



Magic Mountain

Parent Handbook

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General Information

Welcome

Welcome to our Daycare! We are so pleased that you have chosen our centre to be your childcare provider. We are confident that your child will soon feel comfortable and happy here. Our program provides children with the comfort of daily routines, intellectual growth through academic learning, physical fitness through daily activities, social experiences through new friendships, and many other exciting opportunities for learning and fun! Our qualified and reliable teachers help provide a positive and welcoming environment for the children at our centre. To ensure the best experience at your new centre, please take the time to review this important *Parent Handbook*. Happy reading and we will see you soon!

Mission Statement

Our mission is to ensure that children are actively engaged in a healthy balance of enriching activities in a safe, stimulating environment where each child feels respected and valued. Our children are provided with a nutritious and delicious menu and a balance of child-initiated and teacher-directed activities. Our qualified caregivers and instructors are sensitive and responsive to the unique needs and personalities of each child in their care. We are inclusive of all and dedicated to meeting the child care needs of the families we serve by offering a balanced program that encourages positive social, physical, intellectual, creative, emotional and self-concept growth and development. We view daycare as a part of the family support system that enables parents to go to work knowing that their child is safe and well cared for in every way!

Philosophy

At our centres we are committed to providing the dynamic, inter-active, child-centered activities and environment required to meet the social, physical, intellectual, creative, and emotional and self-concept developmental needs of young children.

We provide an environment which is inviting, spacious and emotionally and physically safe with a large variety of learning opportunities. We celebrate and display the children's completed and ongoing work.

We are committed to establishing a positive and communicative relationship with children and their families and believe that this is essential in creating an atmosphere of respect and trust. We recognize that our purpose is to support the parents of the children in our care. We share with parents the opportunity and responsibility of caring for their child and welcome their involvement and ideas.

We provide each child with a variety of learning experiences which expand their knowledge and increase their understanding of their community and their world.

We encourage and support child-initiated activities which enable children to share feelings, emotions and ideas with others and give each child a sense of self-worth.

We provide a variety of multi-sensory and differentiated teacher-directed activities to provide the children with information and experiences which will enable all children to become successful and enthusiastic learners.

We believe that emotional engagement is essential to motivating and personalizing learning. Therefore, we encourage humor, music, laughter and fun in the daily activities and projects that the children undertake.

We provide opportunities for children to learn values; to respect friends and teachers, to work cooperatively, to learn to make good choices and to be kind, self-disciplined and responsible.

Code of Ethics

The Principles of the Code:

- Child care practitioners promote the health and well-being of all children.
- Child care practitioners enable children to participate to their full potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.
- Child care practitioners demonstrate caring for all children in all aspects of their practice.
- Child care practitioners work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.
- Child care practitioners work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.
- Child care practitioners work in ways that enhance human dignity in trusting, caring and co-operative relationships that respect the worth and uniqueness of the individual.
- Child care practitioners pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.
- Child care practitioners demonstrate integrity in all of their professional relationships.

(By the Canadian Child Care Federation adapted From the Code of Ethics of the Early Childhood Educators of B.C.)

Daycare Days of Operation

The daycare is open year-round Monday to Friday from 6:30AM-6:00PM with the exception of STAT holidays. When a STAT holiday falls on a weekend, the daycare will close on the Monday in lieu. Some additional closure hours will be taken over the Christmas/New Year holidays as well and will be announced accordingly.

Drop Off and Pick Up Procedure

Drop off Procedure: Upon arrival at the daycare the child must be delivered by their parent/guardian to the child's home room or designated room and the caregiver must be informed of the child's arrival so they can record the time that the child arrived in the tablet or binder. If there are any special instructions or concerns, the caregiver must be informed at that time (i.e.: medication, alternate pick up etc.). If the child requires medication the parent/guardian who is dropping off the child must fill out a medication form (which must be checked over by the Centre Manager or designate) and give the room staff the medication which will be stored in the applicable location.

Pick- Up Procedure: Upon arrival at the daycare the parent or authorized pick up person will inform the room staff they have arrived, who will then check their ID if applicable and sign the child(ren) out with the time and their initials (if applicable) on the tablet or binder. If someone other than the usual person(s) arrives to pick up a child, the following procedure applies:

- The office or room staff will ask for picture identification from the individual picking up the child and will check the child's portable emergency information to verify that individual is an authorized pick-up.
- If the individual is listed as an authorized pick-up and their identification matches, then the child will be released to that person.
- If the person's name does not appear as a designated alternate then the child will not be released. Staff will explain to the person that he or she does not appear as a designated alternate on the child's registration form and the parent did not inform the daycare that this person would be picking up the child that day and so the daycare will not be able to release the child.
- The parents/guardians will then be contacted to make alternate pick up arrangements.

Review & Community Stakeholders Policy

In keeping up to date with emerging best practice and Licensing standards, it will be the responsibility of the Corporation to review and revise the policies and procedures, in whole or in part, on a yearly basis. This will be done with input from staff, parents and children informally (daily conversations, suggestion box, etc.) and formally (surveys, questionnaires, policy review forms, etc.) throughout the year and more often if needed.

The management staff (with input from all employees) will "identify" the families in our centre. When "identifying" families the daycare will take their demographics into consideration, focusing on culture, ethnicity, socioeconomic status, age and needs of the families. With this information, the daycare will locate and reach out to community stakeholders that are relevant to the program and that represent the families and their needs. The daycare will invite these stakeholders to learn about our program and participate in our program either to offer applicable service, or to offer support and consultation that the daycare can take into account when reviewing policies and procedures. Community stakeholders who participate in the daycare's program directly will go through an orientation process.

Fee Policies

Fee & Late Payment

Full payment of fees (current monthly fees are posted on the website) are required to be received from the parent/guardian on the 1st of each month. On the 5th business day of the month, a late fee of \$10.00 per child per day will apply thereafter until fees are paid. If all outstanding fees are not paid in full by the 10th of the month, the daycare will immediately terminate care. Parents understand that fees are based on the child's age as of the first day of the month. For instance, a child who turns three years old in the middle of the month will still be charged fees at the Toddler rate that month.

*PART TIME: In addition to full time, parents are able to choose two or three recurring days of the week (for example Mon, Tue, Fri) to receive care. Parents are welcome to adjust this weekly schedule with 30 days notice.

*DROP IN X10 PASS: The daycare's 10 pass is the daycare's most flexible plan. Parents can drop off their child(ren) any day within the operational hours, with just 24 hours notice. To purchase their 10 pass, parents must first register and pay the deposit online during which they must select the drop in option. Next they visit the location's office to pay the remaining balance. Their 10 pass punch card will remain at the daycare. The 10 pass is only available at select locations and only for the 3-5 year old (preschool and pre kindergarten) ages.

Fee Payment Option

The daycare only accepts fee payments via Pre-Authorized Debit. The P.A.D. agreement must be submitted to the daycare *before* registration will be considered final and a space secured.

Required Notice – Termination of Care & Fee Increases

The parent/guardian is required to give the daycare *one month's* written notice in writing via the daycare's *Notice of Withdraw Form* (to be provided to the parent upon request) of childcare termination by the *1st* of the month. If the parent does not give one month's written notice, they will be charged a fee equivalent to one month's childcare fees. The parent agrees that the daycare can increase fees with *two month's* written notice via email of the change. It is normal for fees to increase each September.

Vacation or Leave

The parent/guardian agrees to pay the full monthly fees regardless of days missed for vacations, illness or any other reason. Fees are not refundable under any circumstance.

NSF Fees

There will be a \$40.00 fee for all payments that are returned NSF, stop payment or for any other reason. Parents are responsible to pay this fee along with the daycare fee in cash or e-transfer no

later than the end of the business day on the day they are notified. Late fees will also apply as per the *Fee & Late Payment Policy* above.

Late Pick Up

Late charges of \$20.00 for the first 10 minutes or portion thereof and an additional \$2.00 for every minute late after 6:10pm must be paid directly to the staff who are waiting for the parent/guardian. If a parent/guardian is unable to pay the staff when they arrive, a bill will be sent out the next morning and they will have until the end of business on that day to pay their late pick up fees. Failure to pay their late pick up fees will result in the immediate termination of care. Parents who are late three or more times will receive a warning letter regarding the termination of their child(ren)'s care.

If parents/guardians are more than 15 minutes late, the daycare will call their emergency contact person for pick up. If they or the parents/guardians have not arrived by 7:00 pm the daycare will call Family Services to come and care for their child. It is the responsibility of the parent/guardian to contact the daycare if they are going to be late picking up.

Summer OOSC Program

Parents/guardians understand that if their child attends the OOSC program, fees for July and August are higher than the September to June OOSC fees. Summer OOSC fees are posted on the daycare's website for ease of reference. If a parent/guardian does not require care for these months, it is their responsibility to give the applicable one months' notice or pay the month(s) fees in lieu of notice. Parents/guardians also understand that should they wish to withdraw for the summer months, they are not guaranteed a spot in September but they will be added to the September waitlist upon request.

Registration Deposit

Parents/guardians understand that they are required to pay a \$100 deposit to secure their registration. Parents understand that this fee is non-refundable and that the full amount will be applied toward their first month of care. Parents understand that each spring there is a pre-registration for OOSC and Kindergarten children enrolling for the following September and a \$150 deposit is required to confirm this September enrollment each year. This deposit will be deducted from their September fees and is non-refundable.

Building Access

All families are provided with one key fob upon enrollment. Families can request an additional key fob for a fee of \$10 per fob. Only one fob per authorized pick up is permitted. To replace a lost or stolen fob, the fee is \$20. These fees can be paid in cash or check to the front desk.

Subsidy Requirements

The daycare requires full fees (per child) on the 5th business day of attendance if the daycare has not received a confirmation/proof of subsidy approval. Once subsidy is approved, adjustments will be made as required.

RESPONSIBILITIES OF THE PARENTS

1. Ensure that their subsidy is up to date. When the subsidy office requests information it is the parents' responsibility to ensure that the information is sent immediately.
2. All information will be given by the parent to the subsidy office and confirmation of the fax or email will be given to the daycare.
3. Inform the daycare of confirmation of subsidy (give the daycare a copy of the confirmation) as soon as they receive it.
4. To receive the approved subsidy amount, the government requires that the child is in care for 100 hours per month if they are 12 months to 5 years old and 50 hours per month if they are in the OOSC (Gr 1+) program. If the child does not make their hours in a given month then AB Subsidy will prorate the coverage for that child and pay the daycare accordingly. It is the Parents responsibility to pay this difference. This fee must be paid within 3 business days from the time the notice is sent out or given to the parent.

RESPONSIBILITIES OF THE DAYCARE

1. Remind families that their subsidy is expiring.
2. Send notices to Parents who did not make their subsidy hours, stating how much they owe. Note that the daycare can only send parents this information once it is received from the AB Subsidy office.

FAILURE ON THE PART OF THE PARENT TO PROVIDE THE DAYCARE WITH WRITTEN PROOF OF SUBSIDY CONFIRMATION:

1. Subsidy will be stalled. If the daycare does not receive confirmation by the 25th of the prior month, then parents will be expected to pay the full childcare fees. Failure to make this payment will result in termination of care.
2. Once subsidy is approved or reinstated then the family may have a credit. This credit will be put towards their next month's fees.

Child Development Policies

Meeting the Developmental Needs of the Children

The staff at the daycare will plan and implement their programs and activities based on the daycare's *Philosophy* and *Mission Statement* which incorporate the following developmental needs of the children;

Social Needs: It is important that the children learn to interact with peers and adults, to function as a group member and to learn appropriate social behaviour. In order to facilitate this, the children are grouped into small groups with consistent Caregivers. They are encouraged to participate in group activities as well as to be kind and considerate to one another. When there are disagreements, the staff help the children settle their differences in a friendly and courteous manner. The children are

taught to use proper manners; simple things such as please and thank you and excuse me, etc. The daycare provides a variety of toys and activities to encourage social development.

Physical Needs: It is essential that the children develop a variety of physical skills. The need for adequate nutrition, rest, health and safety is also essential. These are met by providing a clean and bright center with plenty of sinks and toilets, a nutritious menu, an awareness of dress standards for various types of weather and by having parents provide extra clothing for their children. The daycare also provides a variety of extra clothing in case a parent forgets to send some along. The daycare is aware of special diets, medical conditions and allergies, and follow the parent's instructions regarding these special individual needs. The daycare provides individual cots for naptime (toddlers and 3 year olds). There are a wide variety of toys and equipment to ensure the development of gross and fine motor skill abilities. The outside play space is well equipped and the indoor gym(s) are accessible throughout the day. Body awareness and movement abilities are encouraged in all the centres themes and daily activities. Personal hygiene skills are taught and implemented by the staff. Medication is carefully administered and properly stored as per the daycares medication policies.

Intellectual Needs: The daycare provides the children with opportunities to explore, observe and understand objects and events in their environment. A variety of books and puzzles, a science centre, a discovery center, special programs, weekly themes, letter and number recognition etc. are part of stimulating the children's intellectual needs. The daycare provides a themes with corresponding books and props so that staff can build upon the theme. The theme acts only as a guide, as spontaneity is also encouraged. Each room has a literacy centre, including books and puzzles, and a music center to encourage the development of language and communication. Throughout the day, particularly at story time, children are given the opportunity to learn new words, expressions of feelings, and how to listen and follow directions. Staff facilitate the development of the five senses at every child-initiated opportunity as well as staff-initiated activities and through the daycares preschool programs.

Creative Needs: Creative thinking is an essential area of development that has the ability to generate new ideas and new combinations of ideas. It is the basis of all creative self-expression, problem solving, inventing, discovering and experimenting. A variety of materials for free art are provided and the children are encouraged to express themselves creatively through art, drama, role-playing, and music, etc. The toys and materials ranging from random odds and sods to special housekeeping sets are provided for creative growth. Although staff have fun watching and encouraging creativity, they keep their interference to a minimum to allow children to respond naturally to the situations they create.

