

# *Manning Crossing Daycare Centre*



## **Parent/Guardian Handbook Policies & Procedures**

## **Introduction**

Welcome to the Manning Crossing Daycare Centre (MCDC). We hope that your involvement with our Centre will be a positive experience for both you and your child. We ask that you review the information provided in the Policy and Procedure Manual, which includes the policies, procedures and philosophy of our center. In order to look after your child's every need, it is up to all of us. If you have any inquiries please contact Rukhsana Panhwer Director/Owner, at 780-478-2271 or email us at [info@mcd daycare.ca](mailto:info@mcd daycare.ca)

## **Mission Statement**

We believe that childcare should be an extension of the home, supplementing what the child is learning at home. Manning Crossing Daycare Centre provides a special kind of learning experience focusing on all areas of a child's development: social, emotional, intellectual, physical and creative. We strive, as you do, to encourage children to grow in self-respect, self-control, responsibility and independence.

## **Daycare Program Philosophy**

At Manning Crossing Daycare Centre our philosophy is based on "Learning through Play". The primary focus of this program is intellectual development of good work habits. In order to enhance the children's development as a whole person, we offer a variation of the Montessori program that is more flexible.

Our goal is to provide an environment that will enable the child to develop to his/her optimum potential in all aspects of development. Our qualified staff members facilitate this environment and work to enhance the children's sense of self-respect, self-control, responsibility, and independence. When the child enters in the morning he is greeted by his/her teachers and then he/she is given the freedom to explore the various learning activities and interest centers that have been prepared before his/her arrival: House Keeping/Dramatic Play Center, Library and Music Center and the Sand/Water Centre. The centers are always available and the materials in them are changed weekly based on the learning theme. The learning centers are not arranged for ease of movement and convenience of use but rather for maximum challenge to the body and mind. A teacher is always nearby to support the child when needed. They are always available to answer questions, offer a challenging statement or make a suggestion in keeping with each child's current level of achievement, interest, ability and needs. The children are given time to grow and experiments, discover, play and to be a child.

## **Out of School Care Philosophy**

At Manning Crossing Daycare Centre we believe that children are entitled to opportunities that support and encourage their emotional, intellectual, social, cognitive and physical development. We believe that children are important individuals who develop at different rates and in their own ways. We seek to stimulate and develop children's creative thinking and problem solving skills through both staff and child directed activities. We strive to promote a positive self-image for each child by encouraging exploration, fostering the development of social skills and cultivating friendships. We encourage children's involvement in the broader community to help promote a strong sense of community giving children opportunities to participate in community projects and special events. We believe that children learn through play and personal experiences that foster each child's growth and development. We believe that children's programs should create an environment of trust where friendships are encouraged and each child learns a positive sense of him/herself. We support and encourage cooperative partnerships between parents and staff in order to meet the needs of all the children in our care.

The most important goal of our program is to give children a positive sense of themselves. Children are encouraged to try new things, ask questions and express themselves. Our staff members spend a lot of time interacting with the children, continuously making positive comments about children's activities, curiosities and accomplishments. We strive to help children develop confidence, independence and a desire to learn. Our program sets goals for each child in all areas of development:

Social: to encourage children to be comfortable at the Centre, to make friends and to feel part of the group.

Emotional: to encourage children to feel pride and self-confidence, to develop independence, self-control and a positive attitude.

Physical: to help children enjoy indoor and outdoor play, to develop large and small muscle skills and independence in self-help skills, to provide equipment and experiences for children to challenge themselves and others.

Cognitive: to encourage children to ask questions, make decisions and solve problems, to encourage trying out new ideas, to help children become excited about learning, to provide cooperative team experiences where children learn group dynamics and working with others.

Creative: to provide opportunities for children to express themselves and their feelings through art, music and drama, to encourage and support imaginative thinking, to provide a variety of "projects" for the children to explore and create.

### **Hours of Operation**

Our hours of operation are Monday to Friday 7:00 am to 6:00 pm. Children may attend for a maximum of 10 hours per day unless individual arrangements are made with the director.

There may be an additional charge for additional staffing if children are attending over the maximum hours per day. We will be closed on all Statutory Holidays and other designated days.

### **Admission Policy**

Admission is open to children from new born baby - 12 years whose individual needs and family needs can be met through our program. Children are allocated in spaces in such a way as to maintain our staff to children ratios and in accordance with governmental regulations. Due to staffing and child ratios children may attend for a maximum of 9.5 hours per day unless individual arrangements are made with the director. There may be an additional charge for additional staffing if children are attending over the maximum hours per day. Once Manning Crossing Daycare's Director has confirmed a space is available for your child your family will be emailed an information package including Welcome letter, Invite to visit the center, Policy and Procedure Manual and Registration form. The registration form is to be completed and returned along with a \$50 nonrefundable registration fee and a \$150 deposit. The deposit will be deducted from your first month's childcare fees. This form asks for basic background information about your child including medical information and contact information. It is essential that you notify the Director, in writing, of any changes with respect to addresses, phone numbers, emergency arrangements, family status, child allergies and/or medical problems. The number of children we can accept into our program is limited. If all of our spaces are filled, we will put your child on a waiting list and hold a space for you. Spaces are not saved for children leaving the center for the summer months or for extended periods of time during the year unless the space is being paid for. Children's names may be placed on the waiting list for re-entry into the program.

A *one-month* written notice is required when you withdraw your child from the center. We reserve the right to refuse care of your child. This includes any reason the Director and or license holder deems necessary. This includes late fees, not meeting your child's needs, illness, etc... In such case you will be given a termination notice from the Center.

