communication with regards to the operation and structure of the program, and the childcare we offer. Parent/Director meetings can be arranged at the parent's convenience to ensure that any questions or concerns are addressed.

The standing Committees for the Board of Directors are as follows:

Finance Committee – works with staff to review, develop and recommend acceptance of annual budget, establish financial policies for Board approval and carry out other duties as assigned by the Board.

Personnel Committee – draft job descriptions, qualifications & performance appraisal system for senior management staff. Interview applicants for senior management staff (see By-Laws).

Regulatory & Review Committee – recommend policies and procedures relevant to the Centre and ensure committee goals are established and carried out.

Fundraising/Public Relations Committee – research, recommend, and implement prospective fundraising events. They are also to work with staff to promote the Centre. Present a slate of candidates for the Board at the Annual General Meeting.

House & Ground Committee - recommend and implement needed repair and structural improvements to the Camrose Children's Centre building and play spaces

The board is responsible for approving general policy guidelines to govern the management of the Camrose Children's Centre:

The board shall have responsibility for the following areas of operation of Camrose Children's Centre:

- General policies regarding personnel
- Membership of the board and orientation of new board members
- Operation of Camrose Children's Centre including long-range planning, research, and development
- Involvement with the community
- Public relations
- Financial management
- Approval of program and budget submissions
- Meeting statutory and legislative requirements of the program
- Regular review of the society's objectives, mission, and by-laws every three years.

Recommendations will be considered by the board prior to its Annual General Meeting so

appropriate action can be taken.

Any requests for changes in policies, handbooks, and practices shall be submitted, in writing by the Executive Director, to the Board of Directors. Once approved by the Board of Directors, the Executive Director can submit changes to licensing for final approval. Executive Director then gives 30 Days' notice to families of the new changes in policies and procedures

## **PHILOSOPHY:**

The Camrose Children's Centre follows a "learning through play" approach to childcare. Curiosity and an eagerness to learn come naturally to young children, and when at play, they exhibit intense concentration and motivation.

Children develop through similar stages at individual rates. Our programs are designed to provide learning experiences that meet individual as well as group needs of children 12 months to school age (last day of Grade 6).

We believe a secure environment encourages children to explore and experiment with their surroundings without fear of failure. This helps develop feelings of being capable and competent.

Staff plan and implement a program designed to meet the developmental needs of all children in their care. A combination of self-initiated and structured activities allows children to experience a range of appropriate experiences and interactions that help them to add to their knowledge, learn new skills and practice familiar ones. Staff guide and encourage children while allowing them a variety of choices. They help the children to extend play experiences.

The daycare program helps identify children with special needs and gives support to their families by providing additional help to ensure they develop to their full potential.

# Camrose Children's Centre

## Vision, Mission and Values Statements

### Vision Statement

The Camrose Children's Centre will be the primary choice for providing a safe, nurturing and supportive environment for children, their families and early childhood professionals in our community.

### Mission Statement

To provide quality childcare and early childhood education in an environment that nurtures and supports the social, physical, intellectual, creative and emotional development of each individual child.

### Values

1. We value our early childhood philosophy of learning through play.
2. We value the child as the heart and strength of our organization. The child's care and education is critical to our organization's success now and in the future.
3. We value our network of professionals with whom we work.
4. We value our role within the Camrose Community.
5. We value our passion for what we do and the difference we make in the lives of the children and families within our care.
6. We value all areas of child development.

## **CODE OF CONDUCT:**

The Camrose Children’s Centre Code of Conduct requires all Educators, Staff, and Volunteers to:

- Abide by the Code of Ethics developed by Canadian Child Care Federation (CCCF) 2005.
- Maintain standards of integrity, conduct and concern in their interactions with children, parents/guardians and the community.
- Maintain a family-centred approach.
- Treat everyone with respect and courtesy.
- Maintain confidentiality in all interactions between educators, staff, volunteers, families and children.
- Observe safe work practices.

## **CONFIDENTIALITY POLICY:**

Respecting the privacy of our parents/guardians, children, and providers is a basic value of Camrose Children’s Centre. Personal information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the parents/guardians, Program Coordinator or Executive Director. Confidentiality is maintained in the following ways:

- Care shall be taken to ensure that documents containing confidential information are not left in the open or inadvertently shared.
- Staff of the Agency may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of the Agency that such information must be kept confidential both during and after contract service.
- All Staff sign an Oath of Confidentiality when they have successfully completed the approval process.
- Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including possible contract termination.

## **HARASSMENT POLICY:**

The Camrose Children’s Centre, board members, and staff believe in the dignity, worth and fair treatment of every parent/guardian and employee. Parents/guardians and employees will be treated with respect. Each parent/guardian, and employee have the right to be free from harassment of any nature. We are committed to the equality of all parents/guardians, and employees. Staff are expected to show a strong positive commitment to the Agency and to perform to the best of their abilities serving our families, children and the community.

## **DAYCARE PRIVACY PLEDGE:**

Effective 2003, the Personal Information Protection Act (PIPA) was introduced in the Province of Alberta. The following information may or may not be requested of you in order for the program to meet our requirements for licensing:



- Name
- Address
- Phone Numbers: work, cell, home
- Email address
- Date of birth
- Identification: a copy of birth certificate, Alberta Health Care Card, Driver's License
- Employment information
- Legal documents if parental restrictions are in effect
- Social Insurance Number for identification purposes if parent has moved and not left a forwarding address for last childcare bill; and
- The particulars of any health care for the child, including the written consent of the child's parent; any other relevant health information about the child provided by the child's parent (e.g., allergies).

Parent/child information is treated with confidentiality and security and will be used solely for the purposes of childcare and the collection of fees.

## **FINANCES:**

Revenue for the daycare is derived from:

1. Parent fees/ Registration
2. Fundraising
3. Early Learning Childhood Care (ELCC) Grant (Effective to March 2021)

**Registration fee \$25.00 per registration**, due with registration or can be added to first bill.

If a **second tax receipt** is needed you will be charged a \$10.00 fee for this receipt.

**Daily \$25.00** per day for all ages (the Centre is open daily from Monday-Saturday):

**Hourly** based on less than 3 hours per day is **\$9.00**

**All time is contracted and must be pre-paid from the contract. If more hours are used than contracted, these charges will be added on at month end. If fewer hours are used than contracted, there will be no credit given.**

**Overtime** will be charged on any daily hours, which exceed 9½ hours on that day. **Overtime** will be charged at **\$10.00 per hour** on time, which has exceeded the 9½ hours).

NOTE: If you contract on an HOURLY basis, and use 3 hours or more per day, you will be billed at a daily rate of \$25.00

As of April 29, 2009, any parent/guardian who is past the Centre's closing time to pick up their child will be charged as follows and must be paid at the time of pick up to staff member or charged to your account (this is per child)

Monday to Friday starting at 6:30p.m.

- From 6:30 p.m. to 6:35 p.m. \$5.00
- From 6:35 p.m. onwards, for every minute more, the charge is \$5.00 per minute.

Saturday starting at 5:00p.m.

- From 5:00 p.m. to 5:05 p.m. \$5.00
- From 5:05 p.m. onwards, for every minute more, the charge is \$5.00 per minute.

The Camrose Children’s Centre’s insurance and responsibility of your child ends at 6:30 p.m. weekdays and 5:00 p.m. Saturday.

Consistent late pick-up will put your childcare spot in jeopardy.

### **HOURS OF OPERATION AND FACILITY CAPACITY:**

<u>Hours of Operation:</u>	6:00 a.m. - 6:30 p.m. Monday to Friday and Saturday 6:30 a.m-5:00 p.m.
<u>Office Hours:</u>	8:00 a.m. – 4:30 p.m.
<u>Days of Operation:</u>	Monday through Saturday <b>EXCEPT</b> Statutory Holidays or otherwise notified
<u>Facility Capacity:</u>	Presently licensed to accommodate 120 full time children
<u>Daycare:</u>	80 Full time spots
<u>Out of School Care Capacity:</u>	10 kindergarten age, plus 30 Grades 1 to the last day of grade six
<u>Summer Care Capacity:</u>	10 kindergarten age, plus 30 Grades 1 to the last day of grade six

### **STATUTORY HOLIDAYS:**

New Year’s Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Remembrance Day
Good Friday	Civic Holiday	Christmas Day
Easter Monday	Labour Day	Boxing Day

If childcare is required on a statutory holiday, and the provider is available, it will be a private arrangement and the Agency will not be involved or liable for any incidents.

### **REQUIRED DOCUMENTS TO BE ON FILE FOR YOUR CHILD:**

Children’s records will be maintained and up to date on premises and include the following information:

1. The child’s name, date of birth, and home address
2. A complete enrolment package
3. Current contact information, including street addresses, or if a postal box address, we need a legal land location
4. The name, address, and telephone numbers of a person who can be contacted in case of an emergency
5. Child’s preferences, habits, fears, etc.
6. Walking forms for daytrips, FOIP permission forms, etc.
7. Form indicating that parents/guardians have read and understood daycare policies and procedures
8. As well, as time goes on all observation notes, developmental checklists, and incident reports will be within the child’s file
9. A third party’s assessments or information notes, such as ASQ’s, Mid-West Family input, speech & occupational therapists, etc.
10. Miscellaneous subsidy information left at office
11. Medication forms previously used (prescription and non-prescription) and finished
12. Court orders or parenting plans
13. Severe allergy information &/or medical conditions
14. Information re non-immunized children; and

15. All communications with parent(s) regarding childcare concerns. All children's records are updated and reviewed yearly.

## **POLICIES & PROCEDURES**

### **FAILURE TO COMPLY WITH THE FOLLOWING MAY RESULT IN TERMINATION OF CHILDCARE**

The Camrose Children's Centre shall cooperate with Alberta Child Care Licensing in carrying out Provincial policies and administration.

#### **ADMINISTRATION POLICY:**

The Camrose Children's Centre shall maintain, on the program premises up-to-date administration records of the following:

- Particulars of the daily attendance of each child, including arrival and departure times
- Particulars of the daily attendance of each primary staff member including arrival and departure times and hours spent providing childcare
- Evidence of the program supervisor and staff members' childcare certification
- Evidence of current first aid certificates for the staff members, as required
- Evidence and Verification of a criminal record check, including a vulnerable sector search, and Child welfare intervention check that is dated within the past 6 months and updated every three years for all staff and volunteers with unsupervised access to children

#### **CONTRACTING/PAYMENTS AND TERMINATION/VACATION:**

1. All clients are required to contract anticipated childcare needs on or before the first working day of each month. **Contracts MUST be given to the Business Manager or the Executive Director.**
2. Clients are required to **pre-pay** childcare, according to their contract. Payment is due at time of Billing. **No account can go past the current month of childcare, unless arrangements made otherwise with the office.**
3. **If no contract is received by the first business day of the month, clients will be turned away from the Centre, until contract is received, childcare services will start the following day.**
4. If service in addition to the contract is required, clients will be billed the following month.
5. Clients sent on collection will be responsible **for paying their account balance plus 25% of outstanding bill plus GST, and collection fee cost charged by the collection agent, and any legal fees incurred pursuing payment of the account.**
6. If childcare has been terminated and there is a waiting list for care, priority will be given to those at the top of the list, before your child may be reinstated. Reinstatement CANNOT occur until the outstanding balance and collection fees are paid in full.
7. As soon as our office has notification of a returned cheque, client will be notified and have two working days to make cash, debit, credit, or EFT payment.
8. **Fees cannot be refunded or credited in the event of a child's illness or other unscheduled absence.** Special circumstances may be brought to the attention of the Executive Director or Business Manager.
9. Parents/guardians waiting for subsidy approval will be responsible for paying their contract.
10. Two weeks written notice must be received by the Business Manager or the Executive Director prior to terminating childcare, when taking vacation, or when changing the "Service required"

section of your registration. If notice is not received, clients will be billed for two weeks in lieu of notice, according to the Service required” section of the registration form.

11. A non-refundable deposit of \$250 is required to hold a spot if your taking your child out for more than 14 working days consecutively.
12. After two consecutive weeks of absence, without notice, a child will be considered withdrawn and terminated from the Centre at Executive Director’s discretion.
13. Forms for giving notice are available from the Business Manager or the Executive Director.

## **SUBSIDY:**

Parents/guardians who want information about applying for subsidy can contact the Executive Director. For general inquiries about childcare subsidy call 1-877-644-9992 Monday to Friday from 7:30 am to 8:00 pm.