Emotional Needs: During circle time, the daycare occasionally feels it's helpful to be aware of and discuss the children's family; siblings, parents, pets, etc. Each caregiver, therefore, is familiar with the information that is on the child's registration forms. The daycare and staff believe that if the child's emotional needs are met, then their other needs are able to develop freely. Children's emotional needs are complex and require that caregivers understand and meet their needs. Staff meetings are used to discuss individual children and ways of promoting affection. It is important to build up the child's self-esteem, which promotes positive emotional growth. By keeping small numbers in each of

the groups and by ensuring consistent caregivers, the children and staff soon develop a close relationship, where little 'hugs' are common and a sense of security and belonging are strong within each child.

Self-Concept Needs: It is essential that every child feels valued as an individual, develops their own sense of identity, have a positive self-esteem and feels accepted despite any differences they might have. The daycare takes responsibility to encourage children to acknowledge their unique difficulties and personal challenges and to recognize and celebrate their unique joys and successes.

** After encouragement, children not wishing to participate in a specific activity will be given alternate choice(s)*

Child Development Goals

The daycare has a number of goals that reflect its *Philosophy*;

Goal: To provide a setting that encourages and supports growth and development of the six developmental areas. i.e.: social, physical, intellectual, creative, emotional and self-concept needs as described in the daycares *Philosophy*.

Role of Staff: In order to satisfy this goal, staff must have some Early Childhood training to aid them in providing activities conducive to fostering each of the six developmental areas. Developmental areas are interrelated and codependent therefore the program must be varied and open-ended.

Goal: To create a physical environment which provides materials, child-sized equipment and developmentally appropriate activities conducive to play all of which promote learning.

Role of Staff: Staff must arrange and present materials in such a way as to encourage the child(ren) to use the materials. It is the responsibility of each staff member to recognize "teachable moments" when children are busy at play, but also allow the child's independence. It is necessary for staff to provide a variety of materials to meet the individual needs of each child.

Goal: To promote independence among children; to encourage children to make good decisions with minimal adult guidance.

Role of Staff: As caregivers, it is staff's responsibility to encourage children to learn life skills. As children develop competence in life skills staff will recognize and encourage independence. Caregivers are responsible to model appropriate behaviors (manners etc.) and life skills.

Goal: To have fun and develop friendships with their peers.

Role of Staff: Caregivers will encourage the development of friendships and enhance social skills by supporting children in making their own choices of playmates and activities. Caregivers will provide games and activities that encourage interaction which promotes co-operative behavior.

Goal: To support parents who entrust their children to the daycares care by providing communication regarding their child's personal growth and development.

Role of Staff: To communicate with and build a positive relationship with parents to ensure that the developmental needs of their children are met.

Physical Activity Policy

Physical activity is vital to optimal development of children. Children are encouraged to have outdoor physical activity at least once a day (weather permitting). If the weather does not permit outdoor activity, then each room is given some activity time in the mini gym(s). The room staff are responsible for the adherence to this policy and they will be monitored by the Centre Manager to ensure that guidelines are followed.

Documentation of Child Development Concerns

- In October, February and June, progress reports are sent home for all children to update the parents on how their child is doing developmentally and in the centre's educational programs. Similarly, when a child starts at the daycare and then around their birthday each year, a *looksee* Checklist is sent home to update the parents on how their child is progressing developmentally. If a concern is identified, parents and staff work together to help the child meet their developmental milestone. At this time a report is sent home monthly to monitor the child's progress (until the milestone is met).
- Informal discussions: caregivers discuss with Centre Manager any concerns regarding a child's development.
- Formal meetings: the Centre Manager meets with parents to discuss developmental concerns should they arise. The meetings include caregivers, parents and the Centre Manager, in attendance.
- Available services: The Centre Manager always has on hand a list of services available to aid families with developmental concerns they might have.
- Referrals: referrals can be made by the Centre Manager with appropriate parental consent. All referrals are documented by the Centre Manager and kept within the child's enrolment file.

Educational Programming

- The daycare's educational programming has multiple components. The Literacy, Math and Practical Life aspects are implemented through Montessori type programming whereas the creativity, art, music, science etc follow monthly themes and are delivered based on children's interest through a Reggio and Emergent style program implementation.
- Activities are incorporated within the daycare to foster and encourage all five areas of development (physical, social, emotional, creative and intellectual).
- Each room follows the theme schedule while incorporating child interests and child involvement as much as possible.
- Experiences are incorporated where diversity is talked about and presented in a positive way (example: staff help children to recognize that everyone is an individual whose uniqueness should be celebrated.)
- Field trips and special visitors are incorporated into the program as much as possible and are related to the theme.

- Newsletters are provided for parents to keep them informed of the themes and activities for the month.
- Program plans for each week will be posted on the parent bulletin board in each room on the Friday for the next Monday.
- Bulletin boards and displays are added to the room to reinforce the theme for that week and will be posted on the Friday for the next Monday.
- Books and art supplies will be fully prepared and put in programming bins on Friday for the next week.

Staff Planning & Prep Time:

- Programming staff from each room will be given 1.5 hours a week of paid programming/prep time. The Centre Manager will inform staff of the exact times/days that their programming is to be done. If in the event the daycare needs programming staff in order to maintain ratio, prep time will not be given that day.
- The Centre Manager will ensure that all supplies necessary for the program will be made available to the staff.
- Each room will incorporate fine motor, cognitive, and gross motor skills related to the development of the children in the room. These are skills that are incorporated into the programming on a daily basis.
- Development of each child's skills is to be documented on the tracking charts and then the Progress Reports.
- A folder for each child will contain *looksee* done on each child as well as artwork that demonstrates skills.
- Artwork will be dated and the skill demonstrated listed on the back of each one. In this way parents and staff will be able to document growth in specific skill areas.

Inclusive and Diversity Policy

The daycare has an inclusive policy for all children. In order for any child to attend the daycare, they must be able to function appropriately in a large group setting. Because staff need to maintain the required child/staff ratio, they must have additional help for any child with high needs. A needs assessment will be done for each special needs child to ensure that the child's needs will be met in the daycare, and to ensure that the needs of the other children will continue to be met while the special needs child is in attendance.

- **Daycare Responsibilities:** With parent permission, the daycare will contact an applicable agency to arrange for an assessment to be done. They will decide if additional staff are required and if funding is available to hire additional staff. The daycare will also contact the Providence Outreach Program or equivalent for referrals for occupational therapy, speech and language, physiotherapy, therapeutic assistance, and/or consultations by psychologists and behavioural consultants.
- **Parent Responsibilities:** The parent is responsible for giving permission to the daycare to contact necessary supports and have the assessments done. The parent also understands that if additional staff are required to ensure the child's needs are being met in daycare, but funding is unavailable to hire the additional needed staff, then the daycare will not be able to provide care for that child until such time as funding is available.

Diversity and Inclusion

- Inclusion is about providing equal opportunities for all children, whatever their ability, age, gender, ethnic origin, religious belief, impairment, or social or economic background.
- Diversity (culture, ability, age, gender, etc.) is presented in a positive way throughout the day (see programming).
- Materials that reflect the lives of each child are incorporated into their playroom whenever possible (i.e. food, pictures of children's family, songs in a child's home language, items from a child's culture for the house area, greeting the child in their native language, stories that express the varied cultures of the room).
- Materials that reflect diversity are easily accessible to the children (i.e.-books, toys, pictures and music).

Leadership

The staff at the centre are committed to helping children develop leadership skills. Opportunities for positive communication and creative expression are provided. The daycare also participates in and encourages volunteer service opportunities within the daycare centre and around the community.

Some of the ways in which staff encourage and teach communication, creative expression and volunteering, include, but are not limited to, the following:

- **Student of The Week:** Each child is given a minimum of one week to be the student of the week. That child is the special helper, has a special student of the week chair to sit on, is the line leader, etc. That child also has the opportunity to share with the group a special item of their choice that they feel represents them or that they are proud of.
- **Artist of The Week:** Each child is given a minimum of one time per year to be the artist of the week. Their picture and/or name is posted on the room door along with a sample of their recent artwork.
- **Interest Sheets:** Every month, new interest sheets are posted for staff, parents and children to document their interests on. The information on these interest sheets is used to plan daily activities in the room that reflect the interests of the children.
- **Wish List (OOSC):** At the beginning of each month, a new 'wish list' is posted. The children write on the 'wish list' toys /books/games etc. that they would like to have at the daycare. The daycare refers to these lists when restocking the room or providing additional items.
- **Cooperative Play:** Children play cooperatively and communicate with each other in a positive way to accomplish a goal (board game, building structures, playing house). During cooperative play time, positive behaviours are modelled for other children to follow.
- **Conflict Resolutions (OOSC):** Children are encouraged to resolve their conflicts in a positive way. The children in the room help to make their own problem/resolution guidelines. These guidelines are posted in the room and are referred to whenever there is a problem (conflict) that needs to be resolved. The staff also helps ensure these guidelines are followed.
- **Special Presentations:** Children are encouraged to express their individual interests and creativity by organizing and presenting special performances like puppet plays, singing etc.

- **Special Skills Demonstrations:** Children are encouraged to demonstrate special skills that they may have (gymnastics, drawing, reading, sports etc.)
- **Snack Helper:** Children volunteer to be a special helper at snack time.
- **Skill Buddies:** Older children read or share a skill (art, sewing etc.) with a younger child (centre dependant)
- **Clean-Up Crew (OSC):** Children volunteer to help clean up after snack, craft or at the end of the day.
- **Walking Partners:** School age children volunteer to partner with kindergarten children on the walk to and from school each day (when applicable). They model appropriate behaviour for crossing streets and walking in a group.
- **Van/Bus Volunteers:** School Age children help the kindergarten children on the van/bus (finding mittens, backpacks, help with seat belts etc.)
- **Food Drive:** Each year the children have a Food Drive for the Food Bank. The children are encouraged to bring in food items, help sort the donations and box them up to be taken to the food bank.

Anti-Bullying Policy

The daycare defines bullying to be:

- When a child is repeatedly singled out and "picked-on" either physically or verbally.
- When the actions are deliberate and sustained.
- When the focus is on one child.
- When the intention is to hurt, isolate or humiliate an individual.
- When the actions are designed to be kept secret.
- When the actions are unprovoked.

The daycare does NOT consider bullying to be:

- An isolated incident.
- A falling out.
- A "one off" disagreement.

The daycare sees bullying as a shared problem. They encourage all members of the daycare staff to recognize bullying, acknowledge its unacceptability and report it.

Aims and Objectives: to do everything in the daycares power to prevent bullying, as it is hurtful and damaging to individual children. The daycare aims to provide a safe and secure environment where all children can learn and play free from worry and anxiety. This policy provides a consistent response to bullying incidents that may arise. The daycares intentions are that by raising awareness of the negative effects of bullying, and by clearly indicating the roles and responsibilities of the various members of the daycare community, they can help keep bullying out of the centre.

Prevention: Keeping Bullying from happening: It's the responsibility of all within the daycare community to adhere to the discipline policy, as well as the ethos of anti-bullying. Children need adults to be good models so that they can develop self-discipline. Because of this, the daycare is committed to:

- Focusing on what is going well.
- Giving ample praise when appropriate
- Making it clear that bad behaviour is the problem – not the child.
- Drawing attention to good behaviour.
- Giving clear and consistent reminders of what is expected.
- Teaching good behaviour/manners through the staffs own conduct.
- Setting an example for the children in dress, manners, and care. Similarly, the daycare expects all adults, including parents to treat one another with respect, so that appropriate behaviour is modelled to and recognized by the children. If an adult feels bullied by another person (parent, staff, etc.), it should be immediately reported to the Centre Manager.

Strategies for preventing bullying include:

1. All caregivers making children aware of the problems that can be caused by bullying. This is achieved through:
 - Group discussions and
 - Talking to individuals.
2. The Room Rules and Guidelines are in place to promote positive behaviour. These rules and guidelines are referred to frequently throughout the year.
3. The theme of 'bullying' is integrated into the Room Rules and Guidelines discussion in a positive "Pro Hero" way rather than "Anti- Bullying"
4. A regular themed week takes place each year to highlight the effects of bullying or being a "Pro Hero"
5. All accessible areas of the daycare are supervised throughout the day to minimize the potential occurrences of bullying.

Strategies for dealing with Bullying: Keeping Children Safe:

It should be noted that the entire purpose of action being taken by caregivers to prevent bullying, is so that all children can come to daycare and enjoy a happy and secure environment. Parents, children and caregivers should be satisfied that bullying, in all of its forms, is not tolerated.

Daycare caregivers watch out for early signs of distress, which may include deterioration of work/play, unexplained illness, isolation, erratic attendance, or the desire to remain with adults at all times. Caregivers understand that although these behaviours may be symptomatic of other problems, they also may be early signs of bullying.

If bullying does occur, children are encouraged to

- seek help from their trusted caregivers.
- play in open areas with other children.
- stay within good visibility of their caregivers.

At the first sign of bullying, caregivers

- deal with the incidence of bullying within the room

- report instances of bullying to the Centre Manager, who will take necessary action. These actions may include discussions with some or all caregivers to establish additional strategies for overcoming the problems caused by bullying, as well as specific discussions with the children who are being affected.

Discussions with children found to be involved in bullying, will address the following:

- they will be made aware that their actions, in addition to affecting the happiness of other children, are also contrary to the daycare's mission, rules and guidelines.
- they will know that their actions are not going to be tolerated
- they will be given strategies to make amends through discussions with their caregivers

Should bullying persist:

- the bully, or groups of bullies, will be withdrawn from the play area for a period of time and their parents will be informed of any actions that were taken.
- their behaviour will be monitored for a period of time, to facilitate discussions between the daycare and the parents in order to overcome these problems.
- Ultimately, in conjunction with the daycare's removal policy, an exclusion or withdrawal from the daycare may be given if the bullying behaviour continues.