### **Parent Orientation**

Once you have been accepted into our program and have returned the required documentation, you will receive a Welcome Letter and current Policy and Procedure Manual emailed to your family. The welcome letter will inform you on where to find information regarding your child's day and our program, confirm start date, drop

off and pick up times, as well as, invite you and your family to set a date to visit our center. We always recommend coming in to visit your child's room, meet some students and the staff, at least once prior to your child's start date. This will also give you a chance to ask any questions that you may have. We would like to make the transition into our center as smooth as possible for your child and family.

### **Custody Policy**

While it is preferable to avoid becoming involved in an access dispute, the protection and best interests of the child will be our first priority. Access disputes between parents or other family members may be complicated by the fact that legal custody of the child has not been determined by a court or formal agreement such as a consent order.

The following guidelines will be applied regarding whether or not to release a child: If you have any custody and access arrangements by way of consent or court order we request a copy for your child's records. However, it is not the daycare's responsibility to interpret, determine and enforce these orders. If the child's mother or father that is listed on the registration form and/or that we have met comes to pick up their child, we will release the child to the parent. This will include anyone listed on the authorized pick up list on your child's registration. If you have sole custody and can provide a document that clearly defines the non-custodial parent's access we will not release the child. Should the situation arise where a non-custodial parent comes to pick up a child, we will ask for supporting documentation for access and contact the sole custodial parent and the Edmonton Police if necessary. In these circumstances it is very important to have regular communication with your child's teacher and with the Director.

### **Fees**

Fees are due on the FIRST day of each month for that month. Postdated cheques are required to be left upon registration to avoid late penalty fees. The Centre charges a late penalty fee of \$20 and 24% interest per year. There is a \$20 NSF fee for each cheque returned.

Notices of late payment will go out on the 5th day of each month.

Our fees are as follows:

Full Time: 0 month to 11 months \$1000 per month

12 months - 18 months \$900 per month

19 months - 3 years \$850 per month

3 years - 4.5 years \$850 per month

Kindergarten Children \$550 per month Centre will provide Transportation

Out of School Care (OSC) \$500 per month Centre will not provide Transportation

Part Time: 13 months - 6 years \$50 per day (max 7hrs)

OSC Mornings only \$10 per morning

OSC Full Days \$50 per day

OSC Regular Dismissal \$25 per afternoon

OSC Noon Dismissal \$40 per afternoon

OSC Early Dismissal 2:30pm \$30 per afternoon

Childcare fees are required to be paid in full in order to maintain a space for your child. There is no holding fee for your time away from the center for holidays, vacations or extended leaves of absence. Part time families are required to pay for their designated days regardless if they have been sick or away. Please do not ask us to make an exception. The fees include art and music classes.

Any extra activities such as fieldtrips are not included in the regular monthly childcare fees; parents will be required to pay the associated fees in addition to the monthly fee. Subsidies are available from the Provincial Social Services to those parents who qualify. Subsidy Application Forms and Information Sheets can be obtained by visiting the Government of Alberta, Child and Youth Care Services website at [www.child.alberta.ca](http://www.child.alberta.ca). To be considered for a full time space, subsidized families must have their children in the centre for a minimum of 100 hours per month. Termination notice will be given to a parent who is behind in payment of their fees.

### **Arrival and Departures & Transportation**

Children will only be released to persons identified in the authorized pick up list. Staff may ask for identification. We ask that you inform the Director if someone other than yourself will be picking up your child either by note or a phone call. We will not release a child to an adult who is intoxicated or under the influence of non-medical drugs. Alternate arrangements will be made by the staff to ensure the safety of the child at the parent's expense.

### **Daily Routine**

You are invited and encouraged to bring your child for a visit during the week prior to their first day. This gives him/her an opportunity to become familiar with the centre, our staff and to meet the other children in the program. You must remain with your child during this visit, as they are not yet registered in our program. During the initial period of adjustment, tears are a very natural occurrence for our younger children. Our staff have specialized skills to help your child over a difficult time. Our staff can assist you both as you say good-bye. A routine that is consistent from day to day gives children a specific way to understand time. Once your child has participated in the sequence of the daily routine a number of times, he/she will begin to understand time as predictable sequence of events without depending upon an adult to tell what happens next.

Our daily routine includes active and quiet times, time with friends and time to play alone. Many opportunities are given for your child to interact individually or as part of a group. Arts and crafts, music, science, language activities, dramatic and outdoor play ensue a well balanced day that combines learning with fun. Outdoor play is mandatory part of our daily programming. Please ensure that your child comes with appropriate outdoor wear each day.

### **Daycare**

Upon arriving at the centre, we ask that parents accompany their child to their room. Parents are to help their child get ready for their day and inform staff of their arrival. Parents must also sign in their child's arrival time in the attendance record book and are encouraged to say goodbye to their child before leaving the centre. If your child will not be attending the center, please call and let the Director know by 9:30 am. When picking up your child you must mark their departure time in the attendance record book. Please inform your child's teacher when leaving with your child.

Manning Crossing Daycare Centre will provide transportation to and from schools and transportation is a component of our program (temporary). Prior to registering your child please check with your child's school to familiarize you're self with the school's transportation policy as well.

**Irregular Attendance:** For children attending part time or with irregular schedules parents must submit a weekly or monthly attendance calendar in advance.

**School Closures:** Parents are responsible for providing written notification at least one week in advance to Manning Crossing Daycare Centre of all non school days, PD days, non-instructional days, holidays, and schedule changes.