- Parents/guardians can apply online at: <https://applychildcaresubsidy.alberta.ca/> or contact 1-877-644-9992, Fax 780-422-5692. Should you require assistance the Camrose Children’s Centre can provide internet services, fax machine and photocopier. PARENTS/GUARDIANS ARE RESPONSIBLE FOR THE COMPLETION OF THE SUBSIDY APPPLICATION **in the requested time frame**, SINCE THERE IS NO BACK DATING OF DOCUMENTS.
- The subsidy amount will depend on hours the child/ren is/are in care each month.
- When the subsidy claim form is received and if there are any overpayments to you for your subsidy, these amounts will be charged back to your account and will be your responsibility to pay as soon as possible.
- If your subsidy is due to expire and confirmation of your subsidy being renewed or accepted is not received by the Camrose Children’s Centre office, you are responsible for the full amount of childcare fees. Due to FOIP, the parent/guardian applying for subsidy will be informed before the Camrose Children’s Centre office will. If more information is required from the parent/guardian, it is the parent’s/guardian’s duty to send this information. If you any questions, call Subsidy claims personnel at 1-877-644-9992 or (780) 644-9992.
- Parents/guardians waiting for subsidy approval will be responsible for paying the parent portion not covered by subsidy. We will assume that they are qualified for full subsidy, unless informed otherwise. For example, total invoice bill, less expected subsidy coverage equals parent portion not covered by subsidy. Full subsidy does not always equal the amount of the invoice.

Note:

- Subsidy payments are based on actual hours used by the child, and not what the childcare was billed for.
  - If any credit occurs on your account from overpayment, refund checks will not be issued until the invoiced fees and/or subsidy adjustments are cleared.
- If subsidy is refused and the child remains in care, parents/guardians will be required to make up the balance of the childcare fees, according to their contract for care before the end of the current month, or payment plans can be arranged with the Business Manager or Executive Director.
  - Generally, turnaround time on subsidy applications is 2 weeks from submission date. If parents/guardians have not heard back after 2 weeks, it is suggested they call the subsidy office at 1-877-644-9992 and speak to a Subsidy Assessor.

- The Parents/guardians are required to submit ALL documents required for subsidy.

### **WAITLIST:**

Occasionally the Agency will experience an increase in demand for childcare services due to trends in the community or need. During high demand the Agency will establish a waitlist that considers childcare, ages of children and family needs expressed at the application stage. When a childcare space becomes available, Agency staff will contact the first family on the list to advise of a potential space available. Reasonable documented attempts will be implemented by the Agency staff to contact the family, however if no contact with the family, Agency staff will continue to recruit families from the established waitlist.

### **ADMISSION:**

1. Children from infant to school age may be accepted into the Centre at the discretion of the Executive Director. All children's immunization preference is placed on the registration form and child information card, along with the parent/guardian's initials.
2. At the time of enrollment, the parent will provide written notice to the Executive Director of any individual characteristics in which the daycare staff should be aware (special needs, chronic medical conditions, allergies, physical handicaps, and other pertinent information). Parents/guardians are encouraged to take questions, comments or concerns to the Executive Director.
3. All registration forms must be completed and handed in before a child may be admitted.
4. At least one emergency contact listed on the registration form and child information card must live within 30 minutes of the Camrose Children's Centre. This contact's address, telephone and/or cell phone numbers must be listed on these forms. Other pickup permitted persons may be listed on these forms without telephone numbers or addresses, as they will produce identification upon pickup times.

### **INCLUSION / DIVERSITY POLICY:**

Camrose Children's Centre is a quality children's centre within the Camrose community. We believe that all children have the right to quality care within an inclusive setting. We believe that each child has the right to childcare in an inclusive setting, and therefore, we are creating our program to accommodate this.

- The staff shall promote self-sufficiency, self-esteem, self-discipline and cooperation in children through an environment that is safe, accepting and where contributions are valued.
- Whatever their ability, age, gender, ethnic origin, religion, impairment, status, sex or social economic background, all children need to be included in everyday learning situations.
- The staff shall encourage initiative and decision-making in children in their choices of activities.
- The staff shall take every opportunity to enhance children's problem-solving skills (i.e. turn taking, conflict resolution, cooperative play etc.).
- The staff shall identify and respond to individual needs in order to foster positive peer association; encourage friendships, cooperative sports, cooperative play and projects; develop awareness, understanding and tolerance of individual differences.
- The staff shall be sensitive and inclusive to the children's culture and individual differences.
- The staff shall encourage children to participate in the planning, development and implementation of program activities.

- The staff shall facilitate the inclusion of all children regardless of the child's ability whenever possible.
- Where a concern arises regarding a child's developmental progress, staff will engage the parent in discussion regarding the concerns. Developmental screening tools will be utilized to ascertain where delays may be, and appropriate community referrals will be made.

### **SEPARATION ANXIETY:**

Our staff support you and your child as your child works through feelings of anxiety over separation. Our staff are sensitive to the emotions and anxiety when a child starts a new program and are available to help make this new situation manageable for you and your child. A joint effort by parents/guardians and staff should promote a relatively smooth adjustment.

The way you feel about your child going to the Camrose Children's Centre for the first time significantly affects your child's adjustment. The following suggestions may help:

- Think and speak positively to your child about beginning care, as your feelings will affect how your child adjusts to the separation,
- Help your child deal with their feelings,
- Assure your child that you will return, and
- Make sure you inform your child of your arrival and departure (attempts to slip away unseen will increase your child's level of anxiety on subsequent occasions).

### **GENERAL RULES:**

1. Voices should be kept at a level appropriate for indoors.
2. Toys should be brought from home only on "Show N' Tell" days.
3. Toy guns and pretend gun play is not allowed – "We don't have guns at daycare".
4. Children must wear shoes at all times. **NO FLIP-FLOPS ALLOWED**; sandals with back strap will be seen as adequate summer footwear.
5. Fences are to keep us safe, not to climb.
6. Riding toys need to be kept off the deck and out of the sand.
7. Wet or muddy outdoor clothes should be changed when coming inside or before the child goes home.

### **SMOKING/VAPING POLICY:**

- Smoking or vaping is not permitted on the premises at any time or in any place where children are being cared for, including off-site activities and during fieldtrips or other program related activities.
- No smoking or vaping will be done by any person within the vicinity of the program children.
- All smoking or vaping items, i.e. lighters, matches, ashtrays must be inaccessible and out of sight to children.

### **DROPPING OFF AND PICKING UP CHILDREN:**

**Out front of our building is now an Idle Free Zone - our children's faces are close to exhaust level, please be courteous and turn off your vehicle when dropping off or picking up.**

1. PLEASE – NO PARKING ON THE BUILDING SIDE OF THE DRIVEWAY FROM 7:30 am to 8:30 am. and 3:00 p.m. – 4:30 p.m. There are children who arrive at the Centre on the school bus, and if the driveway is congested, the bus driver stops ON THE ROAD and lets the children off.
2. Child Care regulation requires parents to sign their child/ren in and out each day, with full signature, in ink. Binders are kept in each classroom for this purpose. If a child is removed from the Centre for any part of the day (for an appointment, etc.), and will be returning the same day, the child must be signed in and out.
3. If children are outside when parents/guardians come to pick them up, the child must be signed out in the classroom, and exit the building via the front door. Children must not be picked up over the fence.
4. The staff **will not** release a child into the care of a cab company.
5. Children in the program will only be released to the adults recorded on their registration form. If the child is to be picked up at the Centre by anyone other than those recorded on the registration form, the Centre requires **PRIOR NOTICE OF THAT PERSON'S NAME IN WRITING**. If you are giving written notice by email or text, or, in an emergency, are calling in permission for someone not on the registration form to pick your child up, please include your child's health care number on the note, or give it to staff over the phone to confirm your identity. Also, please advise the person picking up that he/she will be required to show picture identification before being able to take your child from the Centre.
7. If no one comes to pick up your child after the Centre closing time, staff will attempt to contact you or your emergency contact person. If staff is unable to reach anyone, the child will be kept at the Centre for a ½ an hour, and then the Executive Director and Child and Family Services will be contacted to take over care of the child. **In addition, there will be an additional charge to parents/guardians for late pick up.**
8. **DO NOT come to collect your child while under the influence of alcohol or drugs.** Should this occur, staff will offer to call a cab, if the cab is refused and the child is taken from the Centre, staff will notify the police and Child and Family Services and supply them with the vehicle license plate number. The above also applies to someone you may send to pick up your child. **SAFETY OF THE CHILD IS OUR NUMBER ONE PRIORITY!**
9. The childcare contract is entered into with the parent/guardian, who completes the application; Therefore, changes to the forms must be made by that parent/guardian In the event that a non-custodial parent whose name is not on the pickup list attempts to pick up the child he/she will be denied access. However, if the parent insists and the child caregiver makes the decision that the other children are at risk, then the police will be called immediately, as well as the other parent. In situations where there is legal documentation of custody, copies will be required for the child's file. Staff may contact police and Centre Executive Director for clarification.
10. Any request to remove a person from the pickup list must be made in person at the Centre.

From time to time, you may arrive at the Centre later than your contracted arrival hours. Please ensure that you call the Centre prior to your regular arrival time to inform them that you will be late.

#### **AFTER HOURS EMERGENCY NUMBER:**

At the entrance of the Camrose Children's Centre, an emergency telephone number is posted.

This is a contact number for a staff member in an event of an emergency after program hours. Please note that this number is for emergencies **ONLY** such as a lifesaving medication left behind at pick time.

## **CHILD ACCIDENT / ILLNESS POLICY:**

The Camrose Children's Centre may provide or allow for the provision of health care to a child only if the written consent of the child's parent has been obtained, or the health care provided is in the nature of first aid.

The first step in preventing the spread of any illness is awareness. Staff and parents/guardians have an obligation to work together to help identify any symptoms of illness that could be spread throughout the Centre. We at the Camrose Children's Centre have an obligation to follow universal childcare precautions when it comes to illness in children and staff. Hand washing signs are posted in all the rooms/bathrooms and staff members are required to clean toys, bedding, etc. every week or daily if needed. The Public Health Inspector also makes random visits to ensure that we are complying with all standards.

According to Child Care Licensing Regulations a child cannot attend or will be sent home from the program if a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness. The Camrose Children's Centre will call the child's parent immediately to:

- Arrange for the immediate removal of the child from the program premises
- Ensure that the child does not return to the program premises until the license holder is satisfied that the child no longer poses a health risk to persons on the program premises.

### **IF UNABLE TO REACH PARENT/ GUARDIAN EMERGENCY CONTACTS WILL BE CONTACTED.**

Parents/guardians MUST arrange the IMMEDIATE removal of the child if he or she has any of the following symptoms:

- Vomiting/ diarrhea; 1 bout of either, a courtesy call will be placed, after 2 episodes of either parent will be notified for pick up. (Must be free of symptoms for 24 hours of either before returning to the centre.
- Fever (temperature over 100 degrees Fahrenheit or 38 degrees Celsius in the ear, or temperature over 99 degrees Fahrenheit or 37 degrees Celsius in the auxiliary) ~ Child can return when they have no fever for 24 hours without taking fever reducing medication. If you had to give your child medicine the night before then that still means they cannot come to daycare the next morning
- New or unexplained rash ~ consult with a Doctor/need note stating your child is not contagious to return
- Have or displays any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.
  - We follow Alberta Health Services, and the Canadian pediatric society

Staff reviews illness in a variety of methods by:

- Tracking symptoms on an Unusual Behavior form
- Checking temperatures: ear, skin, arm pits, behind ear, etc.; and
- Watching for sweating, lethargic, sleeping, irritable, clingy, anything unusual, etc.

In addition to the Licensing requirements, the Camrose Children's Centre still requires your child to stay home if:

- Illness prevents the child from participating comfortably in our program activities



- Illness causes the child to need greater care than the staff can give without compromising the health and safety of the other children
- Abdominal pain
- Sores in the mouth unless they are deemed not contagious by a physician
- Impetigo
- Head Lice Occasionally, outbreaks of lice occur where there are groups of children present. While lice is not a dangerous condition, it is highly contagious. Please note that we have a “nit-free” policy regarding the return of children who have lice. This means that once children are treated and are “nit-free”, they may return to the program.
- Pink eye 24 hours after treatment with antibiotics, drops, ointment, or a doctor note
- Any contagious disease defined; (common ones are chicken pox, mumps, measles, norovirus); and
- Pinworms, round worms. (Note from physician is required to return)

The above does not apply if the child’s parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises.