The Role of the Centre Manager: The Centre Manager is responsible for implementing this anti-bullying strategy and ensuring that all caregivers are aware of daycare policies in regards to dealing with incidences of bullying. The Centre Manager ensures that all children are made aware that bullying is an unacceptable behaviour at the centre. The Centre Manager draws the children's attention to this fact at suitable moments. They also ensure that all caregivers receive sufficient training on how to deal with incidences of bullying. Since the Centre Manager creates a culture of mutual respect and positive affirmation, bullying is an infrequent behaviour with the children in the centres care.

The Role of the Caregivers: Caregivers strive to support all of the children within their room and to create a culture of trust and respect for everyone. By praising, acknowledging and celebrating the successes of each child, it serves as a further deterrent to incidents of bullying. Caregivers at the centre take all forms of bullying very seriously, and always intervene to prevent incidents from escalating. Should they be made aware of any form of bullying taking place between the members of a room, they deal with the issue immediately. Strategies would involve guidance and support for the victim of the bullying and restrictions for the child who has been carrying out the bullying. Caregivers spend time talking to the child who has been bullied and explain why their actions were wrong, and encourage them to improve their behaviour going forward. If a child is repeatedly bullying other children, the Centre Manager is informed of the situation. The child's parents are invited into the daycare to discuss the situation. In more extreme cases, when initial discussions have proven ineffective, the Centre Manager may need to contact external support agencies and/or remove the child.

Role of the Parents: Parents that are concerned their child might be a victim of bullying, or who suspect their child to be perpetrating bullying, should contact their child's room caregivers or the

Centre Manager immediately. Parents have a responsibility to support the daycare's anti-bullying policy and to actively encourage their children to be positive members of the daycares community. **Monitoring and Review:** These policies are monitored on a day-to-day basis by the Centre Manager, caregivers and parents to ensure that necessary revisions are requested and made as needed.

Guiding Children's Behavior

The goal of discipline is to assist children in developing self-control, self-confidence and sensitivity in their interactions with others. Daycare policy is to guide and discipline children with a positive, non-punitive approach, which will help them to develop the above-mentioned behaviours.

Child Development Philosophy:

- Each child is a unique individual.
- Children's behaviours reflect their level of development.
- Children's experiences within their family and cultures influences their behaviour patterns.
- Any child disciplinary action taken must be reasonable in the circumstances.
- **Any child disciplinary action taken must be reasonable in the circumstances.**

Environment:

- Daycare caregivers create an atmosphere that fosters trust, security and comfort, so that children can learn to relate with each other in positive ways.
- Daycare rooms are aesthetically pleasing, ordered and organized to promote good mental health and diminish potential problems.
- Daycare caregivers meet children's needs throughout the day by providing a schedule and routines that are appropriately balanced between active and restful periods, individual and group activities and child initiated/adult initiated content.
- Toys and materials are kept in good supply, familiar and age appropriate which encourages children to become involved in productive learning experiences and remain focused.

Guidance Strategies: Prevention

In order to provide a positive atmosphere that maximizes opportunities for desirable behaviour, the following strategies are used:

1. Rules are clear, consistent and simple to follow.
2. Straightforward explanations of limits are explained.
3. These limits are explained in a positive, rather than negative way.
4. Focus is made on the particular behaviour, rather than on the child.
5. Statements of expectation are given, rather than posing questions.
6. Children are allowed time to respond to these expectations.
7. Appropriate behaviours are reinforced with both with words and gestures.
8. Minor incidents are overlooked.
9. Children are encouraged to use the caregiver as a resource.
10. Caregivers regularly scan the room to be aware of what is happening in each center and with each of the children at any given time.

Guidance Strategies: Intervention

In the inevitable occurrence of inappropriate behaviour, caregiver intervention will be necessary. The following strategies help to create a positive climate that minimizes behavioural problems. These intervention strategies ensure that guidance is supportive, rather than punitive:

1. **Caregivers respectfully gain the child's attention:** Caregivers approach children individually, state their name and establish eye contact. They use a calm, controlled voice.
2. **Caregivers use proximity and touch:** When a child is losing self-control, they might for example put an arm loosely and gently around a child or touch them gently on the shoulder to help that child regain control.
3. **Caregivers use simple reminders:** Simple reminders of the limits are given, as younger children often have short memories and become easily distracted.
4. **Caregivers acknowledge feelings before setting limits:** For example, "I know it's hard to wait your turn, but there are only three children allowed at that sand table at one time. I will be sure to tell you when there is a spot open for you."
5. **Caregivers distract or divert when appropriate:** As it is important that children learn to "work out" problems in a direct manner, caregivers may distract or divert the attention of the child when appropriate. This is an especially effective tool with children ages 3 and younger.
6. **Caregivers acknowledge the problem:** For example, "It's frustrating when the blocks won't balance."
7. **Caregivers pose helpful questions:** For example, "What would happen if you put the big blocks on the bottom?"
8. **Caregivers state a solution or physically demonstrate if further guidance is needed:** For example, "Let's put the biggest block on the bottom, like this."
9. **Caregivers summarize information:** For example, "Next time, remember that I am happy to help you rather than kicking the blocks around when you are having trouble. In fact, you can probably build that tower again all by yourself next time."
10. **Caregivers offer appropriate choices:** For example, "Do you want to wait here for your turn, or do you want to find something else to do?"
11. **Caregivers use natural and logical consequences:** For example, "When you forget to put your picture in your cubby, we can't find it at going home time." or "Yes, I can see that the paint spilled. Here is a sponge for wiping it up."
12. **Caregivers focus on positive child behaviours and positive child interactions.**
13. **Caregivers redirect when appropriate:** For example, "I can see you really need to be outside, let's go outside now."
14. **Caregivers limit the use of equipment:** For example, "The gym is "closed" now because you are not following the safety rules."
15. **Caregivers occasionally remove the child from the situation:** When all else has failed and a child's actions may harm self, others or environment, that child may be removed from the situation and the following steps are taken:
 - The child is told why they were removed. (i.e., "I can see you are needing some time alone, let's go over here and have some time away.").
 - If the inappropriate behaviour escalates, staff call the Centre Manager, who may remove the child from the room. The child will be taken to the office where in the less stimulating

environment the Centre Manager can work with the child one on one through the use of various age appropriate strategies (appropriate strategies are considered those outlined in this policy ie. Redirection) to help the child regulate their emotions positively before returning to their group safely. When the child is ready to re-join the group, the staff positively reinforce the first appropriate behaviour of that child.

16. **Caregivers provide opportunities for children to make amends:** For example, "Let's help pick up the Lego that you spilled into the sandbox." "When you pushed Susan, it hurt her arm and also her feelings. That's why she doesn't want to play with you right now. Maybe you should give her a while to feel better and then you can try again."

CAREGIVERS RESPONSIBILITIES

In addition to the above stated guidelines, caregivers are also responsible for reporting any incident in which a staff member has not followed the guidelines of this policy. Failure to report such incidences may result in the termination of their employment. Caregivers are expected to do the following:

1. If a child has a persistent behavioural problem (biting, swearing) caregivers are to notify parents and work along side them to help the child overcome the unacceptable behaviour. The behavioural problem will also be written and recorded on an incident report.
2. Caregivers are never to raise their voices in an angry, loud manner. At the first indication of a problem in this regard, caregivers will receive a reminder to correct the appropriate behaviour. Should the problem persist on a second occasion, employment of that caregiver will be terminated immediately.
3. Physical punishment of a child by a caregiver will result in immediate termination of employment.
4. Emotional manipulation of a child by a caregiver will result in immediate termination of employment.
5. All caregivers are required to have an updated criminal record check as per policy.
6. All caregivers are required comply with the guidance prevention and intervention strategies detailed in this policy.

In addition, according to Child Care Licensing Regulations, caregivers (and others who have contact with the children) must not:

1. Inflict or cause to be inflicted any form or physical punishment, verbal or physical degradation or emotional deprivation,
2. Deny or threaten to deny any basic necessity, or
3. Use or permit the use of any form of physical restraint, confinement or isolation.
4. Pick up a child unless they are in IMMEDIATE DANGER OF INJURY.

Exceptions:

- Toddler staff should guide a child and hold their hand as they climb the stairs of the change table however, they are NEVER to pick up a child.
- If a child is sad, a staff should get down on the floor or at their level to console them. For younger children, they can have the child sit on their lap for a "cuddle".
- Staff may NEVER lift or carry a child with the exception of during fire drills and in emergency situations.

Emergency Policies

Emergency Evacuation Procedure

In the event of a fire or other incident that requires the evacuation of the building, the children will be removed in accordance with the daycare's *Emergency Evacuation Procedure* (see below). All parents will be notified and asked to pick up their children. The children will be supervised by daycare caregivers until they are all picked up. Responses to any alarms will be IMMEDIATE.

In the event of an emergency evacuation, the following steps will be taken:

Room Lead and Assistant(s):

- Line up all children (by head count) at primary or secondary exits as applicable with the Room Lead.
- Room Lead will collect back packs with portable emergency forms, emergency medications and attendance clip board.
- With the help of both the Room Lead and Assistant, the children will walk in an orderly fashion to the designated muster point.
- The remaining Room Assistant will do a sweep of their room, including each bathroom, turning off lights and closing doors as he/she goes.
- Once at the applicable Muster Point, the Room Lead will take attendance and raise the "Green Circle" into the air until the Centre Manager or designate has confirmed that he/she has seen the circle. If one or more children is missing, he/she will raise the "Red Circle" into the air and wait for further instructions from the Centre Manager, designate or fire marshals.
- Room Leads and Assistants will continuously monitor the physical safety and attendance of the children in the group. For example, utilize the emergency blanket found in their backpack if they feel a child may be cold, etc.

Centre Manager or Designate:

- Will do a secondary check of all rooms/hallways for children and adults, closing the doors and turning off lights as each room is checked.
- Take daycare and OOSC office enrollment binders that contain all the children's emergency forms (in backpack).
- Meet caregivers and children at the Muster Point.
- Ensure all children and caregivers are accounted for by checking the "circle" being held up.
- Dial 911 from a cell phone to ensure the fire department has been dispatched and inform them of the status of the situation (children accounted for etc.)
- If necessary, instruct the caregivers to take the children to the closest available business or school within safe walking distance and the parents will be contacted and asked to pick them up there.

NOTES:

1. *Everyone must remain outside, maintaining a safe distance from the building until an "all clear" is announced by the Fire Department.*
2. *A fire drill is conducted every month in compliance with Child Care Licensing Regulations.*

Accident/Incident Reporting Policy

Accident/Incident/Illness Reports: All accidents and/or incidents for BOTH staff and children will be documented on the *Accident/Incident Report Form*. This form will be filled out by the caregiver present at the time of the accident or incident. It will include a detailed description of the occurrence; first aid administered (if necessary) and caregiver actions, recommendations, corrective actions and follow-up. This form will be signed by the caregiver and by the Centre Manager/supervisor before being given to the parent/guardian for review and a signature at pick up time. The original accident/incident report will be retained in the child's file and a copy will be provided to the parent(s) upon request. All accident/incident reports will be documented on a tracking chart (see below).

Note: In the case of a staff injury, it must be reported to the Centre Manager/ Centre Director within 24 hours of the injury.

Tracking Chart Policy: The Centre Manager/designate will input all accident/incident reports on a tracking chart. A monthly review of the tracking chart will be done which may indicate and make possible to identify problems in the area of supervision and child behaviours. Meetings with caregivers will be held if this occurs to ensure that children's needs are being met and that daycare supervision policy is being followed. The tracking chart will also be used to document all serious incidents for the annual report to licensing.

Serious Incident Policy: When a serious accident, incident or illness occurs, the parents or guardians will be notified immediately. Incidents that are considered to be serious incidents (see below) will be reported immediately to the daycare's designated licensing officer or the after-hours department by telephone. *The Incident Reporting Form*, as provided by the Government of Alberta Child Care Licensing, will be completed within 48 hours of the incident and submitted to Child Care Licensing at (403) 297 7378. If necessary, the child will be taken to the closest Medical Clinic or, if deemed necessary, to the Hospital by ambulance. These serious incidents will also be documented in detail on an accident/incident report and on the program tracking chart.

Incidents that require reporting to licensing include, but are not limited to:

- Injury, illness, incident requiring an ambulance, emergency medical service or hospitalization.
- Error in the administration of medication resulting in the child requiring first aid and/or emergency care.
- Intruder on the program premises.
- Missing/lost child.
- Child being removed from the program without permission by a non-custodial parent or guardian.
- Emergency evacuation-including fire alarm.

- Child left on premises after hours.
- Unexpected program closure.
- Allegation of physical, sexual, or emotional abuse and /or neglect of a child by a caregiver.
- The commission by a child of an offence or crime under the Act of Canada or Alberta.
- The death of a child.

The licensing officer will be informed of:

- The program's name and contact information.
- The child's name.
- The date and time of incident.
- Action taken by the license holder including:
 - who was involved
 - who witnessed the incident
 - what medical attention the Caregiver provided
 - which parent was contacted and when
 - what emergency services were used if necessary

Emergency Closure Policies and Procedures

In the event of a breakdown of essential services (e.g. heating failure, loss of water supply, loss of electricity, etc.), severe weather conditions or where the daycare has to close or partially close due to an illness epidemic, the following procedures are to be followed:

LOSS OF ESSENTIAL SERVICES:

The daycares Emergency Lighting system provides battery operated lighting for 6 hours. The daycare will contact the Calgary Alberta Health Services (403-943-2288) for guidance.

In the event of a closure the following steps will be taken:

1. Parents will be contacted by telephone/email and be asked to collect their child(ren).
2. If the children need to be removed from the daycare while waiting for parent pick-up, they will be taken to the closest business centre, school or alternate site and parents will be asked to pick them up there.
1. If it is not possible to re-open the centre the next day, parents will be notified.