### **Late Pick up Policy**

Please ensure you have made arrangements for your child to be picked up by the designated time on your registration form. Your caregiver hours are scheduled between these times. The centre closes at 6:00 pm. You are expected to pick up your child BEFORE 6:00 pm. The Director will take into consideration late pick up due to RARE and unusual circumstances i.e. car accident, excessive snowstorm, or car breakdown. However, a phone call is appreciated. High traffic volumes and accidents slowing down traffic are regular occurrences and will be considered late. **You will be charged \$1.00 for each minute that you are late**, payable to the center.

### **Release of Child**

If anyone else is picking up your child please be sure to let the staff know. Any individual who the staff is not familiar with or that does not regularly pick up a child will be asked for ID.

Children are not permitted to be picked up by individuals who are not listed on the registration form. If we have any concerns we will contact the parent before releasing the child.

### **FOIP Policy**

All information that is provided on your child's registration form and during your child's enrollment will be confidential and shared in accordance with the Alberta Government daycare licensing requirements and accreditation policies.

### **Child Discipline Policy**

It is recognized that children are at different stages in their development of appropriate group behavioral skills. At our Daycare program, key rules will be established to maintain harmony and safety of all of the children. The children will be told the logical consequences that will result when the rules are broken. Staff will follow through in a calm, reasonable, and consistent manner when a child behaves inappropriately

Methods that will be used when guiding and redirecting behavior:

- Caregivers will communicate to children using positive statements
- Caregivers will communicate with children by getting down to their eye level and talking to them in a calm quiet manner about what behavior is expected
- After the child is reminded of the appropriate behavior, he/she will be redirected through alternatives/ choices to another activity or area
- Staff will promote and encourage appropriate behavior through knowledgeable program planning, modeling desirable behaviors, and socially acceptable language
- The goal that we are striving for is for children to take responsibility for their own actions and behaviors
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- Any person, while on child care premises, shall not engage in any of the following actions toward children
- Inflict corporal punishment in any manner upon a child's body
- Hit, spank, beat, shake, pinch, or any other measure that produces physical discomfort
- Cruel, harsh, unusual, humiliating, or frightening methods of discipline, including threatening the use of physical punishment
- Placement in a locked or dark room
- Public or private humiliation, yelling, or abusive or profane language
- Staff shall not associate disciplinary action or rewards with rest, food, or toileting
- Caregivers shall not use time out for any child
- Caregivers shall not use time out for any purpose

### **Child Guidance & Bullying**

Through discipline we help children develop self-control. We want children to feel strong and self-confident and at the same time respect adults and other children. Children who like themselves and feel esteemed by others rarely act rebellious or sullen. Discipline refers to actions taken by adults to help children control their behavior. These actions include identifying what kinds of behavior are acceptable and helping the child to understand the possible consequences of unacceptable behavior. Giving a child the reason for why he is not allowed to touch or do something helps him in learning to manage his own behavior in the future. Adults help children to develop self-control by being consistent, predictable and by modeling desirable behavior.

The center has clear rules that will be followed consistently with each individual child. When making rules we refer to the following guidelines:

- We cannot let children hurt other children
- We cannot let children hurt themselves
- We cannot let children destroy equipment or property
- We cannot let the children bully others in any way

The rooms will be set up and the program planned appropriately in order to prevent undesirable behavior. The teachers recognize when children are becoming bored and frustrated and when they need to change activities. Our staff uses positive reinforcement to encourage the behaviors we want to see and to build self-esteem in the children. We will never use sarcasm, physical force, or embarrassment to discipline a child. Physical punishment of children, including hitting and spanking will not be allowed under any circumstance. Other discipline methods that are unacceptable include time outs, harsh or degrading measures that humiliate or undermine a child's self respect, isolating a child, or withholding basic needs such as food, shelter, clothing, bedding or affection.

### **Guiding the Behavior for Infants and Toddlers**

During the first years of life, bonding and trust are encouraged through the presence of a consistent and responsive caregiver. Security is strengthened in the infant when he knows that all of his needs will quickly met. The teachers follow these guidelines to help prevent undesirable behavior:

1. Give infants attention on an individual basis throughout the day. Develop a relationship with each child as if he/she were the only child in the center.
2. Plan a room arrangement that minimizes traffic and allows for everything to be at the child's level. Make it simple.
3. Prepare and put out interesting activities in all centers
4. Establish a routine that alternates quiet activities and active activities.
5. Meet an infant's needs promptly so that he/she may develop a strong, happy, and trusting relationship.

6. Have a close relationship with the parents and solicit information about their children.
7. Play on the floor, close at all times to encourage and reinforce appropriate behaviors with words of praise and positive reinforcements.
8. Set clear limits and be consistent.
9. Always focus on what the child is to do rather than what he is not to do.
10. Redirect if a child needs help with his/her behavior.

### **Guiding the Behavior of Three, Four and Five Year Olds**

- Develop a relationship with each child as if he/she were the only child in the center.
- Plan a room arrangement that minimizes traffic and discourages the children from running.
- Prepare and put out interesting activities in all centers in keeping with each particular child's current level of achievement, interest, ability and needs.
- Establish a routine that alternates quiet activities with active activities.
- Establish close relationships with parents and solicit information about their children.
- Take time to teach children to use the materials properly and be consistent in reminding them.
- Encourage behavior they want to continue with words of praise and positive reinforcements.
- Set clear limits and be consistent.
- Focus on what the child is to do rather than what he is not to do.
- Redirect the child to another activity to give him/her the opportunity to change his /her behavior.
- If a child continues the unacceptable behavior, he/she will be given the logical consequence of his/her actions.
- When children are fighting teachers will intervene immediately and stop the children from hitting each other. Teachers will teach them to solve the problem without hitting.
- If the child loses control of his emotions and is crying uncontrollably, shouting, or having a temper tantrum we will ensure they are safe and deal with the situation once they have released the negative behavior.