It is the staff’s responsibility to ensure that assessments of child’s health are done, and the Unusual Behavior Form is filled out. The form will consist of the following information:

- Name of the child
- Date the child was observed to be ill
- Staff member who observed the child being ill
- Description of the incident/illness
- Time parent was initially contacted
- Name of the staff who contacted parent
- Time the child was removed from the Camrose Children’s Centre
- Date of child’s return to the program; and
- First-Aid given and any other contacts e.g., Child Family Services.

According to Child Care Licensing Regulations, any child that becomes ill at the daycare will be kept as far away as is practicable from the other children, and directly supervised by the primary staff at all times until the parent or alternative care arrives to take the child home. This could include being placed within the Executive Director’s or Business manager’s office.

When a child has been removed from the program due to illness, the Executive Director or alternate designate may allow for the return of the child when they are fully satisfied that the child no longer poses a health risk to the other persons on the program premises. Acceptable evidence may include that the child has been symptom free for 24 hours or the parents/guardians provide a physician’s note. Staff will perform first-aid and contact emergency services when necessary.

### **MEDICATION (Herbal, Prescription and Non-prescription):**

1. Each childcare worker shall be responsible for giving out all medications and/or herbal remedy. In the case of non-prescription medication, or herbal remedy, the child’s full name must be placed on the bottle before it is placed in the locked medicine box.
2. Medication, or herbal remedies will be administered to a child only when the parent gives written consent and:

- The medication is provided in the original container
  - The medication is appropriately labeled with child's name
  - The dosage approved by parent corresponds with label dosage, instructions, or physicians' orders
  - The proper non-prescription medication form is filled out and has written parental authorization; and
  - Non-prescription medication will not be kept on hand at the Centre. If the child gets a fever, the parent will be notified by the staff to come and pick up the child or to come to the Centre to administer medication to the child.
3. In order for the childcare worker to follow parent's/guardian's instructions, parents/guardians are responsible to fill out the forms located at the front office and/or in room binders. Child's completed medication form will be kept in the appropriate classroom.
  4. Children on medication will be watched closely.
  5. Staff members are required to return medications and herbal remedies to families when the authorized period has ended.
  6. If there are two or more children requiring a prescription medicine, ALL children's names must appear on the label as printed by the pharmacist or individual bottles supplied for each child. Parents/guardians must not write on the pharmacy label.
  7. Parents/guardians must state time of administration. The government requires a specific time or times. The instructions "as needed" are not acceptable.
  8. No medication, prescription or non-prescription or herbal remedy can be administered without written parental authorization. **PHONE CALLS WILL NOT BE CONSIDERED CONSENT.**
  9. Staff members are to check ALL expiry dates on ALL medications and herbal remedies.
  10. Emergency medications such as epi pens/inhalers, etc. will be labeled and stored in each child's room, out of the reach of children, but easily accessible to staff.
  11. The following will be filled out on the medication forms:
    - Full name of the medication
    - Time and date medication given
    - Amount that was administered; and
    - Initials of who administered.
  12. All staff who are responsible for a child who requires health care in addition to medication are trained in the proper method of administering the type of health care required by the child and this is documented in the staff's and child's files.
  13. On Non-Prescription and Prescription Individual Medication forms, the parent must indicate what time and kind of medication was given prior to coming into the daycare.

### **CRITICAL INCIDENT REPORTING:**

License holder are required to immediately report any incidents listed below that occur while a child is attending the program or any other incidents that occur while a child is attending the program that may seriously affect the health or safety of the child. An initial report may be made by telephone, fax, or email to the local child and family services authority license office. Within 48 hours of the incident's occurrence, a critical incident report form must be completed and submitted to the local licensing office. The following incidents must be reported:

- An emergency evacuation
- Unexpected program closure
- Intruder on the program premises
- A serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight

- Error in administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain hospital overnight
- Death of a child
- A child removed from the program by a person without parent/guardian consent
- An injury requiring further medical attention
- Unexpected absences of a child from program (i.e., a lost child)
- Allegation of physical, sexual, emotional abuse or neglect of a child by a program staff member or volunteer
- The commission by a child of an offence under the act of Canada and/or Alberta and /or
- A child left on the premises outside of operating hours.

Forms should be filled out by the person witnessing the incident, then checked over by the Executive Director or alternate designate. The person/ persons filling out the form must ensure that all information is included such as time, date, what happened, etc.

Licensing staff will review the report and in response may conduct an investigation of the premises. Licensing staff will inform license holders of what action will be taken in response to the incident report.

Once per year, license holders will be required to submit to the local licensing office an annual summary of all incidents that have occurred in their program. This summary will be reviewed by a licensing officer to determine if it is complete and if further information is required from a license holder, or if licensing staff need to follow up on any information provided in the summary. The form for this summary is provided to license holder by the child and family service authority.

### **NON-REPORTABLE INCIDENTS:**

Incidents of a minor nature can be treated at the center and then reported to the parent/guardian via the completed incident report form given to them when they pick up their child.

An incident that is minor in nature includes anything (which is not an accident) that could have an adverse effect on the child such as:

- Biting other children or adults
- Acting out that could endanger self or others
- Child receiving a scare that may cause them to be upset later
- Child having a nosebleed for no apparent reason; and
- Or any other unusual occurrence.

Incidents must be reported to parents/guardians and Executive Director via completed incident report form at the end of the day when the child is picked up. If incident is very traumatic and child is extremely upset, parent/guardian will be notified immediately.

Parents/guardians are required to sign incident report form and leave at the Centre to be kept in the child's file.

### **USE OF AN AMBULANCE:**

In the event of an emergency requiring the use of an ambulance, the Executive Director or staff discovering the emergency shall call an emergency response services. If an ambulance is needed such expense will be the responsibility of the parent/ guardian.

## **HOSPITAL EMERGENCY TREATMENT:**

When a child is taken to a hospital for treatment of illness or injury, the following shall apply: The centre will make every attempt to telephone the parent/ guardian immediately. If the parent/ guardian cannot be contacted, the hospital will be advised accordingly, in the absence of a parent/ guardian, the hospital procedure for consent and treatment forms shall be followed.

Should the Executive Director or staff member discovering the emergency determine that the health needs of a child are best served by immediate transport to emergency medical services, s/he shall:

- 1) Arrange for an ambulance
- 2) Assign at least one primary staff to accompany the child, and stay with the child until:
  - a) Relieved by parent/ guardian
  - b) Relieved by another primary staff member
  - c) The child is discharged by emergency medical services; or
  - d) Advised by a medical practitioner that there is no further need to remain, as treatment and safety of the child have been undertaken by the medical staff/institution.

On those occasions where medical treatment is refused because of lack of valid consent, the primary staff shall:

- 1) Defer to the opinion of the medical practitioner, and
- 2) Solicit advice from the medical practitioner as to appropriate course of action and advise his/her Executive Director of:
  - a) The problem
  - b) The advice of the medical practitioner
  - c) Take such course of action as recommended by the medical practitioner and approved by his/her Executive Director; and
  - d) **Refrain from offering consent to medical treatment.**

## **IN THE EVENT OF EMERGENCY, CRITICAL INCIDENT REPORTING SHALL BE FOLLOWED.**

## **EMERGENCY EVACUATION PROCEDURES / PORTABLE RECORDS:**

Children and parents/guardians will be notified by telephone of emergency evacuation when developmentally appropriate.

A full list of the required documents for a child's file can be seen above in Required Documents for your Child's file section.

Children's portable records will be maintained up to date on the program premises and include the following:

- Child's name, date of birth, and home address
- Parents/guardians name, telephone number, and home address
- Name, home address, and telephone numbers of emergency contact
- Any other relevant health information about the child provided by the child's parent including allergies and immunizations
- The telephone numbers of the local emergency response services, child abuse hotline, Hospital, and poison control centre.
- After hours emergency contact number is posted in the front window of the Camrose Children's Centre.

In the event of an emergency evacuation, all parents/guardians or emergency contacts listed in the child's portable emergency file and the Licensing Officer will be notified of such event by way of telephone/cell phone once all children/staff are safe and the emergency response services have been contacted. Our Emergency Evacuation Site is Deer Meadows, 4215-55 Street, Camrose, AB.

An emergency evacuation is seen by licensing as a Critical incident; therefore, the necessary paperwork needs to be filled out and sent to the local Child and Family services authority within 48 hours. Please see the critical incident section of our handbook, on how to report a critical incident.

In the event of a fire, the first person on the scene will:

- 1) Sound the alarm
- 2) Notify the Fire Department
- 3) Help staff evaluate children (front staff responsible for assisting with infants); and
- 4) Contain, control and extinguish the fire (only if safe to do so).

### **STAFF RESPONSIBILITIES:**

- A. Staff will be responsible for their own room and the children in that room. In each room, one staff member is responsible for lining up the children and taking them outside or to the gym depending on the emergency.
- B. The other staff checks the bathrooms, closes all windows and doors, and grabs the Emergency Backpack that has the first aid kit and children's portable files, shuts off the lights and joins the other staff. Once everyone is present, a quick head count is done. The Executive Director or person in charge decides where to house the children/staff, if not done already, then calls all emergency response services, notifies parents/guardians and Licensing Officer. It is expected that all staff become comfortable with doing fire drills (done monthly) and taking on an active role with all duties mentioned above.
- C. All exits are clearly marked. A diagram of all exit points is posted in all rooms/hallways.
  - a. Each month one staff is responsible for conducting the monthly fire drill. This includes:
    - 1) Testing the alarm system
    - 2) Checking all exit doors for hazards and to make sure they open freely
    - 3) Checking all extinguishers and marking the date this was done on each tag
    - 4) Checking all exit and emergency lights to make sure they are working (Once a month the lights should be left on for 30 minutes); and
    - 5) Recording the above on the Fire Safety Check list.
- D. At least once a month, an ongoing inspection of the building inside and out is performed to check for any hazards. If any are found, they are to be brought to the attention of the Director or Front Staff, who will be responsible for informing the proper maintenance personnel.

### **EXECUTIVE DIRECTOR'S RESPONSIBILITIES:**

In the absence of the Executive Director, these duties are to be carried out by the Business Manager. In the absence of both the Executive Director and Business Manager, the person who rang the alarm will assume the responsibilities of the Executive Director. This means that every staff member should be prepared to handle duties or combined duties of the room staff.

1. A room to room search will be performed to establish that everyone has left the building. Emergency front office children's cards are taken when evacuating.
2. Appropriate disaster services will be phoned.

3. Staff members are joined, and register is tallied.
4. Staff is instructed as to where to house the children:  
**Deer Meadows, 4215-55 Street, Camrose, AB**
5. Alert all parents/guardians of evacuation.
6. Fire drills are conducted on a monthly basis to familiarize the children with the procedure.

## **COURT ORDER PROCEDURES:**

In the event of the centre having a court order on the premises, please take the following steps:

1. **Front end staff will stop the person from entering**, (if available) and ask who the person is and who they are picking up. Staff will check to see if the person is on the pick-up list. When it appears that they aren't on the pick-up list, the staff will explain that the child cannot be released to any individual who is not on the pick-up list.
2. The person **may state that they are a relative to the child or explain some kind of relationship to the child**. If they release their name, and demand to take the child, **front end staff may explain that we have a court order on site** stating that the child may not be released to them. They will **ask the person to leave the centre**, and if they don't the staff may call the police to assist.
3. **If the person becomes irate**, and starts looking for the child, the entire centre **will go into a lock-down** and **police will be called** to assist.

When dealing with a **person who is known to be irate**, please do the following, when a court order is in place.

1. **Front end staff will stop the person from entering**, (if available) and ask who the person is and who they are picking up. Staff will check to see if the person is on the pick-up list. When it appears that they aren't on the pick-up list, the staff will explain that the child cannot be released to any individual who isn't on the pick-up list.
2. The person **may say that they are a relative to the child or explain some kind of relationship to the child**. If they release their name, and demand to take the child, the **front-end staff may explain that we have a court order on site** stating that the child may not be released to the individual. They will **ask the person to leave the centre**, and if they don't the staff may call the police to assist.
3. Another front-end staff (if available), will come and **take the child, putting themselves and the child into a lockdown situation (if needed)**. If the second front end staff isn't available, then front-end staff will call room and give a safety word that is set-up between the front-end staff and the room staff. This tells the staff to remove the child from the room and put the child into a lock down situation.