SEVERE WEATHER CONDITIONS:

- In cases of severe weather conditions (if the weather deteriorates significantly during the day), parents may be asked to collect their child/children early.
- If there is a heavy snow fall overnight, making roads impassable, parents must establish that the daycare is open before bringing your child.
- If staff are not able to make it to the daycare due to weather, it may not be possible for the daycare to maintain child-staff ratios and parents may be asked to keep their child at home until relief staff can be brought in. Parents will be contacted as soon as ratio's can be guaranteed.

ILLNESS OR EPIDEMIC:

- If there are a number of staff and/or children with a communicable/contagious disease the day care will close (fully or partially) according to recommendations by Calgary Alberta Health Services (403-943-2288) and will reopen when it is deemed there is no longer a risk present according to Alberta Health Services.
- In cases of multiple staff being too ill to work (the centre not being able to maintain child-staff ratios) parents may be asked to keep your child(ren) at home or to collect your child(ren) early.
- All efforts will be made to bring in replacement staff, but it may not always be possible.

If the daycare has been closed due to heating failure, loss of water supply, loss of electricity or if the daycare has an illness epidemic, parents must check with the Centre Manager or designate to ensure the daycare will be open the next day. The daycare will not re-open until it can ensure the safety of both staff and children. The daycare will do their best to keep staff and parents informed of the situation. In each of the above situations, the daycare's licensing officer will be contacted immediately.

Note: Parents should check their emails regularly if they believe one of the above situations may apply.

Emergency Weather Policy

1. The facility will monitor weather daily by radio/weather channel/weather apps and advise staff/Centre Managers of any pending weather-related emergencies.
2. An emergency information sheet for each child is kept in each classroom and taken along during any emergency evacuation.
3. First aid kits and all other emergency supplies (flashlights, cell phones, medications, etc.) will be taken along during any emergency evacuation.
4. In the event of a tornado or strong wind storm, the Centre Manager or designate will alert staff of a tornado warning or other emergency weather system. When a tornado warning has been issued, all staff, volunteers and children will go to the center of the building away from windows (if windows are present and there is enough pre-warning, staff will cover windows). The staff and children will situate themselves under tables and in door frames.

First Aid and Medical Policy

The daycare may provide or allow for the provision of Health Care to a child only if the written consent of the child's parents has been obtained or the health care provided is in the nature of first aid.

PROCEDURE FOR MINOR INJURY WHICH DOES NOT REQUIRE EMERGENCY CARE:

- A caregiver with current child care first aid will administer first aid to the injured child (band aid, ice pack, comfort)
- Caregivers will fill out an *Incident/Accident/Illness Form* in detail.

- Caregivers will inform the Centre Manager whom will then contact the parents if they deem it necessary.

PROCEDURE FOR INJURY WHICH REQUIRES EMERGENCY CARE:

Caregivers with current child care first aid will:

1. Attend to the child's immediate needs and comfort.
2. Inform Centre Manager/designate immediately.
3. Help with on-going treatment as required.
4. Fill out the *Accident/Incident/Illness Report* in duplicate.
5. Take any further direction from Centre Manager/designate.

CENTRE MANAGER OR ALTERNATE:

1. The Centre Manager/designate will ensure the child's immediate needs have been met including providing first aid and comfort to the child.
2. The Centre Manager/designate will assess the situation and will decide if immediate emergency medical care is required. Depending on severity, the Manager will decide whether to call 9-1-1 for an ambulance. If the injury is serious however, not in need of immediate medical attention and the parents are known to be within close proximity to the area (5-10 minute drive) then parents will be contacted first to deliberate on if they would like an ambulance called or would prefer to take their child themselves. If parents are not within close proximity, then the ambulance will be called first.
3. The Centre Manager/designate will then contact the parent, and if unable to reach them, will call an emergency contact person.
4. If an ambulance arrives and the parents/guardians have not yet arrived then the Centre Manager/designate will accompany the child to the clinic or hospital. The Centre Manager/designate will stay with the child at the clinic or hospital until the parent or designate arrives.
5. The Centre Manager/designate accompanying the child will document all details and procedures that take place at the clinic or hospital.
6. The Centre Manager/designate will ensure that the parents are informed of every detail, and that they read and sign the *Accident/Incident/Illness Report*
7. The Centre Manager/designate will immediately inform licensing within 24 hours from the time of the incident of any emergency accident/incident requiring medical attention and provide them with a copy of the report.
8. The Centre Manager/designate will assess whether or not the accident/incident could have been prevented and work with the regional Centre Manager/owners and caregivers to take whatever action is necessary to prevent such an occurrence from happening again if it is deemed preventable.

Lock Down Policy and Procedure

In case of a dangerous intruder (with weapon, threatening or unauthorized parent with a court order against) the Centre Manager or designate will announce LOCK DOWN code and contact the RCMP.

1. The room staff will remain in their rooms with the children. They will do their best to cover their interior windows, blockade the door and sit down silently with the children until the threat has past and they have received instruction from the Centre Manager or RCMP accordingly.
2. The instructions of the RCMP will be followed by all staff.
3. If necessary, the Centre Manager or designate will make all reasonable attempts to contact the parent/guardian or emergency contact.

Unauthorized Pick Up Policy

In the case of a Court Ordered or other Unauthorized Pick-up coming to the daycare to remove a child, the following steps will be followed:

- If possible, one staff will quietly move the child to a secure place.
- The Centre Manager or their designate will ask the unauthorized person to leave the daycare immediately and if he or she does not comply, the RCMP will be contacted.
- Centre Manager or their designate will contact the parent/guardian to inform them of the situation.

Health Policies

Potential Health Risk & Communicable Disease Policy

If the child has or displays symptoms that staff members know or believe may indicate that the child poses a health risk to persons on the premises or if a child may be suffering from a communicable disease (see list below) or **if the child is requiring greater care and attention than can be provided without compromising the care of the other children in the program**, the following procedure will be followed:

The Centre Manager or her alternate will assess the child with the aid of the caregiver to decide if the child should be sent home. The assessment will be completed through the use of the following:

- Observations of the child (rashes, vomiting, diarrhea and abnormal behaviors)
- Check for fever using a thermometer
- Complete an *Illness Checklist* that includes the following information:
 - child name
 - date and time
 - when parent was notified
 - symptoms
 - name of staff who identified ill child
 - name of staff who contacted parent
 - time the child was picked up
 - date the child returned to the program
- When necessary, the parent/guardian will be contacted and asked to pick their child up immediately. In the event the daycare is unable to contact the parent/guardian, the daycare will contact an emergency contact person.

- In cases where a communicable disease has been confirmed, the Public Health Nurse and/or Licensing Officer shall be notified when necessary. **In addition, all parents will be notified of the rooms in which the Communicable Disease has been diagnosed, the extra precautions being taken and symptoms/details of the disease.**

Common Childhood Communicable Diseases:

HEAD LICE:

- The daycare will notify all parents and staff by posting signs in the daycare. In the event a child has head lice, the child must be picked up immediately and treated with medicated shampoo from the drug store. The child **MUST** stay home for a minimum of 24 hours after being treated or until such time as the head lice have been eliminated. Parents are not to bring a child to daycare knowing the child has head lice and parents are to immediately inform the daycare if their child has head lice (e.g.: from school etc.).
- The daycare will monitor an outbreak of head lice by checking hair each morning before the children are allowed in the room. If head lice are found on a child previously treated, see above.
- If a case of head lice is detected at the daycare, each room involved in the outbreak shall be disinfected (all surfaces) and all bedding will be washed and all stuffed or cloth toys will be bagged for 7 days if they are unable to be washed. The personal items of all the children will be sent home for cleaning.

PINK EYE:

- If a parent suspects that their child has pink eye (discharge, glassy, pink whites of the eye etc.), they are not to bring the child to daycare. Pink eye is very contagious. The child must be immediately treated with prescription medication for a full 24 hours before the child is allowed back to the daycare. If there is still a discharge, the child must remain home until the discharge is gone. It is the parent's responsibility to contact the daycare and advise that their child has contracted pink eye.
- If a child comes down with pink eye while at daycare, (discharge, glassy, pink eyes), the parents will be notified and asked to pick up their child from the daycare immediately. It is suggested that parents take their child to the doctor to obtain prescription medication and the child cannot attend daycare for 24 hours from the time of the initial dispensation of medication and until such time as the discharge is cleared up.

DIARRHEA:

- In the event that a child has diarrhea on more than one occasion in a day at the daycare, parent(s) will be contacted to pick up their child and asked to keep their child home until the child has a normal bowel movement (minimum 48 hours). For hygienic reasons, children with diarrhea must be excluded from attendance at the daycare. It is the parent's responsibility to ensure that a child is not knowingly brought to the daycare with this condition.

ADDITIONAL COMMUNICABLE DISEASES REQUIRING NON-ATTENDANCE:

- Strep Throat and Scarlet Fever – 24 hours after first medication
- Whooping Cough – 5 days after treatment with an effective antibiotic.
- Ringworm – Exclude from daycare until treatment with anti-fungal agent is started.
- Rubella (German measles) – Exclude from daycare for four days after the beginning of rash.
- Scabies – Exclude from daycare until 24 hours after treatment.

- Mumps – Exclude from daycare for 9 days after onset of swelling.
- Impetigo – Exclude from daycare until the child has received effective antibiotic therapy for at least 24 hrs.
- Measles – Exclude from daycare and notify the public health nurse by telephone.
- Chicken Pox– Infectious 1 to 2 days prior to onset of rash. Children may return to daycare as soon as they feel well enough to participate normally in all activities and they have no more open sores subject to infection. Parents must notify the daycare in the event that their child has chicken pox so that the daycare can inform the rest of the parents/staff.
- Fever – If a child’s temperature reaches 100 degrees while in attendance at the daycare, parent(s) will be contacted to pick up their child. Children are not to be dropped off at the daycare with a fever. If a child has a low grade fever along with lethargy the daycare will contact parent(s) to pick up the child.
- Hand Foot and Mouth
- Any other Communicable Disease not listed
- General Illness – If a child is unable to participate normally in all activities, the child must stay home or be taken home until he/she feels better.

Administering Medication

For the protection of all concerned, the following regulations regarding the administration of all medication (prescriptions and non-prescription) will be strictly adhered to with no exceptions:

- o Under no circumstance will the room staff accept any medication or medication form without the Centre Manager/designate initials.
- o All prescription drugs must be in the original pharmacy container with the pharmacy label.
- o The daycare will not administer prescription medication to any child other than the one indicated on the prescription label.
- o Non-prescription medication must be in the original container with the child’s name written on it in waterproof ink. This applies to allergy, herbal and digestive remedies only.
- o The daycare will not administer any medication that has expired.
- o The exact time that the medication is to be administered must be filled out. For example, it may not say with lunch or noon, but must read 12:00pm.
- o Medication requiring refrigeration will be stored in a lock box in the closest room fridge and non-refrigerated medication will be stored in a lock box in the appropriate room.
- o Emergency medication will be stored in the rooms outside of the reach of children.
- o Emergency medication will follow the child at all times. If staff and children leave to go outside, on an outing or to a different room the child’s emergency medication will be taken by the staff responsible for supervising the respective child and it will be stored in the room back pack, out of the reach of children.
- o The daycare will not administer Tylenol, Advil, etc. either daily or on an emergency basis unless they have a doctor’s note stating that it is necessary for that child. The daycare will not accept administer the medication if the doctor’s note is being used to suppress a fever.
- o All medication is stored in a way that is inaccessible to children
- o At the time of administering medication to a child, the follow information will be recorded on the Medication Report (at a minimum): the name of the medication, the time of

administration, the amount administered, and the initials of the person who administered the medication.

- All medication is stored in a way that is inaccessible to children
- At the time of administering medication to a child, the following information will be recorded on the Medication Report (at a minimum): the name of the medication, the time of administration, the amount administered, and the initials of the person who administered the medication.

Daily Medication:

Parent Responsibility:

- Complete and sign the medication form at drop off indicating name of child, date, time, type of medication, dosage and special instructions.
- Ensure that the child's medication is properly labeled.
- Provide information on the medication form about medications and herbal remedies that were given to the child prior to arriving at the centre (when and type).

Staff Responsibility:

- Ensure that medication is properly labeled (to match the prescription label) and the correct dosage is indicated on the medication form before administering medication.
- Ensure that the medication is given at the time indicated on the medication form.
- Ensure that the correct dosage is given.
- Observe the child for allergic reactions after administering the medication or herbal remedy.
- Ensure that the staff responsible for administering medication is minimum of a Child Development Assistant and has their child care first aid.
- Ensure that the staff responsible for a child who requires health care (over and above medication) has the proper training in administering the type of health care required by the child. Ensure that this training is documented in the staff's file.
- Ensure that the parent takes their medication home when finished.
- Ensure that the staff initials the applicable spot on the medication form when they have administered medication to the child.

Ongoing Medication:

1. Complete and sign the medication sheet including the name of child, start date and end date, time to be given, type of medication, dosage, special instructions, and the date with the parent/guardian's signature for authorization.
2. Parent will take the medication home when completed.

Emergency Medication:

1. The daycare must have signed permission to administer emergency medication as needed (includes allergy, asthma or other emergency medications).
2. Staff will ensure that they know which children use emergency medications, where it is stored, and how to administer it.
3. If the child requires health care (additional to giving medication), the staff caring for the child must be trained in the proper method of administer the type of health care required.

Hygiene & Cross Contamination Policy

- The daycare will ensure that the children and staff wash their hands after bathroom use and before and after eating.
- Children will be encouraged and taught how to cover their sneezes, coughs, etc.
- The daycare will provide paper towels, toilet paper, hand soap, tissues etc. for use by staff and children.
- The daycare will wash and sanitize toys and equipment as per health regulations and keep the centre clean by completing their daily health, safety and toy cleaning checklists.
- All floors are swept and washed daily and all carpeted areas are vacuumed daily (more if needed).
- All centre washrooms are cleaned and sanitized daily.
- The daycare uses the triple sink system of washing dishes and toys (commercial dishwasher in some centres). The daycare ensures that the dishes and cooking pots etc. are washed and sanitized as used.
- The daycare uses a kitchen cleaning checklist to ensure that all appliances, walls, counters, cupboards etc. are cleaned on a regular basis.
- When a child becomes ill, the daycare does its best to remove the child from the general population by moving the child into the office area (if the Centre Manager or designate is available to supervise) or by having the child lay down in the room away from the other children until the child is picked up. Staff will ensure that the child is made comfortable (cold, wet cloth for fever etc.)