### **Guiding the Behavior of 6-12 year olds**

- Develop a relationship with each child as if he/she were the only child in the center.
- These one on one interactions will help staff recognize the strengths and weaknesses of each child.
- Prepare a learning environment that minimizes traffic, promotes consistent routines and states well-defined expectations.
- Prepare and put out interesting activities in all centers in keeping with each particular child's current level of achievement, interest, ability and needs.
- Establish a routine that alternates quiet activities with active activities.
- Establish close relationships with the parents and solicit information from them about their children.
- Take time to teach the children to use the materials properly and be consistent in reminding them.
- Always encourage behavior you want to continue with words of praise and positive reinforcements.
- Set clear limits and be consistent.
- Always focus on what the child is to do rather than what he is not to do.
- Use problem solving where appropriate. Teachers and children will talk through the situation while staff asks supporting questions to enable the children to come up with another alternative or solution to their problem.
- If the child continues the unacceptable behavior we will give him/her the logical consequence of his/her actions.
- When a child causes physical or emotional harm to him/herself or other, the child will be removed from the situation in order to allow the child to calm down. Staff will talk with the children involved about alternate and appropriate behaviors. Children will then learn how to solve the problem without harming themselves or others.

- If the child loses control of his emotions and is crying uncontrollably, shouting, or having a temper tantrum, he/she will be removed from the group and given a quiet area to calm down. Once he/she has released his/her negative behavior the staff will then help the child to express him/herself in a safe appropriate way.

## **Inclusion & Diversity**

At Manning Crossing Daycare Centre, cultural heritage is an integral part of programming. We ensure a variety of cultural and inclusive activities and materials are provided and available to children. We encourage all children and families to share their cultural traditions and celebrations. Staff members provide children with opportunities to celebrate individual differences and unique qualities. Manning Crossing Daycare Centre will accept children of diversity depending on our ability to meet their needs and provide the type of environment they require.

## **Health & Safety**

### **Illness and Medical Procedures**

Upon enrollment at the centre, we require the medical status of the child, up to date immunization records and any known allergies or medical conditions. If a child becomes ill while attending the centre we will contact you promptly so that you may take your child home or to the doctor. An emergency contact including phone numbers and an address is necessary in the event that you cannot be reached. In an emergency the Director will take whatever immediate steps necessary to get medical help. You will be responsible for all costs associated for treatment and care. A sick child will be placed in the office or on a cot until the parent or guardian arrives. The child will be supervised during this time.

Parents are required to keep their child home if they display any of the following symptoms: fever, diarrhea, vomiting, undiagnosed rash/skin condition, obviously infected discharge, lethargy and irritability, persistent pain, cough, and communicable diseases as listed in Schedule 1 to the Communicable Disease Regulation (AR 238/85). A staff member who notices any of these symptoms when your child arrives will ask that your child be taken home or to a doctor for a note confirming that your child is healthy and not infectious.

If your child has had a fever, diarrhea or vomiting we ask that your child is kept at home for 24 hours after all symptoms are gone without the aid of Advil, Tylenol or other fever reducing medication.

### **Medication Policy**

#### **Supervised care for sick children**

(MCDC) must ensure that a sick child is kept as far away as is practicable from the other children, and directly supervised by a primary staff member.

#### **Medication**

(MCDC) may administer or allow the administration of medication to a child only where:

- the written consent of the child's parent has been obtained,
- the medication is in the original labeled container, and
- the medication is administered according to the labeled directions.

Where medication is administered to a child, (MCDC) must ensure that the following information is recorded:

- the name of the medication;
- the time of administration;
- the amount administered;

- the initials of the person who administered the medication.

(MCDC) must ensure that

- all medication is stored in a locked container that is inaccessible to children,
- Medication that may be needed in an emergency is stored in a place that is inaccessible to children

Parent/guardian(s) must complete a form and send all medications for their child in the original container, clearly labeled with the physician's name, child's name, and date of issue, and instructions for administration. The Executive Director or Room Supervisor will only administer oral medications prescribed by a doctor. Non-prescribed medications will not be administered at the centre. Medications are kept in a locked cabinet (or locked container in fridge if appropriate). Once medicine has been given, the staff will watch for any reactions that could occur from the medication taken. Parent/Guardian will provide on medical form when medicine was last administered at home. All medication when finished will be given back to the parent for proper disposal.

### **Health care**

(MCDC) may provide or allow for the provision of health care to a child only if

- the written consent of the child's parent has been obtained, or
- the health care provided is in the nature of first aid.

### **Children with Allergies**

Our Daycare staff will enroll children with allergies and to the best of their abilities, create an environment that minimizes the risk of exposure to allergies. This policy recognizes that the risk of accidental exposure can be reduced but not eliminated.

Each child needs will be assessed individually to determine if the centre can manage the allergy safely. The centre reserves the right to refuse registration if it is determined by the program director that the allergy is not safely manageable. Parents wishing to enroll their child(ren) in our program must discuss the child's allergies with the program director in advance of registration to determine if the centre can manage the child's allergies. To determine manageability we look at the following factors: a) type of allergy, b) number of allergies, c) level of severity, d) can exposure to allergen be managed safely and reasonably?, e) are staff and parents comfortable with level of risk that is inherent

Once it is determined that the allergy is manageable, then the following procedures must be followed before the child can be admitted into the program

The parent will provide an Allergy Information sheet that is signed by the child's physician:

- The parent will complete the allergy form that has been prepared by the centre. The parent will be able to meet and discuss this information with the centre's staff
- The parent will give written consent to advise other parents in the centre about their child's allergies and to allow us to post the child's Allergy Alert form in the center
- The parent will provide all necessary medications
- The parent will demonstrate the administration of the medication/ treatment to the program staff
- The program director and the parent will prepare a plan that outlines who will provide the food for the child (the centre or the parent or a combination of the two)
- The parent and program director will review the plan and the child's needs on a regular basis
- It is the parent's responsibility to notify the program coordinator, staff and cook of any changes to the child's allergy
- Any changes to the child's allergies must be noted and signed by the child's physician

## **Smoking**

In accordance with the Child Care regulation, our staff will ensure that no person smokes on the program premises. Also no staff member shall smoke at any time or place where child care is being provided

As children are not always able to move away from a smoker as adults are able to, we will strictly adhere to the smoke free environment policy. The objective of this policy is to protect all persons from the effects of environmental tobacco smoke, including passive smoking

Parents, family members or relatives of children enrolled at the service will not be permitted to smoke on the premises and will adhere to our Smoke Free Environment Policy

## **Head Lice Policy**

If lice are found at our center the following guidelines will be followed to prevent or eliminate further spreading, all children will be screened each day for signs of head lice. You will be notified should we discover your child has lice and will be requested to pick your child up from the Centre. Should you discover that your child has head lice you must notify us and take the necessary treatments for your child?

Your child must be receive head lice treatment and free from live lice and nits before returning to the Centre.

After treating your child for head lice and upon returning to the Centre a head check will be completed on your child before leaving your child at the Centre. Should we find any nits or signs of lice you will be asked to take your child and remove all nits before returning to the Centre? (This is because the head lice treatment only kills 80% of the nits. Removal of the nits eliminates any unaffected nits from the treatment from hatching)

The second treatment for head lice must be applied to your child and we will be requesting confirmation of application after 7 days. (Again, this is because the treatment only kills 80% of the nits the first time. The second treatment is very important!)

Please complete the additional at home treatment tasks to prevent a re-infestation.

This may seem a bit extreme to some families but it is the best way to prevent further spreading and to aggressively eliminate the head lice outbreak.

## **Nutrition**

MCDC will provide a morning snack at 09:00 AM and an afternoon snack at 3:00 PM. We provide lunch at 11:45 AM that is hot and nutritious according Canadian Food Guide. That snacks and lunch routine is for those kids who are attending daycare on fulltime basis.

For out of school care program we provide them morning snacks at 7:30 AM and afternoon snacks at 3:30 PM, For pre-school program kids we provide them morning snacks only at 10:00 AM

Special food requirements due to allergies or other restrictions are to be provided by the parents. If you are bringing food for your child please ensure that you are following the Canada Food Guide. Snacks must have a serving from two different food groups and lunch must have one serving from each of the four food groups. If child's meals and snacks brought from home we will supplement the child's meal with our food items following the Canada Food Guide. Please do not send any products containing nuts or products from the peanut and nut family.

We review our menu frequently to ensure it is meeting the changing nutritional guidelines and to incorporate new foods. If you have any ideas for meals please let us know as we are always looking for new items to try out. All staffs who are responsible for food storage and preparation have completed a food-handling course. Staff members will ensure hot foods are kept hot and cold foods are kept cold at all times. Food preparation and serving utensils and surfaces are sanitized after each use.

## **Menus**

(MCDC) must ensure that menus for meals and snacks provided by us are posted in a prominent place on the program premises.

## **Manner of feeding**

(MCDC) must ensure that the manner in which children are fed is appropriate to their age and level of development, children are seated while eating and drinking, and no beverages are provided to children while they are napping.

## **Rest Policy**

We feel that rest is an important part of the child's daily program. Quiet time is from 12:30 pm to 2:30 pm. Children are encouraged to lay quietly at the beginning of this time to allow other children to fall asleep. Children who are still awake are offered quiet activities after 1:30 pm. If your child has a special blanket or cuddly toy you may send it for rest time. Please do not ask us to keep your child up during rest time. If you do not wish your child to take naps our program may not fit your family's needs.

## **Clothing**

You are asked to send your child in comfortable clothing. We require an extra set of clothes to be left at the centre or brought everyday. Children must be dressed appropriately for the weather as they are taken outside every day, weather permitting. Please ensure your child is sent with outdoor boots or shoes, coat, etc. for the winter and send sunscreen, hat, sunglasses, etc. for the summer time. Soft soled footwear or slippers must be provided for the children to wear indoors.

## **Hand Washing**

Hand washing is very important to prevent the spread of illness. Staff members help teach the children proper hand washing technique. The staff members ensure that children wash their hands after using the bathroom, before and after eating, after sand, water and messy play, and after wiping noses.

The staffs also ensure they wash their own hands before and after handling food, giving medications and assisting children with toileting. As well as, after contact with potentially infectious materials such as nasal discharge, vomit, feces, wounds, infected eyes and after contact with animals.

## **Disinfecting**

Staff members are responsible for cleaning each room daily and must initial the cleaning checklist once their duty has been completed. We occasionally have cleaners come on other days or for specific duties. Washrooms, toys, games, furniture, and play surfaces collect germs on a daily basis and therefore must be cleaned with the appropriate cleaners in order to prevent the spread of germs and infections.

Diapering surfaces and potty chairs are sanitized after each use using a bleach and water solution. Soiled diapers and garbage in the bathrooms are stored in closed containers. We use disposable paper towel that are discarded after each use. Any personal grooming items are labeled with the child's name. Each child uses his or her own personal bed linens that are washed each week.

## **Supplies and Products**

All arts and craft supplies used with the 13m - 6y old children are non-toxic. The OSC children only use toxic materials under direct supervision of staff. The use of aerosols is avoided wherever possible. The use of pesticides is avoided when children are present.