(Lock down places for court order situations are one of the two bathrooms that lock. Lock down bags will be placed in each bathroom cupboard.)

4. **Police will be contacted if the person refuses to leave or assistance is needed. The police upon investigation of the situation may issue a Trespassing Notice and if the person continues to come back, they will be arrested.**

**\*\*WHEN THE FRONT-END STAFF ARE NOT AVAILABLE THEN ROOM STAFF WILL TELL THE PERSON THAT THEY ARE NOT ON THE PICK-UP LIST AND THEY CANNOT RELEASE THE CHILD. \*\***

## **LOCKDOWN PROCEDURES:**

The basic reason for having a lockdown procedure in place is to ensure that all staff know what to do in a situation when there is a physical threat to the centre either from within the building or from outside the building.

Physical threats DO NOT INCLUDE NATURAL DISASTERS, For Example: tornados, extreme windstorms, heavy rain, etc.

In consultation with Constable Kelly Bauer (School Resource Officer) our Centre would be extremely difficult to do a lock down Red (Stay on premise) at our facility.

His recommendations for our facility are as follows:

1. A police-initiated lockdown is one in which Police would contact your facility to advise that there is a threat or danger outside your building. Under these circumstances you should ensure that all the children are inside the building and the exterior doors be locked. Your exterior doors are made of steel along with the door frames. All exterior windows would need to be covered and children kept as quiet as possible in a location that cannot be viewed from outside the building.
2. In a self-initiated lockdown you perceive a threat or danger within your building so you would initiate a lockdown or emergency response. As discussed, May 5, 2015, since you have no method of securing children within the facility, it is recommended that you evacuate children safely similar to your fire drills where you meet at the senior centre to the north of your property.

Basic lockdown steps:

1. Over the intercom system you will hear "Lockdown, Lockdown".
  - a. Lockdown means please leave the building if possible and head to the safety zone
    - i. Treat this situation just like a fire drill. The only difference is that instead of going out to the yards, we will head to a safe building in the area.
    - ii. Staff and children will stay in this safe building until advised otherwise by the Police or by Children's Centre Board of Directors or centre Executive Director or Assistant Director.

Reference used: Kelly Bauer, School Resource Officer, Camrose Police Service.

## **SEVERE WEATHER:**

### ***Blizzards and Winter Storms:***

Blizzards come in on a wave of cold arctic air, bringing snow, bitter cold, high winds and poor visibility due to blowing snow.

Blizzards:

- Accompanied by high winds.
- Wind chill "warnings" (-35°C or cooler) issued when very cold temperatures combined with wind could create outdoor hazardous to human activity.
- Can give rise to a windstorm warning when winds are expected to reach a steady speed of between 65-75 km/hr, or 90-100km/.hr, wind gusts.
- Can leave heavy snowfall that can cause roof failures or collapse.

What to do:

- When a winter storm hits, stay indoors.
- Account for all children.
- Prevent access to areas where snow can fall from the roof and cause injury.

### **Thunderstorms, Lightning, and Hail:**

Thunderstorms are often accompanied by high winds, hail, lightning, heavy rain and in *rare cases* can produce tornadoes.

Thunderstorms lightning and hail:

- Thunderstorms are usually over in about an hour.
- Hail comes down at great speed, especially when accompanied by high winds and can cause serious injuries and damages.

What to do:

- Unplug all appliances, radios, computers, etc. (especially those that will start up again once power is restored).
- Account for all children.
- Stay away from items that conduct electricity, such as phones, appliances, sinks, and metal pipes.
- If outside, come inside immediately! Wait 30 mins. after the last lightning strike before going outside again.
- When a hailstorm hits stay indoors. Do not go out to cover plants, toys, or furniture.
- Stay away from windows, skylights, glass doors, which could shatter if hail hits it.

### **Tornadoes:**

Tornadoes are rotating columns of high winds.

Tornadoes:

- Can move up to 170km/hr.
- Can uproot trees, overturn cars and demolish houses.
- Usually hit in the afternoon and early evening.
- Have a season extending from April to September with peak months in June and July.
- TORNADO WATCH: a tornado is likely.
- TORNADO WARNING: a tornado has been sighted.

What to do:

- Move to an interior hallway, and stay close to the ground, protecting your head. (interior hallway would be the hallway between Starship and Lil' Rainbows).
- Account for all children.
- In all cases, stay away from windows, outside walls and doors.
- Move out of the Gym, as a large space has a greater chance of the roof collapsing. Move Children to hallway going to Starship and Lil' Rainbow room.

### **Power outage:**

What to do:

- Access a safe and reliable secondary source of lighting.
- Account for all children.



- Unplug all computers and other appliances.
- Access your emergency kits for food and water.
- Access cellular phone for emergency use only.

**References:**

Public Safety Canada, Severe storms what to do manual.

PDF File, Washington state department of health, disaster procedures for child care,

<http://www.doh.wa.gov/Emergencies/EmergencyPreparednessandResponse/BadWeather>

**SUPERVISION:**

Staff are responsible for all the children in the centre during our operating hours. Therefore, it is the staffs’ responsibility to ensure that all supervision of the children in all indoor and outdoor play environments is adhered to.

**General supervision:**

- a) Ensure that head counts of all the children during the various activities of the day are completed, this is when they arrive back from breaks, arrive in the morning and ensure that the person covering off will also be aware of head counts. This is to ensure the number of children within a space is maintained by licensing ratios, head counts are kept accurate, and no child is left on the premise’s afterhours.
- b) Be scanning the play area for intruders or dangerous situations that could arise.
- c) Ensure that safety checklists of their environments are completed to ensure that there are no broken toys, furniture, etc.
- d) Set-up the room to allow for caregivers to supervise the children’s play, rest and toileting areas.
- e) Know which individuals are allowed to pick-up the children in the place of the parent.
- f) Notice when children are arriving and leaving the program and ensure that parents/guardians are signing in and out daily, if the child is absent, please mark them as such on their time sheet.
- g) If a parent forgets to sign in/out then the staff will mark down the “time” and initial, the Parents/guardians will sign off on the time upon pick-up or arrival on the next day of attendance, this is to ensure child head counts, and to also ensure that no child is left on the premises after hours.
- h) Remember where emergency medications, first-aid kits and emergency numbers are located.
- i) Interaction between staff and children is expected on the playground and classrooms, as it is essential for safety as well as good programming.
- j) The Executive Director or alternate designate will complete staff observations bi-monthly to ensure the program is implemented within the rooms, to ensure that all staff members are adhering to the policies and procedures of the center and for the overall safety of co-workers and children.

**Bathrooms:**

- a) When in the play yard; 1 staff member is required to adequately supervise any child/ren when they are in for a drink, or to use the bathroom facility (hand washing included).
- b) When inside the rooms, 1 staff member is required to adequately supervise any child/ren when using the bathroom facilities (hand washing included).

**Additional duties:**

- a) Staff are expected to observe children's play and behavior both indoors and outdoors, this can be done through anecdotal or running observations. (Through these observations staff are able to make developmental goals for the children).
- b) Ensure that you are interacting with the children, and watching the overall operation of the room; ensure that when situating yourself, you don't put your back to children, etc.
- c) Monitor children's health to identify early signs of fever, illness, or unusual behavior.

### **What to do if a child doesn't arrive off of the bus for the Camrose Children's Centre OSC program:**

1. Check the monthly contract book to see if the child is contracted for the day. If contracted proceed to step two.
2. Contact Parents/guardians, to ensure that the child didn't have another scheduled event for the day; (i.e. friend's house, dr. appt, parent(s) picked up from school, etc.). If the child was supposed to be on the bus but failed to make it to the Camrose Children's Centre proceed to step three.
3. Ask parent(s)/guardian(s) what the next steps that they would like to see taken could be; (i.e.: call school, call bus drivers/ BRSD transportation office, call Camrose Police service, etc.) in an effort to locate the child.

The Camrose Children's Centre does not assume responsibility of the children enrolled within our program until they are signed in by a parent/guardian, or by a staff member, or they step off the bus in the Out of school Care program's case.

### **WHAT TO BRING/WHAT NOT TO BRING TO THE CENTRE:**

1. Parents/guardians must supply special need items such as special baby food, formula, diapers, wipes, etc. Please ensure that the Centre has adequate amounts of each item. Children using bottles should arrive at the daycare with enough bottles prepared for the day (bottles must be clearly labeled).
2. Blankets (and a small pillow for the older children) are acceptable for rest time if required. One small "sleep toy" is also welcome. All items must be small enough to fit into your child's cubby at the end of rest/nap time.
3. Please provide a full and complete set of clothing (from the inside out and top to bottom!), clearly marked with your child's name, to be kept at the Centre in case of need. Clothing must be appropriate for the weather, as staff is encouraged to spend some time outdoors with the children whenever possible.
4. Toys are not to be brought to the Centre except for Show 'N Tell days (the exception to this is the "sleep" toy).
5. Unless #1 applies, or your child is on a special diet, food **MUST** not be brought to the Centre. For special occasions, birthdays, etc., the Centre will bake and provide the cake or cupcakes. Due to the possibility of severe allergies, please DO NOT bring any outside food into the daycare.
6. Please do not let your child wear perfume/after-shave to the Centre. There are some children and staff allergic to these substances.
7. Staff will apply sunscreen and insect repellent during the summer. Parents/guardians may supply these items, or they can sign a release form to let staff supply these items that have been purchased by the Centre (for a charge). Sunscreen and insect repellent supplied by the parents/guardians must be clearly labeled with the child's name. Staff will NOT apply any repellent that has a Deet content of more than 10%. It is required that parents/guardians test

these items at home prior to bringing them to the Centre, to ensure that there are no adverse reactions.

**NOTE:** Staff of the Camrose Children's Centre will not be responsible for loss of or damage to, children's property. Please ensure that any items brought to the Centre are clearly marked with your child's name.

### **WHAT TO WEAR TO THE CENTRE:**

- Think of your child's comfort...provide clothing that is free of complicated fastenings.
- Think of the messy art materials and other activities...provide clothing that is washable.
- Think of the playground activities...provide clothing that is sturdy and free of drawstrings.
- Think of the changing weather...provide proper outdoor clothing.
- Think of safety, and fire drills.....shoes must be worn at all times. Sandals must have backs on them and fit properly. No flip-flops are to be worn.

### **EXTRA CLOTHING:**

- Please leave a full and complete set of clothing (from the inside out!) in your child's locker as a backup, in case of accidents, spills, etc.
- ALL belongings that come to the Centre MUST be marked with your child's name.
- Parents/guardians must provide diapers for children requiring these items.
- Weather appropriate outdoor clothing must be sent with your child every day, as the staff will take the children outside for a short time every day, weather permitting.
- NOTE: the Centre would sincerely appreciate the donation of any clothing your child has outgrown.

### **NAP TIME/REST TIME:**

Nap time/rest time is scheduled beginning at approximately 12:00 p.m. When children are napping, we meet or exceed licensing group size ratios. For the children who do not sleep, quiet time activities must be provided as needed. (e.g., Staff read stories, play tapes/ CDs, etc.).

### **BEHAVIOUR MANAGEMENT POLICY:**

**SCOPE:** The intent of this policy is to ensure that the requirements of the Child Care Licensing Regulations are being practiced in a consistent manner in all the programs of the Camrose Children's Centre.

**Preamble:** Our goal at the Children's Centre is to work in partnership with all parents/guardians to assist the children in our care, in developing self-control, self-confidence, self-discipline, and a sensitivity in their interactions with others.

The first step in managing behavior is creating a positive environment.