Avoiding Cross Contamination:

- Staff will regularly disinfect furnishings, equipment and play materials and will document on a checklist posted in each room.
- Diapering and "potty" chairs are sanitized after each use; soiled diapers, soiled linen, and garbage are stored in closed containers and/or sealed in individual plastic bags.
- The daycare uses wipes (one use only) and powder-free non-latex disposable gloves when changing soiled diapers.
- Rooms that use wash cloths: one cloth per child and then put in the laundry.
- Rooms that use paper towels: discard paper towel after each use.
- Napping children have their own cot for sleeping on. Cots are disinfected weekly and blankets are taken home by parents every Friday and laundered.

- Sippy cups, bottles and other personal items are labeled with the child's name. These are washed out and refilled daily and go home every Friday for thorough cleaning.

Illness Policy

"A general rule of thumb: if it's more than a sniffle or a tickle or if a child is too sick for school, a child is too sick for daycare."

If the child has or displays symptoms that staff members know or believe may indicate that the child poses a health risk to persons on the premises or if the child is requiring greater care and attention than can be provided without compromising the care of the other children in the program then following points will be followed:

- o If a child has or had a fever, vomiting, and/or diarrhea at least two times, within the last 24 hours he/she is not to come to daycare until symptoms have cleared for a minimum of 48 hours without the aid of over-the-counter medications or a doctor's note.
- o When on antibiotics for infection, the child is not to return to daycare until the child has been on the medication for a minimum of 24 hours and has no other symptoms (see common childhood communicable diseases for exceptions).
- o Parents are to inform their child's caregiver when their child is taking medication at home that may affect him/her during the day.
- o If a child becomes ill while in the centres care, they will contact the parent(s) by phone and request they take him/her home. If the parent(s) are not available, they will contact one of the contacts on the emergency list by phone. It is the parents' responsibility to have alternate arrangements for sick children if they are unable to take time off work.
- o In the event of an illness the child will receive medical attention if necessary
- o **Children who are ill will be secluded as is practicable from the other children where he/she can be monitored by a caregiver until the child is picked up.**
- o **When a child displays signs and symptoms of illness the child is to be removed from the program as soon as possible and the child is not to return to the program premises until the Centre Manager is satisfied that the child no longer possesses a health risk to persons on the program premises.**
- o If a child requires greater care and attention than can be provided without compromising the care of the other children in the program or if a child has or displays symptoms that staff members know or believe may indicate that the child poses a health risk to persons on the premises, then that child is to be picked up as soon as possible.

Examples of illnesses include, but are not limited to, the following:

- o Known or suspected communicable disease (see Potential Health Risk and Communicable Disease Policy)
- o Fever of 100°F (37.8°C) or higher
- o Persistent diarrhea
- o Severe coughing
- o Conjunctivitis/ Pinkeye

- Vomiting
- Yellowish color or tint to the eyes or skin (jaundice)
- Difficulty swallowing
- Consistent complaints of unexplained or undiagnosed pain
- Green or colored discharge from the nose

Severe Illness

In the case of severe illness, the decision may be made by the Centre Manager/designate to call an ambulance. If this occurs the parent/emergency contact will be contacted second to inform them that an ambulance has been called. All phone calls will be documented, including time of call and who was called.

Hand Washing Procedure

It is important to remember that proper hand washing can significantly decrease the number of illnesses and bacteria passed from person to person. It is staff's responsibility to teach and ensure that all the children follow the proper hand washing procedure and that this is reinforced consistently. Hands must be washed with soap and then rinsed in running water (hand washing is not to be done in common water).

When washing hands, the following procedure must be followed:

1. Get one pump of disinfectant soap.
2. Scrub hands, wrists, between fingers, thumb and nail beds rapidly with soap.
3. Turn on water and scrub hands, wrists, between fingers, thumbs and nail beds again under the running water.
4. Dry hands thoroughly with a single use paper towel.
5. Turn off water faucet using the paper towel.
6. Discard paper towel.

Staff are to wash their hands under the following circumstances:

- Upon arriving at the centre.
- Before and after food consumption or preparation.
- Before and after giving medication.
- Before and after diapering.
- Before and after assisting with toileting.
- Before and after assisting children with accidents, wet or dirty pants, vomiting, runny noses, etc.
- Before and after playing in sensory bins (playdough, flubber, sand, water, rice, etc.).
- After sneezing, coughing or wiping nose.
- After using the toilet and/or washroom.
- After returning to the room from prep or lunch break.
- After doing crafts (glue, paint, markers, etc.)

Children are to wash their hands under the following circumstances:

- Upon arriving at the centre.
- Before and after food consumption or preparation.
- Before and after playing in sensory bins (playdough, flubber, sand, water, rice, etc.).
- After returning to their room from another play space (mini-gym, library, another room or outside).
- Upon returning to the centre from school, park, community walk or field trip.
- After sneezing, coughing and wiping nose.
- After doing crafts (glue, paint, markers, etc.).

Disinfection and Cleaning Procedure

Duties of the Room Staff:

- Staff will have two separate bottles of bleach solution. One bottle will be labeled kitchen or classroom 100ppm and will be used exclusively in the classroom for cleaning. The other bottle will be labelled bathroom 1000ppm and will be used exclusively in the bathroom. *Note: The bottled are tested weekly and refilled when required.*
- Staff will use a 1000ppm bleach solution for cleaning of vomit/ feces/urine (bathroom bottle).
- Staff will keep their room neat and tidy throughout the day.
- Staff will clean any spills or messes with disinfection spray (spills and eating area).
- Staff will sweep up after meal times (no food left on the floor).
- Staff will disinfect tables before and after meals.
- Staff will disinfect bathrooms as necessary.
- Staff will ensure that all paint shirts, dress up toys, stuffed toys, and bedding are sent to the laundry weekly or immediately when soiled.
- Staff in napping rooms will ensure that cots are sanitized weekly (more often if necessary).
- Staff in Toddler room will ensure that change tables are disinfected after each use.
- Staff will ensure that all garbage is stored in closed containers and taken out daily.

Duties of the Cleaning Staff:

- Will use the required bleach solution for cleaning.
- Floors will be swept and mopped daily. Carpets will be vacuumed daily.
- Bathrooms will be disinfected and cleaned daily.
- Garbage's will be emptied daily.
- Tables will be disinfected at the end of the day.
- Kitchen will be cleaned and disinfected at the end of every day.
- Will indicate on the cleaning checklists all of the daily cleaning has been done.
- Duties of the Toy Cleaning Staff:
 - Will use the required bleach solution for cleaning.
 - Will clean and disinfect (3 sink method) room toys weekly making sure to wash toys thoroughly.
 - Shelving will be wiped down and disinfected weekly.
 - Will initial the toy cleaning checklist to ensure that all toys have been cleaned weekly.

Diapering Procedure

To prevent the spread of communicable disease and to ensure health and safety, the following procedure must be followed when diapering a child:

- Staff are to wash their hands with soap and water.
- Assemble supplies including gloves when dealing with feces.
- Place clean paper liner on change surface.
- Place child on paper and fasten safety belt.
- Remove soiled diaper and put in a closed container. If the diaper is disposable, dispose of the diaper into a lined waste container. Ensure that the waste container is non-absorbent and lined with a plastic bag and easily cleanable container with a tight fitting lid that is kept closed between uses. If the diaper is cloth, dispose fecal contents into a toilet and then put diaper into a non-absorbent, easily cleanable container with a tight fitting lid or in a plastic bag. Ensure that soiled cloth diapers are sent home for laundering daily.
- Clean child's skin with a single use wipe, wiping from front to back. Report any abnormal rashes or conditions to parents. If cloth towels are used for wiping, the towels must be rinsed under running water. Place used cloth towels into an approved disinfectant. Ensure that the container for the disinfectant solution has a tight fitting lid that is kept closed between uses. If disposable towels are used for wiping the skin, after wiping the child's skin discard the towels into the waste container used for disposable diapers.
- Apply, if necessary, ointment to child's skin. The portion to be used shall be removed from the container in such a way that the remaining portion is not contaminated. Use the applicator only once and then discard.
- Remove the paper liner and discard.
- The staff is to wash their hands with wet wipe to prevent bacterial contamination to new diaper.
- Apply a fresh diaper and dress the child.
- Remove the child from the change area.
- Have the child wash their hands thoroughly with soap and warm water.
- Clean and disinfect the change surface, taps, doorknobs, garbage container lids, etc. with an approved disinfectant.
- Wash their hands with soap and water (even if gloves have been worn).

Toileting Procedure

- Staff will wear gloves if dealing with a toileting accident or removing feces.
- Staff will disinfect toilet/potty chair after each use.
- Staff will ensure that children wash their hands with disinfecting soap after they have used the toilet.
- Staff will remove gloves and wash their hands with soap and warm water after disinfecting toilet, or cleaning up a urine/feces accident.
- Soiled clothing will be bagged and sent home at the end of the day.

Safety Checklists Policy

The Centre Manager will ensure that safety checklists (opening and closing checklists, end of day checklists for each room, toys and room cleaning checklists, facility cleaning checklists and kitchen cleaning checklist) are complete and up-to-date to provide and maintain a safe environment.

Authorized Pick Up Intoxication Policy

Procedure 1

If a staff member suspects that a authorized pick up is intoxicated and he/she will be driving the following procedure will be followed:

- The staff member will approach the parent or guardian and ask them to contact a family member, friend or taxi service to assist the authorized pick up to their destination. The staff will say "It appears to me that you are intoxicated. Because I am concerned for the safety of (name of child) and you do not have a designated driver with you, would you please contact an alternate driver to take you all safely to your destination."
- If the parent or guardian refuses, the daycare will take the license plate number and then release the child and inform the authorized pick up that the RCMP will be contacted. The staff member will say "Because I am concerned for the safety of (name of child) I will be contacting the RCMP if you insist on taking your child from the daycare while appearing to be intoxicated."
- If the intoxicated parent takes the child, the staff will dial 911 and then will contact the Centre Manager who will contact licensing and inform them of the situation.

Procedure 2

If a staff member suspects that a authorized pick up is intoxicated and he/she has an alternate driver, the following procedure will be followed:

- The authorized pick up must bring the alternate driver in to the child care centre to confirm for the staff that there is an alternate driver who is not under the influence of any substance and can transport the children safely. Staff will say "Please bring in your designated driver so that we can be assured that they are not also under the influence". If the designated driver also appears to be intoxicated OR the parent refuses to bring the designated driver in then procedure #1 will be enforced.

Harmful Substance Policy

Bleach Bottles:

- Bleach bottles will be kept out of reach of children at all times.
- Bleach stays on the surface for 2 minutes before being wiped off.

Aerosol Sprays and Air Cleaners:

- Aerosol sprays and air cleaners are not used in the daycare when children are in attendance.

Pesticides:

- Pesticides are not used in or on daycare property.
- Children are kept away from indoor areas where pesticides have been applied recently around the daycare for as long as recommended by the Local Health Authority.

Poisonous Plants:

- The daycare will not have any poisonous plants on site.

Art and Craft Supplies:

- Only non-toxic arts and craft supplies are used at the daycare.

Smoking, Vaping, Drug and Alcohol Use Policy

The daycare is a non-smoking, non-vaping and drug free facility for both Staff and Parents/Guardians. This means that at no time is smoking, vaping or the use of any marijuana or illegal drugs permitted in the premise, on the grounds and/or around the children. This includes in the parking lot, on field trips or when transporting/walking children to and from school. If a staff member is reported as smoking, vaping or using drugs an investigation will be done immediately. If it is verified, that staff member's employment will be immediately terminated with cause. Likewise, Staff may not arrive at work impaired from any use of drugs or alcohol. Should they do so their employment will likewise be terminated immediately with cause. Smoking and Vaping material should never be brought into the daycare.

Exceptions/Guidelines:

- If a staff is a 'smoker' or 'vaper' they may only smoke/vape on their official lunch break away from the centre.
- If a staff smells of smoke, they will be asked to go home and change their clothing or do whatever is necessary to remove the smell of smoke from their person. Refusal to go home and clean-up will result in termination of employment with cause.
- The daycare does not offer smoking breaks at any time.
- Should a staff require marijuana for medical reasons, they must provide the Centre Manager with a copy of their Prescription/ Doctor note. At this time the Centre Manager will review their case and decide if and the details of how an exception may be made. This potential exception is up to the discretion of the Centre Manager whose decision will be based on the unique circumstances of the staff and any potential safety risks to the children in their care.

Appliance Policy

All appliances within the daycare meet all safety requirements and are in good repair at all times.

Parent Involvement Policies

Parent Communication

The daycare recognizes that the role of the parent is that of primary caregiver and that the role of caregivers is to provide care that supports the family. To provide this service, the daycare believes that parent communication and involvement are essential to an effective program. The centre works closely with parents to provide the children with a stable and loving environment. To help achieve this goal the daycare does the following:

Registration and New Families:

Parent Handbook: Each parent receives the Parent Handbook when enrolling their child at the centre. This Handbook gives parent's detailed information regarding daycares policies and procedures, including the Guiding Children's Behaviour Policy.

New Children and Families Tours/Orientations – The Centre Manager or designate gives tours/orientations, by appointment, to parents and/or families who are looking for childcare. During the tour/orientation, information is given regarding the centre, programs, philosophy and policies.

Welcome Letters: All new families receive a Welcome Letter and the centre's Menu upon registration.

Monthly Communication:

Monthly Newsletter: The daycares monthly room/centre newsletters are used to introduce new staff, describe the themes for the month, describe the coming month's program, reflect on the previous month, and inform parents of special visitors, projects, upcoming important dates, parties and activities. They also include birthdays, school closures, statutory holidays, etc. All newsletters are emailed.