## **Safety Inspections**

Our opening staff member completes an indoor and outdoor safety inspection of the center prior to opening for the day. Any safety concerns are reported to the Director and documented in the staff handbook. If any toys or equipment are not safe the staff will remove them from the room or play area and inform the Director.

## **Incident and Accident Reporting**

If a child is involve in any incident or accident the staff will complete a report to be signed by the parent and placed in the child's file. Incidents may include any emotional events that the child encounters. Accidents include events where any type of first aid is administered.

## **Emergencies**

Parents are immediately notified in the case of a medical emergency. Examples of medical emergencies include any suspected head related injuries or broken bones. A child sustaining serious injuries will be taken via ambulance to a hospital. A staff member will escort the child and stay with them until a parent arrives.

## **Fire Drills and Evacuations**

Emergency procedures are posted at all emergency exits and fire drills are practiced with the children each month.

1. If a staff discovers fire, smells smoke or gas he/she will operate the fire alarm and warn other staff members and visitors at once. Staff will then start the evacuation procedure immediately. The Director or acting Director will take the emergency contact binder, the attendance book and phone 911.
2. All children and staff will exit out the nearest door and proceed to the meeting point (Muster Point) west of building at the NW corner of Parking lot.
3. The Director or alternate Director will check all the rooms and bathrooms and proceed to the meeting point. Staffs members will take a head count and roll call and ensure all children are accounted for
4. If anyone is missing, the Director will be sent to locate the missing child.
5. Staff will encourage children to stay calm and not run.

## **Incident Reporting**

In this section, "incident" means a serious illness of or injury to a child that occurs while the child is attending a program, and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child.

Our program will maintain an onsite incident/accident reporting form to report any occurrence for any child. Descriptors on form will include name of child, date of birth, time at which incident/accident happened, what was the incident or accident, where it happened, how it happened, form of first aid applied if applicable, who administered first aid treatment, time parents were notified of incident or accidents.

Reporting staff will sign and date form, program director will read, sign and date form, and parent/guardian will read, sign and date form as well. Parents will receive immediate telephone call to inform them about any bodily harm or injury to their child before arrival.

Any serious incidents will be reported immediately using prescribed form to our licensing office or Regional Child and Family Services office.

Serious incidents include any of the following:

1. Emergency evacuation
2. Program closure due to an emergency
3. Intruder on the program premises
4. A child removed from the program by a person without parent/guardian consent
5. An injury requiring medical attention
6. A lost child or a child left on the premises after operating hours.

### **Potential health risk**

Where a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness as set out in this subsection, (MCDC) must ensure that the child's parent arranges for the immediate removal of the child from the program premises, and that the child does not return to the program premises until our Centre (MCDC) is satisfied that the child no longer poses a health risk to persons on the program premises.

Signs or symptoms of illness exhibited by a child include the:

- child vomiting, having a fever, diarrhea or a new or unexplained rash or cough,
- requiring greater care and attention than can be provided without compromising the care of the other children in the program, or
- having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

To assess if a child is ill within our program, a Program staff will take child's body temperature using a thermometer to assess for fever, observe child's general temperament and play pattern, observe child's bowel movement type and frequency, and vomiting if any and observe child's eating during meal times.

Our program will record and document on file children who are removed because of an illness. Form will provide information about name of child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program, and the date the child returned to the program and evidence provided to warrant return to the program. Document will also include where symptoms/traits have changed if applicable, including where parents are not called to pick up child.

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

Our program will communicate how we manage children who are ill and require immediate removal during parent-child orientation into our program, via email, parent handbook, and policy and procedures manual.

### **Emergency and safety contacts and procedures**

(MCDC) must ensure that the following telephone numbers are posted on the program premises and are readily accessible:

- Emergency medical service;
- Ambulance service;
- Fire department;
- Police service;

- Poison control centre;
- Nearest hospital or emergency medical facility;
- Child abuse hotline.

(MCDC) must ensure that the telephone number for an after-hours emergency program contact is posted in a place that is visible from the outside of the program premises.

(MCDC) must ensure that emergency evacuation procedures are made known to all staff and to children where developmentally appropriate.

### **Off-site activity and emergency evacuation**

(MCDC) may take a child to an activity off the program premises only where:

The child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and

The child's parent has consented in writing to the child's participation in the activity.

(MCDC) must ensure that in the case of an activity off the program premises or an emergency evacuation a staff member takes the portable record referred to in section in respect of each child to be taken off the program premises.

### **Offsite Activities & Outdoor Play**

The children have daily opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment usually at our playground, the Henry Legay Park, or community walking trails. Staff carry an emergency backpack at all times when offsite. The Emergency Backpack contains; emergency phone numbers, children's emergency contact information, first aid kit, tissues, wipes and garbage bag. During the summer we also carry water, extra shirts, sunscreen, and bug spray.

### **Playground Safety**

Our playground is located at the west end of the building, our outdoor play structures comply with CSA standards. Our play area is free of toxic plants. We have a small outdoor sand table that has a tight fitting cover that is kept on when the box is not in use. During the summer months we often use plastic and/or inflatable children's pools.

These pools are drained and folded up or tipped upside down when not in use. Staff will do a quick safety check before children enter the playground.

### **Fieldtrip Policy**

Throughout the year we do take the children off the premises by walking to parks and nearby establishments. Some of our programs will require the children to be transported by public and/or private transportation. Staff members enforce safety rules that comply with Transport Canada Guidelines. When a fieldtrip is planned that requires transportation you will be notified by newsletter, our website and/or permission form. We require your signed consent for your child to join fieldtrips where public transportation or private transportation is required.