- 1) Adequate space, equipment, and planned age appropriate experiences based on the individual needs and interests of the children will be provided. (e.g., Toys rotated, children help plan activities)

- 2) Children who have a variety of choices and activities in a secure safe environment are less likely to have conflicts and are more able to develop in their ability to self-regulate. (e.g., a balance of rest/active, Individual/ group activity, child initiated/adult initiated)
- 3) Routines and transitions serve as a framework from which children gain trust, order and security. (e.g., following posted flexible daily routines)
- 4) Children are provided with clear awareness of what is expected. (e.g., Each room has an age appropriate guideline). In the older rooms the guidelines are communicated to the children in a way that is easily understood.
- 5) Using positive communication and developmentally appropriate practices, state, in short clear sentences, what the acceptable behaviors are. (e.g., follow handout "Communication is the key" posted in all rooms)

A. The Camrose Children's Centre must insure that child discipline methods are used in the program are communicated through the following modes:

1. **Staff orientation, staff will sit down with Executive Director to review policy and procedures and be orientated, staff will attend all staff meeting unless prior commitments are arranged with the Executive Director, observations will be done every other month.**
2. **Parents/guardians will be given an orientation to the Children's Centre by Executive Director or Assistant Director with registration package and parent handbook, and parent night which are held two times a year.**
3. **Staff will communicate to children where developmentally appropriate child discipline methods. Ex) positive communication with children and staff, guiding, setting limits, positive reinforcement.**
4. **Children, where developmentally appropriate (verbally (at transitions, circle times, and throughout the day as reminders) and**

B. Any child disciplinary action taken is reasonable in the circumstances.

#### **Procedure for managing behavior positively:**

- 1) Build a positive relationship with each individual child. (e.g., spend one on one time with the children in your care)
- 2) Be aware of child's challenges and be proactive in your response. (e.g., Tired, provide quiet areas for children, understanding the child's frustration by observing the children thought out the day)
- 3) Praise children for demonstrating positive behaviours. (e.g., child cleans up, use praise, and acknowledge the specific task they accomplished. Instead of saying "good job" say "I liked the way you helped clean up the blocks")
- 4) Establish eye contact with the child. Using developmentally appropriate practices. (e.g., simple language with toddlers, talking with older children, discussing situations, asking for their input. State in a clear natural tone what the child should do instead of what not to do)
- 5) Positively communicate in a short clear sentence what the acceptable behaviours are. (e.g., instead of saying "Don't run" say "Please use your walking feet")

- 6) Use natural and logical consequences. (Consequence is not to be punitive in manner, with the safety of the child taken into consideration). (e.g., child unwilling to use climber safely, natural consequence would be child needs to choose an alternative activity until they are ready to use the climber safely)
- 7) If re-direction is needed, staff will ensure enough time is allowed to assist the child to focus on a positive activity. (e.g., child is playing with a toy, other child comes up and wants the toy, staff member redirects the child that wanted the toy to another toy/ activity)
- 8) Maintain consistency with expectations to ensure that all staff and children are practicing guidelines. (e.g., maintain open communication with staff, when another staff member comes in to do your break, let them be aware of all situations that are going on in the room)

If the above steps have been taken, and the behavior is still a concern, then the following course of action will be taken.

- 1) Staff will brainstorm with parents/guardians to see what steps they would like taken to stop the behaviour.
- 2) Have parents/guardians meet with the Executive Director and the staff that work in the room with the child to discuss the issues and look for a solution.
- 3) Consult Mid-west family connections or other appropriate community support.
- 4) If all previous steps have been followed and the behaviour has not been corrected, then termination of childcare will occur.

#### **Prohibited Practices:**

As legislated by the Child Care licensing Act, the following practices are not permitted.

- 1) Physical punishment, verbal/physical degradation or emotional deprivation is not allowed.
- 2) Deny or threaten to deny any necessities of life (e.g., food/shelter)
- 3) Use or permit the use of any form of physical restraint, confinement or isolation.

#### **Procedures for Monitoring Behavior Management:**

Executive Director is responsible for ensuring that all staff members receive an orientation package to this policy before they start work with the agency. This policy is to be reviewed and the behavior management policy is signed and maintained for two years by staff. Executive Director will monitor behavior management practices on an ongoing basis through observation, regular supervision, and/or on a group basis through staff meetings. Also, specific behavior management problems will be reviewed at regular staff meetings and a formal action plan to address the problems will be developed and documented for use by all of the staff.

The behavior management skills of each staff member will be evaluated and documented during the annual performance review process.

Childcare staff will be responsible for the ongoing monitoring of the behavior management practices. If staff witness any infractions of the behavioral management policy, the following steps are to be taken:

1. The staff will offer assistance and work with other co-worker to help resolve the issue.
2. If the issue is not resolved, then the staff will follow the grievance policy.

Volunteers and students will only work under the direct supervision of the supervising childcare staff that will be responsible for monitoring their behavior management practices.

Contravention of Behavior Management Policy

All staff and anyone else acting on behalf of the agency are responsible for reporting observed or suspected infractions of this policy to the Executive Director who must inform the Child Care Licensing Officer.

## **BULLYING POLICY:**

Bullying is the persistent behavior by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group. Bullying can be in a variety of forms including emotional, physical, racist, verbal, psychological or cyber (e.g. text messages).

The Camrose Children's Centre does NOT condone any form of bullying at all. We pride ourselves on being a bully-free zone.

### ***Emotional***

Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

### ***Physical***

Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

### ***Verbal***

Name-calling, put-downs, ridiculing or using words to attack, threaten or insult another person. For example, spreading rumors or making fun of another person's appearance.

### ***Psychological***

Behavior likely to instill a sense of fear or anxiety in another person.

Procedure to be followed during a bullying incident:

- Staff will inform the Executive Director or alternate designate if they witness an incident of bullying.
- Children will be encouraged to report any incidents of alleged bullying immediately to any staff member they feel comfortable to talk to. The child will be reassured that what they say will be taken seriously and handled sensitively.
- If a child tells a staff that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The staff member will always ask the alleged bully to explain their side and consider their response when deciding whether bullying has occurred.
- If it is decided that bullying behavior has occurred, then the behavior can be addressed by using the steps outlined in our behavior management policy.
- The staff member will inform the parent/guardian of all children involved in the alleged bullying incident(s) at the earliest opportunity through the use of our incident reports. (Confidentiality of the children's names will be upheld throughout the reports)
- All children involved in any bullying incident will be offered support through staff, families and if necessary, community organizations.

- After the incident has been dealt with the staff and the Executive Director will monitor the children involved to ensure further problems do not occur.
- If the child who has been bullied or the alleged bully or their parents/guardian have any issues concerning the way the incident was handled they should contact the Executive Director immediately.
- If Bullying is continuous and persistent, and the above steps have been followed, then care for the bully may be terminated at the discretion of the Executive Director.

### **USE OF TECHNOLOGY:**

- Videos, DVD's or Internet movie hubs (e.g., Netflix, YouTube) are not to be used as part of the Centre's daily routine. They are only to be used once a month and will adhere to the following guidelines: An adult has previewed the material to make sure it contains no violence, no sexually explicit material, is not biased, culturally sensitive and is age appropriate (Rated G). When these materials are used, they are to center around the children's interests and activities. Other age appropriate activities are to be available for children who do not wish to participate.

### **SOCIAL MEDIA POLICY:**

No employee of the Camrose Children's Centre shall take photographs or make comments on Social media (e.g., Facebook, Twitter, or newspaper, etc.) about any of the children in our care. Staff must also follow the consent of parents/guardians on whether we can put up child's photo in our rooms and hallways.

In the event of a tragedy at our centre if approached by any media source we are to answer No Comment, please talk to the President of the Board for any information and questions you may have.

### **MEDIA INTERACTIONS:**

For all person's in contract with the Camrose Children's Centre.

#### **Policy:**

If approached by any media outlet (TV, reporter, etc.), all associated parties are required to respond with NO COMMENT, and direct them to the appropriate designate, President of the Board of Directors.

#### **Procedure:**

The President of the Board of Directors needs to be notified immediately of any incident that does and/or could affect the safety of the children in care. Upon being approached or questioned in regard to any incident the standard response will be as follows:

"I am not at liberty to discuss the recent events however our public relations designate; President of the Camrose Children's Centre Board of Directors can be contacted through the Camrose Children's Centre for further information. I'm sure they will be willing to answer any questions you may have. Thank-you."

### **NUTRITION AND MANNER OF FEEDING:**

Camrose Children's Centre follows the Canada Food Guide when preparing its snacks and meals. All children must remain seated when eating and/or drinking at all times, to prevent any incidents of

choking. No beverages/bottles will be given to any children who are napping. Morning snack for the rooms is approximately 9:00 a.m., lunch begins at approximately 11:30 a.m., and afternoon snack is approximately 2:30 – 3:30 p.m.

Upon enrollment, we require a list of any food allergies or dietary concerns, which a child may have. We are usually able to accommodate these menu changes; however, a parent may be asked to provide for special diets.

If a child has a dietary restriction, then we can adjust our menu to allow for this child to be obtaining what is required according to the Canada Food Guide. The Executive Director with the help of the Cook helps regulate our dietary menu and children's needs.

We will try to serve some the children's preferences and if necessary, to supplement a child's diet (special restrictions) to ensure that they have a nutritious meal in sufficient quantities to meet the needs of each child and follow the Canada Food Guide.

The daily menu will be posted in a conspicuous area of the Centre and shall be served accordingly, unless a parent has notified the Executive Director or staff member in charge, of related allergies of a child.

For the Summer Program all students bring their own lunch and snacks from home. On one of the first day's staff have a conversation with the group about nutrition and following the Canada Food Guide. Staff monitor lunches that students bring in and have conversations with parents if they are not meeting the four food groups each day. In the event that parents do not send a lunch or snacks we at the Camrose Children's Centre will ensure that child does have a nutritious meal. If this occurs regularly the Executive Director will have a conversation with parent/guardian and may result in charges for meals being added to the bill.

### **SAFETY AND HYGIENE PRACTICES:**

The Centre places a lot of emphasis on cleanliness and good health practices. Following, in point form, are some of the practices:

- Each room has a First-Aid kit. Supplies for this are updated as needed. The First-Aid kit is taken along whenever a group leaves the Centre for any reason.
- Sterile gloves are available to use, and staff practice universal safety precautions.
- Toys, sleep mats, blankets and sheets are washed with a disinfectant weekly and noted on checklist. Personal blankets are washed weekly. If a contagious disease is present in the rooms, all toys, blankets, drapes, etc. are washed and disinfected the day that the childcare worker is informed. The Executive Director ensures that this is done properly and timely.
- Children and staff wash hands before and after lunch or snack and after toileting. Parents/guardians must take children home if they are ill or staff member suspects a contagious condition. Please see our child illness policy for specifics.
- Facility furnishings as well as toys are kept in good repair to avoid any possible health hazards.
- The cook has taken a food handler's course and good hygiene practices are rigorously followed in the food preparation area. The menus for meals and snacks are reviewed on a scheduled basis to ensure that they meet the changing nutritional guidelines of research and Canada's Food Guide to support children's healthy development. These are inspected by the Executive Director in conjunction with the Daycare's Cook, referring as well to those children with allergies or restrictions to diet.



- The Executive Director of the Centre is responsible for daily monitoring of the hygiene practices and has the authority to order supplies and maintenance as necessary. Board members that have children attending the Centre also monitor on a daily basis and bring suggestions or concerns to the attention of the Executive Director. Staff members are made aware of these practices during their initial orientation and are instructed or reminded on a daily basis, if necessary, by the Executive Director.
- The building, play areas, toys, materials and furnishing have been regularly inspected (and noted on a checklist) to ensure they are in safe, good repair and hygienically maintained.
- Children have scheduled daily opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment. Prior to the children using these areas, a walk-around inspection is done by a primary staff member.
- All outdoor play structures comply with the standards outlined in the current edition of A Guideline on Children’s Play Spaces and Equipment, CSA Standards. The outdoor play area is free of toxic plants. The outdoor sand box has a tarp cover, which is kept on the box when not in use

The following procedures are in place to reduce cross-contamination of germs and contagious conditions:

1. Diapering surfaces are sanitized after each use.
2. Soiled diapers, soiled linen, and garbage are stored in closed containers.
3. Each child uses his or her own labeled personal grooming items, bed linens and bottles.
4. Children have their own clearly marked wash cloths and hand towels (or towels are discarded after each use).

The following food handling procedures are in place to ensure that these practices are safe.

1. Staff members who are responsible for food storage and preparation have completed a food-handling course.
2. Food handling procedures ensure that hot foods are kept hot; cold foods are kept cold at all times.
3. Food preparation and serving utensils and surfaces are sanitized after each use.

## **BLOOD-BORNE INFECTIONS POLICY:**

Based on the provisions of the Individual Rights Protection Act of Alberta,

**NO ONE MAY DISCRIMINATE AGAINST A CHILD, FAMILY, CAREGIVER OR PROVIDER OF DAY CARE SERVICES BASED SOLELY ON BEING INFECTED WITH AN INFECTIOUS DISEASE.**

In order to minimize any possible spread of infection, the “UNIVERSAL PRECAUTIONS” must be practiced consistently and carefully in all child care services where exposure to all potentially hazardous bodily fluids is likely to occur, REGARDLESS OF WHETHER OR NOT IT IS KNOWN THAT A PERSON IS INFECTED.