Parent Boards: These are located in the foyer and in each room. They are used for sharing information with parents about the educational programming, room activities and other important day-to-day and monthly information.

Room Schedules: These schedules are posted in every room so that parents are aware of their child's daily and weekly routines.

Suggestion Box: Parents are encouraged to put any suggestions they may have into the suggestion box. These suggestions are reviewed monthly by management.

Daily Communication:

Verbal Communication: The centre encourages parents and caregivers to share observations and information as pertains to their child. Conversations must be limited when the caregiver is in 'ratio' but if a parent and caregiver would like to have a meeting to discuss matters that require a longer time, the Centre Manager will arrange it upon request. Administration will always be present at these meetings. The daycare and caregivers welcome questions, feedback, concerns, comments or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private at a mutually beneficial time.

Agendas/Mobile App: Daily communication with parents is taken seriously at the daycare. To report aspects of each child's day the daycare caregivers use an agenda or mobile app software depending on the centre and age of the child.

Incident Reports: These reports are used to inform parents of accidents or incidents which occur during the day.

E-Mail: The daycare increasingly communicates by e-mail to keep parents informed of events, special days, illnesses, school transportation, fundraising and for sending monthly newsletters.

Children's Progress:

Progress Reports/ looksee Checklists: In October, February and June, progress reports are sent home for all children to update the parents on how their child is doing developmentally and in the educational program. Similarly, when a child starts at the daycare and then around their birthday each year, a *looksee* Checklist is sent home to update the parents on how their child is progressing developmentally. If a concern is identified on the Checklist, parents and staff work together to help the child meet their developmental milestone. At this time a report is sent home monthly to monitor the child's progress until such time as the milestone is met.

Special Events:

Parent Christmas Craft Night (Kindergarten and under): Each year the daycare hosts a Christmas Craft Night in early December. It is a time to get to know the parents, enjoy doing a Christmas craft together and to share snacks with the children's families. Parents are requested to provide a snack or treat for the event. The event is timed to coincide with pick up time (3:30-5:30pm).

Mother Day Tea & Father's Day Root Beer Activity: The daycare also hosts a Mother's Day Tea and Father's Day Root Beer activity at the centre each year. Mothers and Fathers play the most important role in the lives of the children and this activity allows caregivers to help the children demonstrate their love for their parents and the role they play.

Children's Parties and Special Events: When caregivers host a class party for the children, such as Halloween, Valentine's Day, Easter, etc. the centre requests snacks or treats from the parents (with labeled ingredients) and encourages parents to attend if they wish to.

Administrative

Updating Files: The daycare sends parents an email twice per year to remind them to update their files information (addresses, contact numbers etc). It is the parent's responsibility to share any updates with the daycare as the year goes by and the daycares emails serve as reminders only. By reminding parents of their responsibility, this gives the centre an opportunity to "catch up" on any changes in the children's and parent's lives and to keep information current.

Staff Meetings: Parents are invited to provide input or suggestions into the agenda of all staff meetings.

Annual Surveys: The daycare sends out an annual survey each year that asks for parents input on the daycares program, menu, communication, administration, policies, staffing, ways to improve etc. The results of the surveys are utilized by management to improve policies and all the different aspects of the daycares program.

Time at the Centre

Volunteering: Parents and/or grandparents are encouraged to volunteer their time in the daycare if possible. All volunteers will be oriented by the Centre Manager. All volunteers whether they be parent, students or other, must have their criminal record check with vulnerable sector check on file. Volunteers must also fill out the Volunteer Emergency Form and agree to/ sign our Volunteer Handbook. Note that student volunteering for credit require to have on file a written letter from their school.

Open Door Policy: Parents and authorized 'pick-up' persons enter and leave the daycare during drop off and pick up times. Custodial parents are welcome any time of the day, but if they would like to stay for more than 15 minutes, they must arrange it with the Centre Manager.

Non-Custodial Parents may not visit their child(ren) at the centre. The daycare must be informed, in writing, by the custodial parent when and if a non-custodial parent is permitted to drop off or pick up their child(ren).

Questions, Concerns or Complaints

Questions: Questions are to be directed to a child's caregiver or to the Centre Manager, depending on the type of question.

Concerns: The daycare believes children and parents are entitled to expect courtesy and prompt attention to their concerns. Minor concerns should be directed to the child's caregiver. If it is not resolved promptly, concerns are to be brought to the Centre Manager. More serious concerns should be brought to the Centre Manager immediately. The daycare's intention is to work in partnership with parents by welcoming their ideas and suggestions.

Complaints: All complaints should be brought immediately to the Centre Manager. It is in the best interest of all: children, parents, caregivers and the daycare itself for complaints be taken seriously and resolved quickly. We have a concern and complaint form to document and help with follow up and resolution. Most complaints can be resolved informally at this initial stage.

Licensing: If a parent is not satisfied with the decisions made by the Centre Manager, they can choose to discuss concerns with the centres Licensing Officer at Alberta Children and Youth Services. The daycare asks that they inform the daycare of their intentions although it is not required.

Social Media Policy

The daycare requires that all parents/guardians and staff agree to the daycares *Social Media Policy* in order to ensure the privacy of all children and staff at the centre. No pictures or videos of children (other than the parent/guardian's own) or staff are to be posted online or on social media networks of any kind (such as Facebook, Instagram, Twitter, Snapchat, YouTube, etc.).

Removal Policy

If a child is having a difficult time settling into the daycare environment, the caregivers will make every effort to help. Daycare staff are trained and experienced. They offer an interesting and stimulating program. The physical environment is set up to provide children with numerous means to express themselves in a positive way.

Sometimes a child is not ready for group care. Usually these are children who feel anxious in groups, and/or who become extremely agitated and very aggressive when they have to share space or toys with other children. Sometimes transitioning becomes overwhelming to the child and they refuse to cooperate. Some children cannot cope with separation anxiety if it is the first time that they have been away from Mom and/or Dad. The child will express frustration inappropriately. After an appropriate period of time, if the child continues to have these serious issues, the daycare will seek help (with parental permission) for additional caregivers from agencies like (but not limited to) the "Providence Outreach Program".

The daycare will first seek help and cooperation from the child's parents. The daycare provides incident reports on every inappropriate behaviour and can usually identify these behaviours within a short time of the child starting with the centre. The daycare requests that parents be very thorough on their enrolment forms, and let them know any concerns they have regarding social development (or other development) and readiness for group care. Usually, through cooperation and effort, the children in the daycares care overcome these behaviours. However, sometimes, after all the caregivers and daycare can do and all parents and agencies can do, it is clear that some children just need more time and/or help before they will be ready for group care.

The daycare will stop providing care for a child if:

1. There are unpaid fees, as explained in the daycares *Fees Policy*.
2. A parent, guardian or authorized pick up is abusive or behaves inappropriately towards staff or other children
3. A child is not developmentally or behaviourally ready for group care.
4. A child is 4 years or older and is still consistently soiling him or herself.
5. A child is assessed with developmental delays or special needs requiring an aid, and the parents are not able to acquire an aid to assist with these delays.
6. A child's behaviour is a threat to other children in our care, to him/herself or to our caregivers.

Any of the following list of behaviours would also lead to the daycares refusal to continue providing care for a child:

Defiance: Refusal to cooperate at transition times and at other times in general. Refusal to put away toys and/or disruptive behaviour. For example, defiant children may often throw toys on the floor rather than clean up, tear displays off the walls, kick over chairs, knock over/throw furniture, etc. The daycare will not provide care for a child with these behaviours as it puts other children and staff at risk.

Physically Hurting Other Children: If a child is hurting other children (pushing, kicking, punching, biting, pinching etc.) the daycare will discontinue care for that child. All children in care MUST be kept safe. Again, at the first sign of aggressive behaviour, the daycare will work with the child and utilize various strategies to help improve behaviour. However, the daycare cannot allow other children to be put at risk. The daycare has very little tolerance for this type of behaviour. Specific instances of withdrawal include:

- When a child purposely hurts another child and it's determined to not be an accident, and is severe enough to result in bleeding, bruising or other marks; or if the injury requires medical attention, this may result in immediate removal from care.
- If the physical behaviour does not result in an actual visible injury – consistent incident reports of this type (1 for OOSC, Kinders, 4 year olds), (3 for 3 year olds, and Toddlers) will result in a warning letter and if the behaviour continues, the daycare will give 2 weeks' notice for removal.

Running away from the daycare: If a child tries to run away from the centre, the daycare will call the child's parents for immediate removal. The daycare cannot risk the child's safety.

Abusive behaviour towards a caregiver: If a child physically hurts a caregiver, screams at, swears at or is defiant and rude to a caregiver, the daycare will not provide care for that child. There will be 1 warning, a discussion with parents and then if the behaviour continues, there will be an immediate removal.

Foul language (for older children): This behaviour will result in a warning and a discussion with parents. Repeated foul language will result in removal.

Biting (3 years old and older). These age groups are expected to have grown out of the developmental issue of biting. Children of this age group or older may be removed without warning from the daycare enrolment if they bite another child.

Biting (toddlers): After a toddler has bitten on 3 or more occasions they may be removed from care. The daycare understands that biting is a developmental milestone that some children go through, however, if a child continues to display this behaviour then it is an indication to our centre that the child is not ready for group care.

Consistent late arrival for the bus or walking group: Once the school year settles in and the children are accustomed to the routine, if a child is late for the bus or walking group and there is no legitimate reason, the daycare will give that child 2 chances. After that, parents must make alternate arrangements for bussing or walking.

Failure to inform the daycare when child is not in need of pick up from school: It is expected that parents inform the daycare (at least one hour in advance) by phone or email, if they do not require the daycare to pick up their child that day. The child is treated as a missing child when the daycare is not informed. As such failure to inform the daycare on more than three occasions may result in the removal of the child from care.

Inappropriate behaviour during transport: If a child is behaving inappropriately on the bus or while walking, the daycare will give the child one verbal warning and one written warning. Should the inappropriate behaviour continue after that, the daycare will no longer provide care for that child (see the transportation policies).

Since every situation is unique, any decision to cease providing care would come only after careful consideration, discussion and consultation with parents/ caregivers and coordinated efforts with agencies. Since behaviours are well documented, the daycare will do their best to help parents find the support necessary in helping their child overcome these developmental and behavioural problems.

Supervision Policies

Supervision Procedures

To ensure that primary staff observe children's play and behavior both indoors and outdoors:

- The Centre Manager/designate will observe the staff throughout the day to ensure that the children are being monitored correctly.
- If there is an issue regarding observations of children, the Centre Manager will send out a reminder memo to staff or have a meeting with the staff involved to ensure that they understand their duties with regards to children's safety.

To ensure that the primary staff are aware of the program's indoor and outdoor physical environment:

- All new staff are given a tour of the facility when hired.
- All new staff are given a copy of the staff handbook.
- All current staff review their handbook on a regular basis through staff meetings, memos and revisions.

To promote child safety through supervision:

- Children are signed into their rooms at arrival and departure and when transitioned to a different room/group.
- Children are counted regularly especially before going to another area of the daycare and before returning to their room. Staff members should make counting the children in their care a habit so that if asked by the Director they know without looking at the sign in sheet how many children they have.
- Staff are to spread themselves out in the room/play area in such a way as to appropriately supervise the children from all angles/ room areas.
- Staff that are alone in a room are not to utilize any change table unless they have a clear view of the entire room, particularly the room exits.
- During the busiest times of the day (pick up and drop off times) staff are to have the children grouped on the far half of the room to avoid any child potentially leaving the room with the in and out parent traffic during these busy times. Once enough children have arrived to meet the max group size for that side of the room, staff may open the side of the room closest to the cubbies/door.
- Kinder/OOSC children are counted when they arrive at the van/bus and when they leave the van/bus, as well as being signed into the van/bus sign in sheets.

Programs supervision practices meet children's developmental needs:

- Any staff that breaks ratio regulations as per the Licensing Act and Daycare policy may have their employment immediately terminated with cause.
- Primary staff make observations on each child throughout the time they are in the daycare. These observations are used to ensure that the child's developmental needs are being met.
- Staff will actively engage with the children when in ratio.
- Primary staff document issues that are of concern to parents regarding their child's needs and ensures that the parent is made aware of these issues.

- By supervising the children both inside and outside we are ensuring their safety both physically and mentally.

How parents are informed of the program’s supervision policies:

- The Centre Manager discusses our supervision policy and procedure with each family upon admission.
- A copy of the supervision policies is included in the *Parent Handbook* which is provided to each family upon admission.

Distal Policy (Distance Supervision Policy)

(Grade 1 to 4 only)

It is the daycare’s policy that all children must be under the direct supervision of a caregiver at all times with the following exceptions.

1. When helping the kitchen staff deliver dishes and supplies to the rooms for breakfast.
2. When helping the kitchen staff deliver snack to the rooms.
3. When leaving to volunteer to help in the preschool rooms.
4. Other appropriate activities approved by the Centre Manager.

Children are without supervision only during the time they are moving from one room to another. Once in a room they are under the supervision of the staff in that room until they leave to return to their own room.

The decision to allow a child to leave the direct supervision of their caregiver is at the discretion of the caregiver.

Child Staff Ratios	
12-18 months	1 staff to a group of 4 children or less
Toddlers	1 staff to a group of 6 children or less
3-4.5 year olds	1 Staff to a group of 8 children or less
4.5 – Kinder	1 Staff to a group of 10 children or less
School Age	1 staff to a group of 15 children or less

School Transportation Policies

General Transportation Information and Expectations

Transportation Offered:

- The daycare offers transportation to and from school for only the schools/classes listed for the daycare centre on the company website.
- Transportation is NOT provided for Kindergarten staggered entry days
- Transportation is NOT provided or adjusted if the school has a field trip that changes the required drop off/ pick up times.