We require additional adults to accompany the group on many of our fieldtrips to ensure we meet or exceed the fieldtrip facilities minimum adult to child ratio. Parents are welcome to volunteer for any fieldtrips. Volunteers on fieldtrips are responsible for having fun and spending some fun quality time with their child. Volunteers are not allowed to be alone with any children other than their own and will be asked to stay with the group.

Before each fieldtrip the staff will prepare the children by explaining where they are going, what will happen, whom they will see and who they need to listen to. The staff will also review the safety rules with the children and parent volunteers prior to each fieldtrip.

## **Outdoor Play Guidelines**

Children must have appropriate footwear for running and playing. Flip flops are not suitable for outdoor playground wear. During outdoor play children are much more active and require more attention. We discourage play fighting, karate and any violent games. Vulgar language, swearing and name-calling are not permitted and will be brought to the Director and parent's attention if it occurs.

## **Children's Record**

(MCDC) must, in respect of each child, maintain on the program premises an up-to-date record containing the following information:

- the child's name, date of birth and home address;
- a completed enrolment form;
- the parent's name, home address and telephone number;
- the name, address and telephone number of a person who can be contacted in case of an emergency;
- if medication is administered,

The written consent of the parent required under this section the particulars of any health care provided to the child, including the written consent of the child's parent required under section any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

Our Centre (MCDC) must ensure that a record referred to in subsection is available for inspection by the director at all times, and by the child's parent at reasonable times.

## **Portable Record**

(MCDC) must maintain a portable record of emergency information, including the following:

- (a) the child's name, date of birth and home address
- (b) the parent's name, home address and telephone number
- (c) the name, address and telephone number of a person who can be contacted in case of an emergency
- (d) any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any
- (e) The telephone numbers of the local emergency response service and poison control centre.

## **Administrative Record**

(MCDC) must maintain on the program premises up-to-date administrative records containing the following information:

- particulars of the daily attendance of each child, including arrival and departure times;
- particulars of the daily attendance of each primary staff member, including
- arrival and departure times, and
- hours spent providing child care;
- with respect to the program supervisor and each primary staff member,
- evidence of the supervisor's or member's child care
- certification, and
- a current first aid certificate, where applicable;
- with respect to each staff member and each volunteer referred to in section of this Schedule, verification that a current criminal record check required under that section has been provided to the licence holder.

(MCDC) must ensure that the records referred to in this subsection are available for inspection by the director at all times, the information referred to in subsection is available for inspection by the child's parent at reasonable times, and the information referred to in subsection is retained for a minimum period of 2 years.

### **Minimum staffing and general supervision**

MCDC must ensure that where 7 or more children are present at a program, whether on or off the program premises, a minimum of 2 adult staff members, one of whom is a primary staff member, are on duty, and children are, at all times, under supervision that is adequate to ensure their safety, well-being and development.

Our program supports families who need assistance to transport children enrolled into other local neighboring programs. Please check with us for schools we transport to and for spots availability. We also request parents' sign our transportation contract and inform us of any changes to their pick-up or drop off schedule.

Transportation contract form will include name of child (ren), school year, and specific school name, drop off and pick up time. Our program will inform parents about type of transportation provided, all stops within the transportation routine if applicable, and staff-child supervision arrangements. Transporting staff will not have more than 5 children to transport at the same time. Relevant portable records will always accompany the transporting staff in respect of each child to be taken off our program premises.

Our program maintains onsite a list of all children to be transported, name and telephone numbers of local schools attending, days attending, drop-off and pick up time. Staff responsible for transport must have a driving record abstract on file, and emergency contact cards of each child to be transported on self at all times during this transition.

Our program requires transport staff walk down with children to the schools and into transporting vehicle during drop off and pick-up. No child will be left in transporting vehicle during transporting routine stops. This practice is to ensure that all children are accounted for. Unless, advised by parent/guardian, transport staff is always aware of the number of children to expect to pick-up or drop-off each school day. Parents are encouraged to call in to inform our program of any changes.

Staff will introduce self to attending schools and personally meet and get familiar with children's specific classroom teachers. In the event that a child fails to show up at the centre on a regular school day for drop-off, transport staff is required to call parent to confirm child's attendance. If a child fails to show up at the arranged pick-up time or location, an inquiry is made with the attending school to confirm child's attendance. A parent may be called to clear any miscommunication or informed about a potential risk of child's disappearance. Appropriate authorities will also be immediately contacted to alert of a removal of child without parental consent.

Staff will always position themselves so as to ensure clear sight lines throughout the entire play space. Exceptions to the policy may include occasions where Staff may be required to assist a child with toileting and diapering routines or in assisting a child in need of quiet or one on one care. In these instances, Staff needs to ensure communication of their absence to remaining Staff so as to support increased momentary supervision challenges. Will inform their coworkers whenever they are leaving the room or playground Situate them equally around the play space either indoors or outside-carefully avoiding congregating or grouping together due to increased supervision needs during active play. Staff should wherever possible be actively engaged with children and facilitate interactions at the child's level as appropriate. MCDC will strive to continually scan the playroom and/or playground, being alert to any potential issues that may increase risk of effective supervision or safety of children. All staff in our program will be made aware of the above guidelines and required to acknowledge content by signing.

To ensure that staff effectively observes children's play and behaviors both indoors and outdoors, reminders about appropriate staff supervision of children during play both indoors and outdoors will be done during staff meetings and as needed throughout the day. Staff will also have opportunities to attend professional development training on varied topics such as programming, child guidance, and effective supervision of children plays both indoors and outdoors throughout the year. Staff in our program will receive periodic evaluations and a face to face feedback about work performances and expectations to ensure understanding about child supervision. Updates shared by childcare licensing regulations about child supervision will be passed on to all staff to support their work.