Procedures to include HIV/AIDS/Hepatitis B and other blood borne infections.

The Camrose Children’s Centre recognizes that Human Immunodeficiency Virus (HIV), and Acquired Immune Deficiency Syndrome (AIDS), are extremely serious conditions and that a medical cure nor a vaccine to prevent their spread has yet been found.

The Camrose Children’s Centre considers the risk of acquiring HIV Infection/AIDS/Hepatitis B in the work environments under our auspices to be minimal.

The Camrose Children’s Centre is committed to dealing with children, employees, and parents/guardians who are infected with HIV infection or have AIDS/Hepatitis B in a compassionate, safe, responsible and consistent manner.

“GUIDELINES FOR HANDLING HIV INFECTIONS AND AIDS IN DAYCARE SERVICES.”

1. Camrose Children's Centre supports universal precautions as standard procedure for childcare workers as outlined in the publication from Alberta Family and Social Services Daycare Program.
2. Children in care who are infected with HIV or who have AIDS/Hepatitis B shall be guaranteed full confidentiality under the Alberta Provincial Guidelines.
3. Employees of the Camrose Children's Centre who are infected with HIV or who have AIDS/Hepatitis B will be treated from an employment standpoint in the same manner as anyone with a life threatening or chronic illness. They shall be guaranteed the right to confidentiality under the Alberta Provincial Guidelines.
4. The Camrose Children's Centre recognizes that persons with HIV, Hepatitis B or AIDS may:
  - a) Be unaware they have this disease.
  - b) Choose not to disclose this information - if they are aware - because of the stigma associated with the disclosure.
  - c) Choose not to disclose that information as a result of the need for confidentiality.

## **GENERAL HANDWASHING:**

### **Hand Washing Procedure**

In groups of children, infections and germs can be easily spread through cross-contamination. Therefore, staff and children practice thorough handwashing throughout the day. Please assist the staff in making this common practice for your child at home as well!

Hand-washing routines must include:

- using warm water and soap
- thoroughly scrubbing both sides of the hands

Handwashing must be done:

- before and after eating
- Before and after food preparation and handling
- after diapering and toileting
- after playing in the sand or outside
- after wiping noses, sneezing or coughing
- whenever hands are soiled

## **GLOVES:**

All staff working in childcare programs should use disposable gloves when:

- Coming into contact with blood.
- Changing diapers, when hands may be in contact with blood, urine or stool; and/or
- If they have open sores or cuts on their hands.

Gloves should be disposed of in a plastic-lined garbage can and hands should be washed immediately afterwards.

## **FAMILY INVOLVEMENT POLICY:**

The Camrose Children's Centre has an open-door policy and we encourage parents/guardians to visit the Centre anytime, and invite you to explore your child's world when the opportunity arises.

Because most of our parents/guardians are working, we try to schedule some evening events so that these parents/guardians can be involved. Some of our special activities include our Christmas Concert, Halloween Party, and workshops of interest to parents/guardians

We, at the Camrose Children's Centre, encourage family involvement throughout the Centre. This includes volunteering, being a member on our Board of Directors, or having active involvement through programming or fundraising.

We, as childcare professionals, try to work with the families in order to provide continuity between home and the Centre. It is our wish to provide the best care possible for all families within our program, and to encourage the families to be involved as much as possible in the child's life at the Centre.

Newsletters are produced each month and are available at the front counter. Parents/guardians are encouraged to read the newsletters as they contain information regarding upcoming events, Centre close dates, etc. Newsletters are also posted on the bulletin board monthly. Signs are posted at the front of the Centre announcing upcoming events and Centre closures. We also have a website that we update as time allows.

### **CHILD INVOLVEMENT POLICY:**

Children within the out of school care program are of an age where they can become more independent and where tasks can be handled by individuals within the room. As a licensed agency, we have children involved in various parts of the program, for example, room organization, assistance in program planning and having older children help the younger and/or newer children when out on excursions in the community.

#### **Room Organization**

Children are organized to take ownership of the out of school care room. The children can assist the out of school care staff by doing assigned room 'jobs' like toy sorting and organizing, sweeping the floor, washing tables after snack or as a bulletin board helper.

#### **Program Planning**

Children are to be involved with the programming in the following ways:

- Planning is based on children's interests
- Children are encouraged to help in the planning of activities as well as carrying out the activities they helped to plan
- Children's work is documented on the planning sheet as to who came up with the idea; and
- Children can help to plan and run special events for parents/guardians or for other children in other rooms throughout the Centre.

#### **Daycare Buddies:**

Older children can assist newer and/or younger children. The older children can do this when: Out on field experiences or excursions in the community of Camrose, through transitions throughout the day or when the person needs help, i.e., tying shoes.

### **COMMUNICATION POLICY/ OPEN DOOR:**

Our Centre has an open-door policy and is always welcoming of parents/guardians coming in to observe or be with their child in their classroom.

We communicate information to parents/guardians and staff by having parent/staff bulletin boards that are updated regularly. The parent bulletin board is in the front entry and in the hallway towards the gym. The menu is posted on the menu board and is updated weekly. The staff bulletin boards are in the staffroom and have information on accreditation, workshops, and developmental strategies.

We communicate with our parents/guardians through verbal communication at drop off and pick up or through scheduled meetings. We send out monthly newsletters from the whole centre and each room posts a newsletter on their binders for parents/guardians to know what is happening in that particular room.

## **COMMUNITY-SCHOOL PARTNERSHIP/UTILIZATION OF COMMUNITY RESOURCES:**

### *UTILIZATION OF COMMUNITY RESOURCES*

#### **The Daycare Program utilizes the following community resources:**

- Camrose Public Library: books for children/rooms
- East Central Health Unit: information on communicable diseases, information for food handler's course, co-operation for controlling communicable diseases, in-house workshops, ex: speech pathologist, nutritionist
- Central Intake Office: Walk-in clinic for speech & hearing for parents/guardians Ages & Stages Training,
- Parent Link Centre: for information for Triple P and other workshops for Parents/guardians We also obtain resources like birch bark baskets,
- RAP (Resource Access Pass) Card: to help with ARCQE workshops cost/materials
- Radar Medical Services: first aid courses
- Camrose & District Help Book: resources for parents/guardians to include in newsletters
- Camrose neighborhood aide (Food Bank): to donate to the community or they send overflow to us of particular items that spoil easily
- Centra-Cam: volunteers in kitchen duty
- Bottle Depot: fundraising re: bottle donations
- Battle River Community Foundation: grants for furniture and equipment
- Community Enhancement Program: grants for renovations projects
- Camrose Elks Club, Thrift Store, Camrose Kinsmen Club, Tim Horton's, Superstore, Walmart, Safeway, Co-op: Fundraising projects, Halloween donations for parties, and supplies.
- Individual donations: donation receipts for tax purposes when giving cash or items with value attached for use in centre

As a part of the community it is integral that we make partnerships with the City of Camrose. The following are partnerships that are already established with the community.

- TIPS (teaching independent parenting skills)
- Post-secondary institutions
- Alberta Health Unit
- Family Resource Center
- Camrose Police Service
- Edgeworth Center

We will sustain these partnerships by doing the following:

- Post-secondary institutions

- Having practicum students from the early childhood education program in the Daycare rooms.
- Having our daycare professionals' act as mentors for upcoming professionals within the early learning community.
- Providing our children with the opportunity to engage in developmentally appropriate experiences provided by students.
- Teaching independent parenting skills
  - Being a middle standpoint for programs offered to parents/guardians i.e. TIPS we display any TIPS programs on our parent information board.
- Alberta health services
  - Providing medical info on communicable disease.
  - Providing the Canada Food Guide and any other relevant pamphlets.
- Family Resource Center: parent link
  - Providing information to our families as they become available to us from the family resource center.
  - Connecting with the organization to further our staffs' professional development through workshops, etc.
- Camrose Police Service
  - Maintaining an open line of communication
  - Have an officer come and have talks with Starship and Rangers about strangers and safety.
  - Have an administrative connection when it comes to situations like lockdowns, court orders
- Edgeworth Center
  - Support children in their sports efforts in the community and integrate more active activities into our daily programming.

In order to further develop our relationship with the community of Camrose, we as a non-profit organization would like to develop and maintain the following relationships:

- Camrose District Support Services
- Bethany /Seniors centers
- Battle River School Division #31
- Elk Island Catholic School division
- Camrose Family literacy
- Earth Rangers Bring back the wild
- Operation Christmas child

## **COMMUNITY COMPLAINT POLICY AND PROCEDURE:**

Camrose Children's Centre encourages open communication between our staff, parents and guardians, community partners, and the general public.

Camrose Children's Centre ensures the safety and well-being of the children and families served as well as the staff. Complaints made by the public are taken seriously and handled in accordance to the following steps:

1. Document the complaint with details, on the Public Complaint form.
2. Communicate with the staff and children involved in the incident to clarify the complaint details.

3. If the complaint warrants, make necessary call to a Licensing Officer and fill out appropriate paperwork.
4. If no further action is required contact complainant to assure a proper investigation was conducted.

### **STAFF AND VOLUNTEER SCREENING POLICY:**

All staff and volunteers will be screened before working or volunteering.

1. Interview all staff and volunteers. Minimum of three references required, two of which must be work related; if a negative reference is given will review with primary staff member hiring potential, may ask for additional references.
2. All information will be documented in staff or volunteer file.
3. Orientation package then will be reviewed by Executive Director with staff and or volunteer.

### **STAFFING AND SAFETY:**

At the time of employment, all new staff will be given the following:

- Employee Handbook
- Personnel Policies
- Job Description
- Orientation Package: Letter of Offer, Employee Code of Conduct, Oath of Confidentiality, Emergency Contact List, Statement ascertaining that you have read and understood the Employee Handbook, Policies & Procedures & Job Description., and Orientation Checklist.

Staff member will also complete income tax forms, and a payroll form. Once all the paperwork is completed, the Executive Director goes over the Orientation check list and will orientate staff to policies and procedures of the childcare program.

Proof of a valid first aid certificate in Child Care or registration into the next available course is also required as per Accreditation Standards. During any period where a staff member may not have a valid certificate, they may not work alone with a group of children or hold any position in which they may need to be alone with a group of children. A tour of the Centre is conducted, and the new employee is shown where all forms and important info is kept.

All employees are required to have a Child Care Assistant or be registered in an approved 50-hour orientation course (letter is required as proof), a Child Care Worker, or a Child Care Supervisor. If any employee has not received a Child Care Assistant certificate within the 6-month time frame from their first day of work, they will be removed from the floor and will not be reinstated until a certificate has been received. Staff members may not work alone with children or be counted in ratio until they have completed the online training course.

The Child Care Supervisors and Child Care Workers are situated throughout the Centre with ideally 1 in each of the 5 playrooms. Between the hours of 8:00 a.m. and 4:30 p.m., 1 in 3 staff has to have at least a Child Care Supervisors or Child Care Workers certificate. When opening and closing the Centre, 1 employee has at least a Child Care Supervisors or Child Care Workers certificate. All employees have a copy of the certificates kept in their files.

All staff members who work directly with the children and are counted in the child/staff ratio for any period of time, must be certified through Daycare Staff Qualifications. This means that all these staff

members have received training in Early Childhood Development. They also are recommended to have Ages & Stages training, and at this time, most staff members do have this course.

Volunteers are also given an orientation, but with some slight differences. Volunteers are asked to sign the Oath of Confidentiality and an Orientation Checklist is gone over. Also, if desired, a set of duties can be created at this time as well. Volunteers are also given info on proper conduct, policies and procedures, and any other important info is required. Volunteers are not counted in our ratios and are not left alone with the children.

Staff will take turns conducting MONTHLY Fire Drills. These drills are unannounced so that both children and staff become accustomed with what to do in an emergency situation. A record of the fire drills is posted in the front entryway and parents/guardians are invited to inspect these reports.

Staff shall be instructed to perform in an effective manner during emergency situations such as injury, flood, fire, etc. and shall, from time to time, participate in mock drills.