- The Daycare is committed to ensuring all employees are aware of and agree to following transportation safety laws as outlined in the daycare's Transportation Safety and Maintenance Program which follows all required laws and legislation required by Alberta Transportation.

Orientation for Children:

- The week before school starts, children will go on a trial run to their schools where they will be taught where to meet the van/bus and the safety procedures involved in being transported in the daycare vans/buses or in walking to and from school.
- Children are informed regarding what happens if they do not come directly to the meeting place.

Communication with Schools:

- Parents will inform the schools that the daycare will be picking up their child.
- The daycare will give the schools a list of who we will be transporting from their school.
- The daycare will give the schools the steps the daycare will follow when a child fails to arrive at the designated meeting place.
- The daycare will give the schools the centre phone number and the Centre Manager's phone number, in the event the school needs to contact them.
- It is vital that both the daycare and the schools treat the missing child as a serious situation and follow the steps required to ensure that child gets home safely.

Transport Vans & Buses:

- Transportation will be provided on a regular basis for Kindergarten up to Grade 4 to and from school.
- Transportation will be provided for field trips for Kindergarten and OOSC children.
- See policy on the use of Booster and Safety seats below.

Van/Bus Behavior:

The following are expectations of children's behavior and the consequences that the daycare will enforce:

- Be respectful and cooperative to the driver.
- No fighting (verbal or physical)
- Sit in your seat and visit quietly.

If the driver feels a child's behavior impedes on her ability to transport the children safely, the child will first be given a verbal warning, then a written warning and then the driver will have the right to refuse to transport that specific child in the van. Detailed incident reports will be written up to document the behaviors.

Walking Behavior:

The following are expectations of children's behavior and the consequences that the daycare will enforce:

- Be respectful and cooperative to the staff accompanying them.
- Walk single file, facing forward, listening to staff instructions at all times.
- Follow walking and street safety rules at all times.

If the staff feels that a child's behavior puts him/herself in danger or the other children or staff in danger, the child will be given a verbal warning, then a written warning and then staff will have the right to refuse transporting that specific child. Detailed incident reports will be written up to document the behaviors.

Van/Bus Policy - Inclement Weather:

In the event that school is open but

- Temperature (plus wind chill) is -40 C or lower and/or
- Blizzard or whiteout conditions exist throughout the area and/or
- All school buses, both urban and rural are cancelled by the bus contractor

the daycare will have the option of not transporting the children to or from school. The decision will be strictly based on the safety of the children and/or whether the vans/buses start. The Centre Manager will phone/email parents as soon as a decision is made.

Parental Responsibility:

If the parent is unsure if the vans/buses are running they are to contact the daycare for confirmation. Parents will have the option of transporting their children to school and must be prepared to pick their children up at the end of the school day as well.

Booster Seat Usage by Kindergarten Children (only if using a Van):

- The law states that all children under 6 years of age whose weight does not exceed 18 kg (40 lbs.) must be properly secured in a 5 point harness child seat.
- It is recommended that all children under 8 years of age who weighs less than 37 kg (80 lbs.) or have a sitting height of less than 74 cm (29 in) or a standing height of less than 122 cm (48 in) must be in an approved and properly used booster seat.

It is daycare policy that:

- All children who are under 40 lbs. and/or under 48 inches and under 6 years old are required to use a daycare supplied 5-point harness seat when being transported in a daycare van. This is not required for bus transportation.
- All children in kindergarten that do not need a 5-point harness are required to use a booster seat.

Minimum Staff Qualifications & Requirements

Driver/Walker Qualifications:

- Class 4 (Vans) and Class 2 (Bus) driver's license.
- Child care first aid.
- Minimum level 1 (Child Development Assistant).

Additional Staff:

- Child care first aid.
- Minimum level 1 (Child Development Assistant).

Van/Bus (*with a cell phone*):

- Bi-annual safety check.

- First aid box.
- Sufficient booster seats/five point harnesses for all children requiring one (vans only).
- Portable emergency forms for each child transported.

Walking (*with a cell phone*):

- A walking binder will accompany the walking staff and will contain the following: portable emergency forms, sign in sheets, missing child incident reports, incident/accident reports.
- First aid kit will accompany the walking staff.

OOOSC Safety During Transport and Activity Transitions

Throughout the Transportation Time

Drivers/Busing Staff will communicate with the Centre Manager/designate any concerns they have regarding children on the bus. This communication will be through incident reporting, text messages, phone calls, and/or verbal communication upon arrival.

1. Incident reports for Busing Behavior, Absent Child without Notice from Parent
2. Bussing Incident report will be filled out if a child is not located at pick up time. (See below Transportation Accidents/Incidents Policy)
3. Verbal Communication with Centre Manager when required (requests, suggestions etc)

Departure from the Daycare

- Busing staff will go from room to room to gather the applicable children. Room staff will sign them out as they leave their care and the busing staff will sign them in via the sign in/out system individually. The staff will ensure that as they sign out the children, they physically see them.
- The children and staff will line up and load onto the bus and van. The front staff will wait at the door and count the children as they enter the bus to confirm they have the correct numbers.
- Before departure, a busing staff will do a role call to ensure all are present.
- The bus/van will then depart.

Drop Off to School

- Upon arrival to the school, a staff will leave the bus/van and count the children as they come off to ensure the correct number leave the bus. OOOSC children will wait with daycare staff until daycare staff have verified that there is a school supervisor on site.
- Kindergarten children are to stand separate from the other OOOSC children and the staff will do a roll call to ensure they have them all. The staff will then bring the Kindergarten children directly to the kindergarten door until the teacher takes them into the school. The staff will count their children as they leave his/her care and into the care of the school.
- The busing staff will then physically sign the children out of the sign out system.

At Pick Up From School

- Note that staff will pick up kindergarten children directly from their teacher and OOSC children will go directly to their meeting place.
- A **non driving staff** will sign in each child at the school meeting point or Kindergarten door as applicable and then do a recount once everyone is signed in.
- The children will then load onto the bus and both a **non driving staff** AND the **bus/van driver** will do a count as the children enter the bus. They will confirm to each other that their count matched.
- Once on the bus, the **bus/van driver** will do a final roll call and once confirmed that they have those expected, they will continue their run.

Procedure if a child is missing (from school):

STEP 1: Upon arrival, staff will wait at the meeting point for no more than 10 minutes. If a child is missing, they will proceed to STEP 2.

STEP 2: Staff will immediately go to the office to speak with the school office staff in order to determine if they have any additional information (did the child get picked up early etc.). While the staff walks to the office, they will use the cell phone to call the Centre Manager who will remain on the phone until they have all the information from the office. While on the phone, the Centre Manager will check any messages, the message board and the email to determine if any information or message was missed or recently left. If unsuccessful the staff will inform the school office that they (the daycare bus) will be leaving without the child but that the Centre Manager will be calling parents and contacts in order to determine their location. They will give the school office the phone number of the Centre Manager so that the school can call in the event that the child is found by the school. They will then proceed to STEP 3.

STEP 3: The staff will return to the bus and leave with the children to continue their bus run. In the mean time, the Centre Manager will immediately contact the parents and emergency contacts as needed until she is able to determine the location of the child. The Centre Manager will go or will designate an office staff to go to the school and continue the search there if needed. Police will be contacted in the event that parents, school and daycare each can not locate the child. If parents or emergency contacts can not be reached in a reasonable time frame (20 minutes from STEP 2) then police will be contacted by the Centre Manager.

STEP 4: Upon return to the centre, staff will fill out a transportation incident form to document that all steps were taken and the times.

STEP 5: If it is deemed lack of communication from the parents end, the Centre Manager will give a verbal warning and reminder of the necessity of keeping the daycare informed. If it happens again a warning letter will be given to the parents. A third time may result in the refusal to provide transportation for that child.

Upon Arrival to the Daycare

- Upon arrival designated busing staff will enter the centre with the children and do attendance in all groups by calling each child's name and visually confirming their presence, then entering them into the sign in/attendance system. The children will then follow the staff to their respective rooms to join their group. Once the children are in their room, their room staff will also confirm that they are signed into their specific room.

- Once children are in their rooms, the Centre Manager will then go group to group and confirm that the number of children in the room match the sign in system. The Centre Manager will sign off, once the check is complete.

- The Centre Manager will monitor the entire transportation and arrival of all OOSC children. The Centre Manager will have their cell phone on them at all times during transportation. Note also that upon arrival of the children to the daycare, the Centre Manager will monitor the hallways to ensure that procedures are being followed correctly.

The Centre Manager will also train all relevant staff to perform the above responsibilities in his/her absence through the following three step procedure:

Designate

1. The Centre Manager will review all Transportation Policies with the Designate
2. Designate will shadow the Centre Manager
3. Centre Manager will shadow the Designate and perform a check to ensure that the Designate has performed all procedures.
4. A list of these Transportation Procedures and Bussing Schedule will be will be posted in the office.

Driver/Busing Staff

1. The Centre Manager will review all daycare policies regarding transport and transition with new drivers/busing staff before they start transporting children
2. If possible, new drivers will go on at least one shadow run with another driver before they start driving.

Procedure to follow if a OOSC/Kinder child is missing from the centre

1. The Centre Manager will go to ratio staff to confirm the child was on the bus and he/she will check bus sign in binder
2. The Centre Manager will check parent sign in sheet to see if parent signed out without checking in with room staff.
3. If still unaccounted for, a search of the daycare and bus will be undergone.
4. If child is not located the Centre Manager will contact their parent to determine if a) was the child picked up b) inform them that their child is absent without reason.

5. If the child is not located the Centre Manager will immediately contact RCMP, Licensing (Reportable Incident) and Owners (Missing/Lost Child Policy)
6. If the child is located, an Incident will be reported to Licensing (Missing/Lost Child Policy) with explanation of incident. The daycare will follow all Licensing Recommendations if an investigation is conducted.

NOTE: In the case of a child missing from a room during the OOSC Rotation Schedule, the room supervisor/activity staff will recheck their numbers and the children signed in. If a child is missing, then steps 2 to 6 above will be followed.

Sign in System during Room/Activity Transitions

1. Activity Staff (ones that stay in the room) will stand at their door to sign children in as they enter the room.
2. Group Lead Staff will count their children before leaving for a new activity and then again upon arriving at their next location. They will then confirm with the Activity Staff that their attendance numbers match. They will repeat this each time they leave and arrive at a new activity.

Additional Transportation Accidents/Incidents

Procedure if a child is sick on the van/bus:

- The child will sit on the bench directly behind the driver so that he/she can be closely monitored by the driver.
- The driver will inform the Centre Manager upon arrival that the child is sick.
- The Centre Manager will inform the parents to come and pick up their child.

Procedure in case of a van or bus break down:

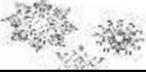
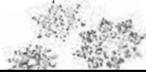
- The driver will contact a tow truck.
- The driver will contact the daycare.
- The Centre Manager will come with a second van/bus to transport the children.
- The Centre Manager will contact the schools or parents as necessary.
- The driver will wait for the tow truck.
- The Centre Manager will come back to transport the driver once the children are safe.

Procedure in case of an accident:

- Driver will dial 911.
- The driver will check for injuries.
- The driver will call the daycare and inform the Centre Manager.
- The Centre Manager will come with the second van/bus to transport children and offer aid and comfort (no child shall be removed or transported until checked by an emergency worker).
- The Centre Manager will contact parents, schools and licensing immediately (serious incident).
- The Driver will take a photo of the damage on all vehicles and also collect the contact information, insurance and registration information of all affected.

Outdoor Play Policies

Outdoor Play Weather Restrictions

AGE OF CHILDREN	LIMIT OUTSIDE TIME TO LESS THAN 30 MINUTES	NO OUTSIDE TIME
 Cold Weather / Winter Conditions 		
Infants	-5°C to -10°C (including wind chill)	-11°C and below (including wind chill) and/or snow storm
Toddlers	-5°C to -15°C (including wind chill)	-16°C and below (including wind chill) and/or snow storm
3-4 Year Olds	-15°C to -20°C (including wind chill)	-21°C and below (including wind chill) and/or snow storm
Kinders / OOSC	-20°C to -25°C (including wind chill)	-26°C and below (including wind chill) and/or snow storm
 Hot Weather / Summer Conditions 		
Infants	25°C to 30°C (ensure adequate shade and water)	31°C and above
Toddlers	25°C to 30°C (ensure adequate shade and water)	31°C and above
3-4 Year Olds	30°C to 34°C (ensure adequate shade and water)	35°C and above
Kinders / OOSC	30°C to 34°C (ensure adequate shade and water)	35°C and above
 Rain / Stormy Weather 		
Infants	Light sprinkle (Proper outdoor attire)	Rain, lightening, hail, strong winds
Toddlers	Light sprinkle (Proper outdoor attire)	Rain, lightening, hail, strong winds
3-4 Year Olds	Light rain (Proper outdoor attire)	Heavy rain, lightening, hail, strong winds
Kinders / OOSC	Light rain (Proper outdoor attire)	Heavy rain, lightening, hail, strong winds
 Air Quality 		
All Ages	Air Quality Index at "4"	Air Quality Index at "5" or above

*The Centre Manager may designate "NO OUTSIDE TIME" if other weather or air quality concerns are observed.

Playground Safety Policy

- 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*.
- All potential hazards are identified and addressed before children are allowed to enter the playground area
- Playgrounds are free of all toxic plants.
- Staff will closely monitor all areas of the playground during play time to ensure that all children are playing safely to avoid injury.

Daycare Playground:

- It will be the Centre Manager's responsibility to ensure that the daycare playground is checked every morning before the children play to ensure that it is safe.
- Any structural issues and safety hazards will be repaired before the children are allowed access to the structures.
- Staff will be responsible for monitoring all areas of the playground during playtime to ensure that all children are playing safely to avoid injury (the Centre Manager will be responsible for monitoring the staff to ensure that they are monitoring the children appropriately).