All staff in our program will be made aware of the importance of staff child ratio to ensure adequate supervision during play indoors and outdoors. To ensure that staff effectively observes children's play and behaviors both indoors and outdoors, reminders about appropriate staff supervision of children during play both indoors and outdoors will be done during staff meetings and as needed throughout the day.

MCDC will ensure that all staff actively engages in developmental and age appropriate program planning in their classrooms. Staff is expected to have program planning posted to demonstrate that activities are planned for children to engage in interested play activities to minimize unwanted behaviors indoors and outdoors. Outdoor program planning is also required to provide varied developmentally appropriate outdoor gross motor play opportunities for the children.

All staff will be given the responsibility to daily check for and remove damaged toys within their rooms. Staff is to daily observe all room furniture and fixtures within room for damaged or repair needs and alert program administrator immediately. Outdoor play equipments are also checked daily by staff for damages or need for repairs. Damaged outdoor play structure will be removed and items needing repairs will also be removed until properly fixed. Program staffs are given a walkthrough of the entire indoor and outdoor program facility during orientation to make sure all staffs are aware of our indoor and outdoor physical environment layout. Each classroom will have an outdoor floor map identifying different outdoor play structures, locations and exits to support outdoor program planning.

Individual classroom maintains a classroom attendance sheet to account for the number of children in attendance daily. Staff are required to do a head count before, during and at the end of any outdoor activity to ensure that all children are accounted for both on and off program premises. The same practice is observed when children are entering or leaving program premises and especially during field trips requiring bus rides, staff is required to carry out a head count before entering and after leaving vehicle or bus. Staff responsible for transporting children from our program to other programs, are required to observe the same safety caution with the children.

### **Communication & Website**

We encourage open communication between the Owner/Director, and Staff members, Children, Families, Community Members and Schools. We have many ways to keep up to date and informed of our everyday activities. We have a wonderful website [www.mcd daycare.ca](http://www.mcd daycare.ca), we send out newsletter to our families via our each month during the year and once during the summer. We ask that parents feel free to let us know if their child is going to be attending any special events, fieldtrips or any other exciting information in person, by email or phone.

### **Pictures/Photos**

The centre regularly takes pictures of children for crafts; take home gifts, memory books, our website, newsletters, fieldtrips and other program areas. Sometimes when we are out and about there are photographers and media taking snap shots of us too! If you do not want your child's photo on our website please inform the Director prior to registration and indicate so on your registration form.

### **Staff**

All staff members and volunteers are required to hand in a recent Criminal Record Check including a vulnerable sector search upon starting or within 8 weeks of starting their position. This is in the staff Handbook. The

Criminal Record Check including a vulnerable sector search will be submitted and dated not earlier than 6 months prior to the date of commencement with our program and then resubmitted every 3 years after that date.

### **Staffing Plan**

With 04 classrooms, we will operate our program with 12 full time primary Staff excluding program director in the following Certification Levels:

3 Early Childhood Development Supervisors  
3 Early Childhood Development Assistants  
8 Early childhood Development Workers

### **Staff-Child Supervision Ratios by Rooms**

0-12 months old: 1 to 3 children (6 spaces, 2 staff minimum)  
13-18months old: 1 to 4 children (12 spaces, 3 staff minimum)  
19-35 months old: 1 to 6 children (12 spaces, 2 staff minimum)  
36 months to 4.5 Years: 1 to 8 children (24 spaces, 3 staff minimum)  
4.5 Years and up: 1 to 10 children (20 spaces, 2 staff minimum)

We will always have a program supervisor on program premises at all times between 8:30 AM and 4:30 PM daily. Our program will have onsite relief staff to assist with lunch breaks, nap time routines, and other duties to support smooth operation of our program routine. We will always meet the minimum staffing standards set out by the Licensing Regulations. During nap times, our ratio doubles. However, our program will strive to have 2 staff member supervision during nap times whenever possible or needed especially in cases where we have children who do not nap for very long or children who do not nap at all. Staff members take their lunch breaks during nap time.

### **Holidays**

The centre will be closed on regular statutory & civic holidays

New Year's Day  
Family Day – Alberta  
Good Friday  
Easter Monday  
Victoria Day  
Canada Day  
Heritage Day – Alberta  
Labour Day  
Thanksgiving Day  
Remembrance Day  
Christmas Day  
Boxing Day

### **Inspection Visits**

Family and Social Services inspect the center regularly. These are unannounced visits and the reports are available for the parents to view on the parent bulletin board by the main entrance.

The inspection reports are now available online at:

<http://www.child.alberta.ca/home/ChildCareLookup.cfm>

**Review Process**

We are dedicated to providing quality childcare and are continually reviewing our program. We have at least two parent surveys each year; one at the end of June for your comments on programming throughout the school year and one at the end of the summer to see what you and your children thought of our summer program and fieldtrips. These are posted on our website and available at the center. We also have polls on our website for parents to complete. We always welcome feedback from parents and staff either in person, by email, phone or even notes in our suggestion/communication box. We use the feedback from parents in our annual review and to update our Quality Enhancement Plan.

**Complaint Process**

Please forward all complaints to the Director. If after you have directed your complaint to the Director and/or license holder you may direct your complaints regarding non-compliance to the Social Care Facilities Licensing Act and Day Care Regulations located at

Regional Day Care Services:

108th St. Building, 7th Floor,  
9942 - 108 St., Edmonton, AB. T5K 2J5.

You can also phone at 780- 427-0444. Identity of the complaint is not divulged to the license holder and all complaints are investigated and will be responded to in writing. Complaints can be anonymous.