All Primary staff and volunteers are required to provide evidence of a complete criminal record check, including a vulnerable sector search, which must be given to the Executive Director within 8 weeks of commencement of employment, dated no earlier than 6 months prior to the date of employment and every 3 years after that date. Staff cannot be left alone with children or counted in ratio until these checks are given to the Executive Director. Staff who are NOT responsible for the direct supervision of children (cook, Janitor, work experience students, or volunteers) must provide a satisfactory criminal record check including a vulnerable sector search to the Director within 8 weeks of commencement of employment, dated no earlier than 6 months prior to the date of employment and every 3 years after that date. (Parents/guardians must sign off for Minor's who volunteers or have a Police letter of refusal to do Criminal Record Check) All Staff contracted and hired by the Camrose Children's Centre must also provide the Executive Director with a Satisfactory Alberta Government Intervention Record Check and renew it every 3 years. The costs of these checks are paid for by the employee. A notation or copy of the above checks will be placed in the employee's file.

Staff will also be required to hold a valid First Aid in Child Care Certificate or be registered in the next available course.

The above information is recorded on a separate form and placed in the employees/volunteers file.

The following documentation that is in the employee's and/or volunteer's (if necessary) file ensures a thorough screening and orientation has been done.

1. Application form/resume.
2. Current contact information.
3. Child Care certification and relevant credentials.
4. Record of reference checks.
5. Record of Criminal Records Check, including a vulnerable sector search and Alberta Government Intervention Record Check updated every 3 years.
6. Proof of First-Aid Certificate.
7. Evidence that the individual completed the agency's pre-service orientation.
8. Performance evaluations: self -evaluation and management's assessment.
9. Signed document stating staff have read and understood parent and employee handbook.
10. Confidentiality agreement.

## **STAFF EVALUATIONS:**

All staff employed at the Centre will be evaluated after their first 6 months to determine if they get off probation, and then every year with a Yearly Evaluation that is completed by Executive Director. (To be completed in December)

With workshops, all in-house workshops are mandatory and permission for not attending will only be given by the Executive Director in case of emergencies. It is expected that all staff will participate to some degree in fundraising and volunteer activities.

## **STAFF POSITIONS:**

Staff positions at the Camrose Children’s Centre may include Executive Director, Childcare Assistant, Childcare Worker, Childcare Supervisor, Business Manager, Cook, and Janitor.

The **Executive Director** is responsible for overseeing the operation of the Centre (programming, public relations, etc.). An **in-Office Supervisor** and an **On-Floor Supervisor** are Childcare Supervisors, and have a good working knowledge of the Centre, and are to cover if the Executive Director happens to be absent.

The **Executive Director** also makes brief visits to the rooms throughout the day to play with children, talk with staff and keep an eye on programming, etc.

The **Childcare Assistants, Workers and Supervisors** are responsible for planning and implementing a developmental program of activities age appropriate and geared toward meeting the needs of the children in their care. The number of childcare workers varies with the number of children enrolled. The role of the staff members in the rooms is to set up the room to include the basic learning centers in an appealing way. They must plan and implement a learning program of experiences and activities designed to meet the needs of the children in their care. They provide a balance of active and quiet times, indoor and outdoor, individual and group activities. They interact with the children throughout the day, moving them from one activity to the next as non-intrusively as possible. They help extend the children’s play and introduce new Centre, etc. when they feel it is appropriate. They also supervise and help work out differences, upsets and hurt feelings etc. Staff will greet children and parents/guardians on arrival at the Centre, and at pick up time, chat with parents/guardians and pass on information about activities or happenings during the day.

The Camrose Children’s Centre ensures that we are following the Child Care Licensing Regulations to meet ratios and maximum group sizes, the maximum number of children:

<b>Age of Children</b>	<b>Primary Staff Member to Children Ratio</b>	<b>Maximum Number of Children in a Group</b>
Infants 12 months to less than 19 months	1:4	8
19 months to less than 3 years	1:6	12
3 years to less than	1:8	16



4.5 years

4.5 years and older

1:10

20

We occasionally use the “while children are sleeping ratios of:

**Age of Children**

**Primary Staff Member  
to Children Ratio**

Infants 12 months to less than 19  
months

1:8

19 months to less than 3 years

1:12

3 years to less than 4.5 years

1:16

The Camrose Children’s Centre ensures that our primary staff members to children ratios are:

- At all times between 8:30 a.m. and 4:30 p.m., at least one in every 3 of the primary staff members is certified at minimum as a child development worker and the other primary staff members are certified at minimum as child development assistants,
- At all other times of the day, every primary staff member is certified at minimum as a child development assistant.

The Camrose Children’s Centre ensures that when 7 or more children are present at our program, whether on or off the program premises, that we have a minimum of 2 staff members, one of whom is a primary staff, on duty, and children are, at all times, under supervision of the primary staff to ensure the safety, well-being and development of the children.

The **Business Manager** is responsible for administration of clerical and bookkeeping services, assisting Executive Director with administration and public relations.

The **Cook** is responsible for providing the children a nutritious lunch and two snacks per day (morning and afternoon), which follow the Canada Food Guide.

The **Janitor** is responsible for daily cleaning needs of the Centre.

Throughout the school year, **Students** taking Early Childhood Development courses will fill part of their practicum hours at our Centre. These students are both male and female. The students are fully supervised at all times, and are never left alone with, or given full responsibility for care of the children.

**OFF SITE EXCURSIONS:**

All parents/guardians will be required to sign a written permission form for all walks and outings. Parents/guardians will be informed through a field trip form completed by staff of all supervision and transportation arrangements. The ratios on field trips will be maintained as they would within the daycare Centre. This form will state the nature of the outing and the procedures that will be taken. If this form is not signed, then permission for the child is not granted.

If a room is planning on going on an excursion, OUTSIDE OF THE FOUR BLOCK RADIUS, the following things need to be submitted to the Executive Director the day prior to the field trip.

1. A map detailing the route of walking to the location of the field trip. Please stay on major routes so that if another child comes or a parent wants to meet up with you, they can find you.
2. A planned approximate time of departure and arrival back to the Centre.
3. Master copy of permission form with elements of risks, etc.
4. List of staff attending, and phone numbers of cell phones taken.
5. We ensure that we meet/exceed ratio supervision when on field trips.
6. Staff members are not allowed to drive children or use taxis for field trips.

The staff will be responsible for the following:

- 1) The Portable Emergency Binder, Kleenex, First-Aid Kit, Hand wipes, list of all children's names that are in the group, cell phone number.
- 2) Leaving a detailed list with the front staff (list must be handed to them, not left on the front desk) which includes: all the children's names that are participating in the outing, names of the 2 staff and any other volunteer/parents/guardians that are accompanying the group, cell phone number, the map of the route taken, time of departure and the estimated time of arrival back at the Centre which can be no later than 3:00 p.m. unless other arrangements are discussed and made with the parents/guardians, The Executive Director and other staff at the Centre.
- 3) Staff members are responsible for all safety precautions which include: telling the children where they will be going, what they will be seeing, who will be coming along, and who is in their assigned groups/group leader, then discussing all safety rules and expectations. A head count to be done on departure, arrival at the destination, and if the outing is a walk, every once and awhile, traffic safety rules (holding hands, walk together as a group, only cross at a crosswalk or curb and only when safe to do so, if riding in a vehicle everyone remains seated, etc.)
- 4) Volunteers/Parents/Guardians/Family Members are informed of what expectations are required of them while on field trips. As well, staff members will enforce bus safety rules that comply with Transport Canada guidelines when using a bus for field trips.

### **Community Walk:**

1. Staff and children take regular community walks.
2. Parent needs to complete community walk form prior to community walk written permission is required.
3. Childcare to staff ratio will be maintained according to childcare licensing regulations, depending on supervisor and activities
4. Staff posts the attendance of children, route, and cell number to contact the staff. This is handed to another primary staff or business manager to post in front office for if parents/guardians come to get their child, they know where they are.

### **POLICY ON EVALUATING DAYCARE:**

Every September, we will sit down and review, plan together yearly goals for the Centre and the children. Staff will be solely responsible for establishing room goals and goals for each child. In co-operation with staff and Board of Directors, the Executive Director will set yearly goals for the Centre. Monthly staff meetings and board meetings are incorporated to help evaluate and monitor progress of the Centre and its programs. If any changes are needed, they are discussed with all members and implemented with everyone's approval.

Each year in the spring, we will send out a parent/community survey to evaluate our program and its contents. The results of this survey will be used in improving our delivery of services and to upgrade any additional ideas to the program.

Parents/guardians are encouraged to provide input into the programming/activities that their children are engaged in by survey that are handed out every September and reviewed by the Executive Director and staff to set goals for the upcoming year, suggestion box and direct communication with Executive Director/childcare staff.

The program tracks, records and reviews the occurrence of all accidents or illnesses. Annually the Program submits an Annual Incident Reporting Summary and Analysis Report, as well as a compilation and review of illness records (potential health risk) to help to identify trends, areas for further concern or requiring action. The Executive Director will review any incidents or reports made by staff and make any necessary changes immediately. All incidents will be reported on the Centre's reporting forms and or illness log and reported to Child Care Licensing. All illness reports are kept on site and reviewed upon licensing visits. The Annual Incident Reporting Summary and analysis reports are filed annually to our local Child and Family Services Authority.

### **APPROACHES TO MEETING NEEDS (PROGRAMMING):**

Each September, the childcare workers submit to the Executive Director a yearly program plan for the group of children they will be working with over the year, using a thematic approach to program planning. This plan will be used as a guide and expanded on. Weekly plans are done and posted for the parents/guardians.

Staff members share ideas for activities and plan for visitors to come and interact with all age groups, either jointly or one group at a time. Planning time is scheduled for each room weekly.

The games, toys, etc. that we have in each room are age appropriate. Toys and games are shared and rotated by the rooms to add variety and to challenge the older children in each group.

Program plans are very flexible and subject to change according to the weather, visitors, interest of the children, etc.

We work to improve each child's developmental areas. These are:

- **Social** –Learning to work through situations involving other peers within a group setting. Children get to practice these skills by learning how to take turns and share, and by learning how to communicate with others within the room (peers, staff, other adults); these interactions can be through problem solving, self- expression or during circle times.
- **Physical**- Developing their gross and fine motor skills through planned and self-initiated activities. Gross motor activities can be planned daily within our indoor gym or in our substantial yard space, weather permitting. Fine motor activities such as beading, puzzles, and art experiences are planned daily to help children develop such fine motor skills as hand-eye coordination, pincher grasps, etc.
- **Language**- Children develop language and communication skills daily. We have added this developmental area into our program plan this year because we feel that it should also be highlighted as much as the other developmental areas. Children start to develop their language at a very early age; therefore, we provide experiences to reflect their development. For example, we read stories and sing songs with the children to help develop vocabulary through our circle times. Language is also formed and learnt throughout the daily interactions of others

and through hearing new words and their meanings. Overall to nurture the development of language in children gives them the basis to communicate with others, to express themselves, and to connect with society.

- **Intellectual-** the development of cognitive skills. Children are exposed to new concepts and ideas and allowed to experiment with these until the skills are grasped. An example of this could be cause and effect in the water table, or letter and shape recognition at a tabletop activity.
- **Creative** – this can be expressed through art (painting, drawing, gluing, etc.), storytelling, play dough or clay, gift or toy making, dancing and other movement activities, etc. Art materials are available to children throughout the day. Staff plan creative activities daily and the children are encouraged to create their own experiences as well. Efforts are enthusiastically displayed and praised to help foster self-esteem and creative outlets.
- **Emotional-** to develop the skills and vocabulary necessary to express one’s own emotions and needs; learn empathy towards others; to develop skills for self-expression, emotional control and regulation. Staff model methods of working through incidents with peers. Staff work on problem-solving skills with children, taking the role of a facilitator. They talk through any issues and solve them in an appropriate way, depending upon developmental level. In younger classrooms, staff provide the vocabulary to express feelings and emotions. This is done through circle times, and daily interactions, i.e., “Johnny looks sad”. Staff are sensitive to individual needs and emotions of the children within their care and will provide comfort, encouragement and praise where and when needed.
- **Diversity-** Camrose is a multi-cultural community, therefore we are teaching more about the differing ethnic backgrounds of the children within our care. We promote the learning of diversity within our community by having different guest speakers come in; by listening and providing different musical experiences using music from around the world; by supplying different dress-up materials using ethnic/ multicultural celebration dress, etc. We also, within our older age groups, have different families come in and talk about different celebrations within their own families.