In-town Playgrounds:

- It will be the Centre Manager's responsibility to check all playgrounds in the area that the daycare children will be playing on to ensure structural safety and fall zone safety. If the Centre Manager is unsure they will contact the city for confirmation of playground safety.
- It will be the monitoring staff's responsibility to check the playground for safety hazards before the children are allowed to play on the structures. If the staff feel that there are structural issues or fall zone issues they will not take their children on that playground. They will inform the Centre Manager who will contact the city and inform them of the safety issues. The daycare will not return to that playground until the safety issues have been addressed.

Out of town Playgrounds:

- It will be the Centre Manager's responsibility to ensure the structural safety of any playground used on a field trip out of town.
- The Centre Manager will contact the owner/person's responsible for that playground (questions will be asked regarding fall zones, ground cover, height of structure, inspections by health and safety). If the Centre Manager is not satisfied that the structure is safe by health and safety standards then it will not be part of the field trip.
- It will be the monitoring staff's responsibility to check the playground for safety hazards before allowing the children to play.
- If the staff feel the playground is unsafe for the children in any way they will make the decision to not allow the children to play on the structures. They will inform the Centre Manager who

will contact the appropriate people to inform them of deficiencies in the structure. The playground will not be used again until it is made safe.

Sandbox Policy

- All outside sandboxes will have a tightly fitting cover which is kept closed when the sandbox is not in use.
- Large sandboxes have walls and a door that is kept closed when not in use.

Wading Pool Safety Policy

- Staff will remain beside the wading pool at all times when it is in use.
- All wading pools are drained and stored up-ended when not in use.

Off Site Activity Policies

Offsite Activity Guidelines and Responsibilities

To ensure the safety of the children while on outings, the staff and volunteers accompanying the group will be responsible for the following:

1. The type of outing will determine the number of staff needed to accompany the group; every effort will be made to have additional staff and volunteers.
2. Ensure every child has a signed permission slip for any out of town field trip.
3. Staff will ensure they have "Portable Emergency" forms for each child, first aid kit, any emergency medications/devices, and any needed items (e.g., sunscreen, bug spray, water bottles, lunches etc.).
4. At least one staff member must have a current First Aid Certificate.
5. At least one staff member must have a cell phone.
6. Volunteers are to have a current Criminal Record Check with Vulnerability Sector.
7. Review safety rules with children, staff and volunteers:
 - One staff will be at the front of the line and the other staff will be at the back of the line.
 - Any other staff and/or volunteers will be dispersed throughout the group.
 - Children will not leave the group by themselves for any reason; a staff will take any child who needs to go to the bathroom, ensuring that child to staff ratios are maintained by taking enough children to ensure both staff are in ratio.
 - Volunteers are not to be in ratio at any time, they are to help the staff (this means no volunteer is to take a child to the bathroom unless it is their own child).
 - If driving to destinations: Head counts will be conducted by staff when leaving the centre, upon arrival at the destination and every half hour throughout the day, before leaving the site, and upon arrival back at the centre.
 - If walking to destinations: Head counts will be conducted by staff when leaving the centre, at every intersection, upon arrival at the destination and every half hour throughout the day, before leaving the site, and upon arrival back at the centre.

8. Responsibility of staff when playground play is involved (see playground policies):
 - o Staff will first check the entire playground to ensure it is safe and there are no hazards of any kind.
 - o Staff will position themselves in an appropriate manner throughout the playground area to ensure maximum coverage and supervision.
 - o Staff will be responsible for monitoring all children who come into their area of viewing, even if they are not part of that staff's particular group.

Transportation for Off Site Activities

Daycare 13 seat vans:

- o With a qualified driver (Class 4 license).
- o Ratio = 2 staff with 13 children

School Bus (30+ seats):

- o With a qualified driver (Class 2 license).
- o We will ensure there are at least 1 extra staff member
- Transportation safety rules will be reviewed before each field trip and outing by both adults and children.
- Staff will enforce safety rules that comply with Alberta Transportation Guidelines. Staff will bring a backpack containing a binder with all emergency contact information for each child and a first aid kit.

First Aid Procedure for Off Site Activities

Procedure for minor injury which does not require emergency care:

1. Staff with current child care first aid will administer first aid to the injured child, attend to the child's immediate needs and assess injury.
2. If injury is not serious and does not require emergency medical care, staff will apply first aid such as cleaning wound, band aid, ice pack, comfort, etc. as needed.
3. Staff will fill out an incident/accident form to document injury.

Procedure for injury which DOES require emergency care:

1. Staff with current child care first aid will administer first aid to the injured child and attend to the child's immediate needs and assess injury.
2. If injury is serious, the room lead/supervisor will also assess the situation and will decide if emergency medical care is required. Depending on severity, the staff will decide whether to call 9-1-1 for an ambulance.
3. The Centre Manager/designate will be contacted and informed of the situation.
4. If an ambulance is called, staff will continue with on-going first aid and treatment while waiting for the ambulance to arrive.

5. If transporting to the nearest hospital/medical clinic, an extra staff will accompany the driver and child in the daycare van or bus. Staff in ratio will remain with the group of children at field trip/off-site location.
6. The Centre Manager/designate will contact the parents to inform them of the injury and the steps that have been taken.
7. Staff will stay with the child at the hospital/clinic until the parent or designate arrives.
8. Staff will fill out an incident/accident report to document the injury and steps taken.
9. The Centre Manager/designate will follow the procedure for serious reportable incidents to inform licensing of the incident.

Permission Form Procedure for Off Site Activities

The Centre Manager is responsible for ensuring that no child goes on any field trip until the daycare receives a permission form for that child.

- o The permission form will include the following information:
- o Destination (with itinerary).
- o Mode of transportation (daycare van or a bus) and who will be driving.
- o What the ratio of staff to children will be.
- o If taking First Student Bus – a reminder that there are no seat belts.
- o A statement that field trips may be cancelled due to transportation, weather or staffing issues.
- o A statement regarding potential liabilities or “dangers” associated with the field trip (eg. Water play, tripping hazards, etc.).

Missing Child Procedure for an Off Site Activity

If staff suspect that a child may be missing from the group, the following procedure will be followed:

1. The group will stop and all children will be gathered together in a safe location.
2. Staff will first do a head count and use attendance sheet to call out the children’s names and mark with a check mark those children that are present.
3. If all children are in fact present, then group will continue with activities as planned, if not, move to step 4.
4. If a child is missing after attendance is taken, staff will remain calm and follow the steps below.
5. All children will remain seated as a group with enough staff to keep in ratio.
6. All extra staff will do a perimeter search of the area while calling out the child’s name and keeping in contact via cell phone with the group staff.
7. After 10 minutes, if the child is not yet located, the extra staff will contact the business office of the location (see attached list of phone numbers) to inform them of a missing child and ask for assistance.
8. The room lead/supervisor of the field trip will also contact the Centre Manager/designate of the daycare and remain in contact via cell phone until the child is located.
9. If the child is still not located 20 minutes after step 4, the RCMP will be contacted to report the missing child and ask for assistance.

10. At this point, the Centre Manager or designate will contact the parents to notify them that their child is missing, inform them of the steps we are taking to locate him or her and that the police have been contacted.
11. The Centre Manager or designate will leave the daycare and drive in a company vehicle to the field trip location at this point and stay in contact with the room lead/supervisor at the location. If the child is found, the Centre Manager will turn around and return to the daycare.
12. If not, once the Centre Manager/designate arrives at the location, the staff and children will return to the daycare and the Centre Manager/designate will remain on site until the child is located or until the RCMP give alternate instructions.
13. Once the child is found, the Centre Manager will inform all parties (RCMP, Daycare, Parents) and return with the child to the daycare.
14. The Centre Manager/designate will follow the procedure for serious reportable incidents to report the incident to licensing.

Nutrition Program and Policies

Nutritional Requirements

The daycares nutrition program follows the nutritional requirements as outlined in the Canada Food Guide. Each meal or snack consists of at least one serving from two or more of the food groups. Children eat in a “family type” setting, at a table and serve themselves as they are able. The daycare does allow children to bring food from home as long as there is no nuts and it is expected that parents will follow Canada’s Food Guide when bringing a meal or a snack for their child. All meals and snacks are recorded on the Daily Menu Board. The daycare has a “Nut Free Menu” and is a “Nut Aware” facility meaning we do not serve anything in our menu that contains or may contain nuts however, if children bring in their own meals from home, although we don’t allow nuts, we do not control items that “may contain nuts”.

Dietary Restrictions

Dairy Restrictions: Parents may supply a milk substitute which will be stored in the fridge (exception is almond milk as the daycare is a “nut aware” environment). The cook cannot prepare meals for children with the many different allergies within the centre each day. If a child has an allergy, it is the parents’ responsibility to supplement or provide meals based on the daycare’s menu. The menu is posted on the website for download and viewing.

Religious/ Cultural Restrictions: If there is a food item on the menu that a child cannot eat because of religious or cultural reasons, parents are to provide an alternate.

Other Allergy Restrictions: All allergies are listed in the kitchen, the office and the child’s home room. The daycare does not serve menu items to a child who is allergic to that particular item. If there is something on the menu that a child is allergic to, parents are to supply an alternate item or lunch (paper bag style – no reheating or kitchen preparation).

Food Handling Procedure

- Hot food is kept hot at all times and cold food is kept cold at all times.
- Food preparation, serving utensils and surfaces are sanitized after each use.
- The cook must complete the Food Handling Course.

Menu Review Policy

- The daycare menu will be reviewed on an annual basis and more frequently if guidelines change.
- The menu will always reflect the Canada Food Guide and any changes will ensure that the children maintain a healthy diet.
- Parents are encouraged to provide input into any changes in the menu.

Mealtime Routine

- The daycare has a full time cook who prepares breakfast, lunch and snack.
- Ten minutes prior to eating the children tidy up and put away the toys they were playing with, (except projects like buildings or art projects etc. which can be set aside or just left where they are).
- Staff wash down tables with the 100ppm bleach solution.
- Children use the bathroom, wash hands and sit down at their groups' table.
- Each group of children sits at a table with their group and a staff member (sitting family style).
- Children are expected to remain seated while the meal is served and eaten.
- Children, when able to, are encouraged to serve themselves.
- Conversation is encouraged and a staff member remains seated with the children at their table to ensure proper supervision and interaction.
- Proper table manners are taught and encouraged during meal times. Seconds are allowed when the child eats all of his/her first helping. Children are encouraged to try all foods offered but are not forced to eat.

Once the meal is finished each child:

- Asks to be excused;
- Places utensils and plate etc. in the container for dirty dishes;
- Goes to the bathroom and their washes hands and face.
- The cook comes and gets the bin once everyone is finished. One staff cleans off and washes the tables while the other assists children to wash hands and prepare for their next activity.

Meals and Snacks

- The daycare provides breakfast, lunch and afternoon snack every day.
- If a child has an allergy to a food on the menu, parents are to send their child with an alternative.
- The daycare is a "nut aware" daycare so all food brought from home must be nut free.

- The daycare follows the Canada's Food Guide and they encourage their staff and families to do the same.
- The daycare invites parents to bring in special nut free treats for parties and their child's birthday.
- Breakfast is open from 7:00 a.m. to 8:30 a.m.
- Lunch time is anytime between 11:00 a.m. and 12:00 p.m., depending on the room.
- Afternoon snack is at approximately 3:00 p.m.
- Children must be seated at all times when eating and/or drinking.

Records Policies

Administration Records

The daycare will keep the following up-to-date administrative records containing the following information at the daycare center:

- Daily attendance of each child, including arrival and departure times,
- Daily attendance of each staff member, including arrival and departure times and hours spent providing child care,
- Evidence of each staff's child care certification level and first aid certificate, and
- Evidence of all staff and volunteers criminal record check (required) and intervention record check (if required).

This information will be available to the Licensing Officer at any time and available to parents if the Centre Manager or her designate is available. Administrative records will be kept on hand for a minimum of two years.

Children's Records

The daycare will keep the following up-to-date information on each child at the daycare center:

- Child's name, date of birth and home address,
- Completed registration form,
- Parent's name, home address, day address and telephone number (home, cell, day and/or work),
- Name, day address and day telephone number of person(s) who can be contacted in case of an emergency
- Authorized vs. Unauthorized Pick Up Persons (Name & Relationship to Child)
- Medication forms- medication have been administered with all the required information filled in
- Parent Handbook of all the Centre Policies & Procedures signed off by the Parent or Legal Guardian of the child.
- The particulars of any health care provided to the child, permission indicated by signature on the "Medical Permission and Release Forms," and

- Any other relevant health information about the children provided by the child's parent, including the child's immunizations and allergies, if any.
- This information will be available to the Licensing Officer at any time and available to parents if the Centre Manager or their designate is available. Children's files will be kept on hand for a minimum of two years.

Portable Records Policy

The daycare will keep the following information on the "Portable Emergency Information Form":

- Child's name, date of birth and home address,
- Parent's name, home address and telephone number (home, cell, day and/or work),
- Unauthorized/ Authorized Pick Up Persons and their relationship to child.
- Name, day address and day telephone number of a person who can be contacted in case of an emergency, and
- Any other relevant health information about the children provided by the child's parent, including the child's immunizations and allergies, if any.
- Telephone numbers of the local emergency response service and poison control centre.

Additional Notes

- An electronic copy of each child's portable emergency information will be kept by the child's teacher via the room tablet at all times. In addition, a physical copy will be kept in the office as back up.
- If a child travels to school (bus or walking) or to an off-site activity, a physical copy of the portable emergency form will be kept in the vans, busses, and in a walking binder as applicable.
- It is the responsibility of the parents to ensure they notify the daycare of any changes to their Portable Emergency Information. In addition to reminding parents of this policy, the daycare will ensure that when updated information is given to the daycare, the daycare will immediately update the information in all of the daycare record systems.

Notice Of Pick Up Change

When a parent requests a change in their authorized pick up they can either update it themselves via their Parent Porta log in which will in turn update the records of the daycare or they may inform the daycare in writing of the change and office staff will update the records accordingly.