## **GOALS AND OBJECTIVES OF THE CAMROSE CHILDREN’S CENTRE:**

### **Goals for the Child:**

1. To provide opportunities for children to interact with peers and adults in a setting conducive to the development of social relationships.
2. To provide opportunities for meaningful play that is based on the child’s individual needs, interests, handicaps and abilities. This will build important foundations for daily skills, and positive growth and development.
3. To provide a safe environment that will encourage exploring and experimenting.
4. To provide opportunities for development of both fine and gross motor skills.
5. To provide opportunities for creativity by supplying materials and ideas that will stimulate the child to create. It is also a time to recognize and grow with children’s ideas and skills.

### **Goals for the Parent/Guardian:**

1. To provide opportunities to meet and work with other parents/guardians and staff who have, as their common goal, the interests and needs of the pre-school child.

2. To provide safe and loving care for their children while the parents/guardians pursue their own work or other interests.
3. To work, in a supportive role, as closely as possible with the parents/guardians in all categories of daycare programming for the necessary well-being of the child and family.
4. To act as a resource for parents by sharing childcare knowledge and helping connect them with appropriate community agencies as families may require.

### **Goals for the Community:**

1. To help meet the needs of the community for a quality licensed early childhood education facility.
2. To contribute to the healthy growth and development of the future citizens of the community.
3. To provide a setting where people of all religious and ethnic backgrounds can work together for a common interest.
4. To ensure all persons are welcome at the Centre.

### **AGE/ROOM GROUPING:**

#### **Baby Room (Lil' Rainbows)**

Children are at least 12 months to approximately 24 months old. Staff/child ratio is 1:4 for. Maximum group size is 8 children.

#### **Funshine Room**

Children are approximately 19 months to approximately 3 years. The staff/child ratio is 1:6 and the maximum group size is 12 children.

#### **Buckaroos Room**

Children are approximately 3 years to approximately 4 ½ years old. The staff/child ratio is 1:8 and the maximum group size is 16.

#### **Rangers Room**

Children are approximately 3 ½ to approximately 5 ½ years old. The staff/child ratio is 1:8 and the maximum group size is 18.

#### **Starship**

Children are approximately 4 ½ to the first day of grade 1. The staff/child ratio is 1:10 and the maximum group size is 20.

### **DAILY ROUTINES:**

The Centre has five classrooms to accommodate the pre-Kindergarten enrolled children: Lil' Rainbows, Funshine, Buckaroos, Rangers, and Starship. Each room is set up in learning centers. These include Block Area, Water Play, Sand Play, Housekeeping, Manipulatives, Art & Crafts, Music, Reading/Quiet Area and Dramatic Play.

For most of each day, children are grouped according to age. Mixed age groupings occur throughout the day (outdoor play, special activities, early morning and prior to closing). Following are very flexible samples of daily schedules:

### **Lil' Rainbows:**

Times are very flexible. Bottles are given according to individual schedules. Diapering occurs approximately every 1 ½ hours to 2 hours or as needed.

### **Funshine/ Buckaroos / Rangers / Starship**

Times are very flexible based on activities in progress, interests of children, outdoor temperature, potty training needs, etc.

<b>Time</b>	<b>Activity/ Routine</b>
<b>6:00- 11:30</b>	<ul style="list-style-type: none"><li>• Arrival</li><li>• Morning Snack (9:00-9:30)</li><li>• Wellness Routine (Hand washing, diapering, toilet time)</li><li>• Play Activities implemented- small group experiences may include, language math, science, dramatic play, music, movement, art, block construction, fine/gross motor, sensory play</li><li>• Outdoor/ gross motor opportunities</li></ul>
<b>11:30-2:00</b>	<ul style="list-style-type: none"><li>• Lunch (11:30-12:00)</li><li>• Wellness routine (Hand washing, diapering, toilet time)</li><li>• Quiet activities (books, small manipulatives toys) to settle for nap</li><li>• Sleep time</li><li>• Early riser activities: Quiet activities in classroom (puzzles, small manipulatives, books)</li><li>• Outdoor / gross motor opportunities</li></ul>
<b>2:00-6:30</b>	<ul style="list-style-type: none"><li>• Afternoon snack (3:00-4:30)</li><li>• Wellness routine (Hand washing, diapering, toilet time)</li><li>• Play Activities implemented- small group experiences may include, language math, science, dramatic play, music, movement, art, block construction, fine/gross motor, sensory play</li><li>• Outdoor/ gross motor opportunities</li></ul>

- Times are all approximate in regard to snacks and lunch
- Wellness routines will happen as often as needed
- Outdoor play is dependent on weather conditions

During centre time, children can choose where they wish to play. Staff may direct this play by putting different objects in the centers, e.g.: play food in the house area, zoo animals placed in block area, hats, scarves and ballet shoes in music area and so on.

Creative activities offered in the afternoon are often different from those offered in the morning, but they may be a continuation of the morning activities. This depends a lot on the children and their interest in what is happening.

Free play is child-directed play. It allows for creative expression, make-believe play and the freedom to participate in many activities. While free play is child directed, it is staff enhanced through the use of conversation to increase vocabulary, open-ended questions and imaginative exploration.

Activities for non-sleeping children during designated nap times are of a quiet nature (reading in the book area, making puzzles, coloring, playdoh, etc.). If numbers permit, one staff may take those awake to the gym or outside for more boisterous activities.

Planned sensory activities focus on one or more of the senses to heighten awareness and create a guided focus. An example would be touching goop, listening to different styles of music, tasting different items, etc. Creative experiences are teacher directed activities that are engaging for any number of reasons. Some examples include mud play outdoors, marble painting, group dramatic play, etc.

### **Mixed Age Group:**

Mixed age grouping occurs at the start and end of each day. The only other times they are grouped are if we have a special visitor or special activities planned.

Staff will greet children and parents as they arrive and for children who are apprehensive, sad, etc. they will hold and cuddle them until they are ready to play. During the time spent with mixed ages, staff will have those who wish to sit in a circle and sing songs, do finger plays, tell stories or play games such as “Duck, Duck, Goose”, “I Wrote A Letter To My Love”, “London Bridge”, etc.. All of these activities are offered but children need not get involved if they choose not to. There are enough interest areas and equipment that the children keep very busy in a free play atmosphere.

During the day, children are encouraged to practice their self-help skills. The following are some examples:

- a) Children are expected to be responsible for their own as well as their room’s accessories. Toys must be put away before going on to another activity.
- b) Children take turns handing out napkins, milk, etc. at lunchtime.
- c) Toys and craft materials are on low shelves so children can get supplies on their own and also put them away.
- d) Blanket and art cubbies are low enough for children to reach.
- e) Hooks are placed so children can hang up dress-up clothes, paint shirts, aprons, etc.
- f) Children are encouraged to wash brushes after use, put paint away, etc.
- g) Putting on and taking off their own outside clothing, with help if needed.
- h) Schedule times for children to help prepare snacks.
- i) Toilets and sinks are accessible so children can use them by themselves.

The gym is used for gross motor activities, music, etc. throughout the day, with each room taking turns using it.

The outdoor play space is fully fenced. Each room has access directly into the play yard. There are large climbing structures, a hill, bike path and some trees for shade. Bikes, wagons and toys are kept in the shed and brought out when needed. A covered sandbox, as well as other toys and craft supplies are brought outside from the rooms to help keep the children busy and learning.

### **NET FLOOR AREA PER CHILD:**

The Central Alberta Family and Social Services, Daycare Regulation (2008) states that a license holder shall provide a net floor area of not less than 3 square meters per child in the case of a daycare Centre, and the net floor area shall be calculated by measuring floor space that is appropriate for use by children when playing, resting, sleeping and eating, on the basis of licensed capacity.

The same regulation also states that a license holder of a day care Centre shall provide outdoor play space that is adjacent to, or within easy and safe walking distance of, the daycare facility and accommodates at least 50% of the licensed capacity and at a level of not less than 4.5 square meters for each child who is 19 months of age or over.

### **INSPECTION VISITS/REPORTS:**

Inspection visits occur unannounced periodically throughout the year. The most recent report will be posted on the Parent Info Board at the front entrance for parents to view.

### **NON-COMPLIANCE:**

Licensing officers are responsible for investigating reports of noncompliance (complaints). Parents can lodge complaints regarding noncompliance to the Licensing Officer by calling (780)-608-2536 or after hours at 1-800-638-0715

Where a complaint has been made in writing by the parent(s)/guardian(s) of a child enrolled in the Centre, the department shall notify in writing that:

- The complaint was investigated.
- Whether the complaint was verified.
- That appropriate action has been taken (the type of action will not be disclosed).

Where any other person has made a complaint (in writing, in person or on the phone), the department shall notify the person in writing that the complaint was investigated. Please note that:

- Identity of complainant is not divulged to the license holder.
- All complaints are investigated.
- Complaints can be anonymous.

### **GRIEVANCE POLICY AND PROCEDURE:**

Parents/guardians are made aware of the day to day happenings in a variety of ways. They are always welcome to join their child should they choose. The staff may leave notes detailing how the child's day has gone. We deal with parental concerns through discussion with primary staff and the Executive Director.

Should a parent/guardian have a concern with reference to their child, staff performance, program, policy, or Board, the following procedure should be followed:

A family who feels they have a grievance which remains unresolved must submit their grievance to the Executive Director within ten (10) working days from the date of the alleged grievance having occurred. The Executive Director shall answer in writing within four (4) working days of receipt of the grievance.

Should a parent/guardian feel that their concern has not been answered, they may submit, in writing, their concern(s) to the Board of Directors. The Board will then arrange a meeting with the



parent(s)/guardian(s) and parties concerned to reach an amicable settlement. In this case the following grievance procedure will be followed:

Procedure:

Step 1

If the Family remains unsatisfied with the proposed resolution, the family, within four (4) working days of receipt of the response to his/her grievance, shall present their grievance in writing to the Board President.

Step 2

He/she and a member of the Personnel Committee shall form the Grievance Committee. The President shall, within five (5) working days of receipt of the grievance, arrange a meeting with the family, the Executive Director and the Grievance Committee.

Step 3

The President shall, within two (2) working days of the meeting, provide a response from the Grievance Committee to the family in writing, with a copy to the Executive Director. The written response from the President shall confirm whether the grievance is upheld or denied and the reasons for that decision.

## **INFORMATION AVAILABLE FOR PARENTS:**

### **Subsidy Assistance**

Alberta Supports Contact Centre

- PHONE: (877) 644-9992
- FAX SUBSIDY FORMS TO: (780) 422-5692
- FILL OUT ON-LINE AT <https://www.alberta.ca/child-care-subsidy.aspx>

### **Children and Youth Services**

Lisa Woodrow

Child Care Licensing Officer

Central Region Child & Family Services

5005 49th Street, Camrose, AB T4V 1N5

Phone: (780) 608-2536 Fax: (780) 679-4046

Email: [lisa.woodrow@gov.ab.ca](mailto:lisa.woodrow@gov.ab.ca)

### **Regional Information Telephone Enquiry**

All Albertans have free telephone access to Provincial Government offices through the R.I.T.E. network. The R.I.T.E. number is 310-0000. Dial the R.I.T.E. operator and type in the number.

### **Child Care Staff Resources:**

Choosing a Day Care Centre: A Guide for Parents

Contagious Diseases in Day Care: A Handbook for Parents

The Day Care Licensing Policy Manual

(Available at <https://www.alberta.ca/child-care.aspx>)

### **Playground Safety – The Canadian Child Care Federation**

(CSA Standards)

Available [www.cccf-fcsge.ca/wp-content/uploads/RS\\_32-e.pdf](http://www.cccf-fcsge.ca/wp-content/uploads/RS_32-e.pdf)

### **Day Care Nutrition and Food Service Manual**

Available <https://open.alberta.ca/publications/healthy-eating-for-children-in-childcare-centres>

### **Canada Food Guide**

<https://food-guide.canada.ca/en/> (Available from Local Health Units)

## **WEBSITES FOR PARENTS AND CHILDREN**

- Crafts & Activities
  - [www.preschooleducation.com](http://www.preschooleducation.com)                      [www.wahm.com](http://www.wahm.com)
  
- A bit of “This & That”
  - www.kidsdomain.com                                              -www.Punkyschildcare.org
  - www.childrun.com                                                      -www.family.com
  - www.familyplay.com                                                      -www.cfc-efc.ca
  - www.funschool.com                                                      -www.workfamilytips.com
  
- Health
  - www.ciap.cpha.ca                                                      -www.hc-sc.oc.ca
  
- Provider/Parent Resources
  - www.today’sparent.com                                                      -www.candaianparents.ca