



PARENT HANDBOOK

**FOR THE STUDENTS' UNION AND COMMUNITY
EARLY LEARNING CENTRE**

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We have been an accredited Centre since December 2005

SCHEDULE “A”

UPDATED: June 2019

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SECTION 1 – FUNDAMENTAL STATEMENTS

MISSION STATEMENT

To provide high quality early learning and care in a community that fosters the well-being of each child, supportive relationships with families and responsive educators.

BELIEF STATEMENT

We believe the following:

- Children, families, educators and our community's participation is fundamental to co-constructing our holistic play-based curriculum.
- Children's lifelong well-being is shaped by their early childhood experiences.
- Building respectful and reciprocal relationships fosters a sense of belonging.
- The image of children as mighty learners is nurtured by their responsive educators.

VISION STATEMENT

To provide a foundation for life long well-being through a community focused, accredited and responsive caregiving environment.

PHILOSOPHY

Our philosophy is to provide an accredited, socially inclusive and culturally sensitive community that conveys a sense of belonging and identity within a responsive environment for all of our citizens; *Children, Employees, Families and Community*.

Our community observes and acknowledges every child as a mighty learner: strong, resourceful and capable, who is encouraged to be so while playing, learning and exploring his/her environment. The importance of early childhood experiences for life long well-being is valued in our learning through play approach and the nurturing of social responsibility. These experiences happen through spontaneous and directed activities that foster every child's emotional, mental, social and physical development.

PHILOSOPHY (cont'd):

Active engagement and participation of families is significant to supporting and co-sharing in the responsibility for the children's early childhood years. Our open-door policy encourages families to spend time with us working together to support each other and the children in our community. Co-construction of our holistic play-based curriculum by all our citizens is important in maintaining our quality and supporting our community.

Activities in our playrooms, gym, playground and community offer children opportunities to bring their whole body and mind to their play and learning while they grow as mighty learners. Our educator's nurture children's dispositions to learn; *playing, seeking, participating, persisting and caring*, while being co-learners, co-researchers and co-imaginers of possibilities alongside them, their families and our community.

“Play” is purposeful work for small children, fundamental for growth and development.

RESPECT EARNS RESPECT STATEMENT:

Respect earns respect.

The Students' Union and Community Early Learning Centre supports respect and dignity for those in care along with their families and friends and for those who care for them. Thus, inappropriate conduct or disrespectful behaviour towards others will not be tolerated. Please help us to maintain a positive and happy daycare centre.

Guidelines:

Adults within our centre are to use respect when dealing with children, staff and other adults. Any inappropriate behaviour will be documented by the staff. Inappropriate behaviour includes but is not limited to: shouting, swearing, threatening. The centre will strive to help the adult change their behaviour as to not affect the child's care, but in extreme cases the centre would ask the adult to remove their child from the centre.

Reviewed: July 2009

SECTION 2 – ADMINISTRATIVE POLICIES AND PROCEDURES

HOURS OF OPERATION:

The Centre is open Monday to Friday from 7:30 am to 5:30 pm.

Days the Centre is closed:

- The Centre closes for the following General Holidays:

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

- The Centre also closes for a Staff Professional Development, usually a day in Reading week
- The Centre also closes:
 - Between Christmas and New Years
 - Christmas eve (should the buildings be open, we will close at 1pm)
 - University Maintenance Shutdown – the Centre closes due to a complete maintenance shutdown of the HUB mall for one day a year (usually during one of the summer months – June, July or August). It is on the recommendation from the Daycare Licensing Office (for safety concerns for the children) that the Board of Directors pass each year the closure of the Centre for a day, while all electric and fire systems are shut down to do the complete annual inspection. Parents are given as much advanced notice as possible: this is in order for you to make alternate arrangements for that day and to limit any inconvenience that this may cause.
 - Any other day the university schedules as building closure days and/or U of A Furlough days.

Amended: Sept 2011

ARRIVAL/DEPARTURE POLICY:

Arrival/Late Arrivals:

You are required **to notify the office before 10:00 am** if your child (ren) is going to be late or absent from the Centre. Call 780-492-2245. If your child is in Kindergarten you must notify the office by 8:30 am.

Departures:

You and your child need to have left the Centre by 5:30 pm as the Centre's doors will be locked at that time. If you are late leaving you are subject to the Centre's Late Pick-up Policy.

If you are unable to pick up your child and you have not already notified the Centre, please contact the centre as soon as possible, for we will not release your child to an unauthorized person.

If a staff is unsure of the identity of the person picking up your child they will check for pick up permission and check their I.D.

All late pick-ups (after 5:30 pm) will be subject to our Late Pick-up Policy.

Reviewed: Dec 2009

LATE PICK-UP PENALTY POLICY:

The Centre closes at 5:30 (except on special days, when early closure is approved by the Board, and written notices are posted). The following is designed to encourage timely pick-up. There will be no warnings issued for late pick-up.

1. The parent is responsible for picking up their child and leaving the centre by 5:30 pm; if not, the parent will be charged a late fee of \$5.00 for up to the first five (5) minutes and \$1.00 for each minute hereafter
2. The time of arrival of the 'late parent' will be determined by using the time displayed on the telephone
3. Each incident will be recorded in the 'late book' and to be signed by both the parent and staff member and will stay on the record for one year.
4. If a parent has neither arrived by 5:45 pm nor contacted the Centre to inform them of their estimated time of arrival, staff will attempt to contact the 'emergency contacts' listed for the child
5. If by 6:00 pm there has been no contact by the parent and staff member has been unable to reach the emergency contacts, Albert Children's Service, Child Welfare, Crisis Unit will be contacted
6. The late fee is given to the staff members who were required to stay after work hours
7. Arrival at 5:45 or later will also require the payment of taxi cab fare home for staff members (if staff member usually takes the bus). The staff member (s) will provide a receipt for the cost the taxi, the following working day.
8. Payment of the late fees will be accepted either when parent arrives, or the following working day, with the taxi fare
9. Consideration will be given to waive the late fee and/or taxi fare in exceptional situations. A written request for exemption should be provided to the Executive Director, the morning of the following work day. This will then be taken to the Board of Directors.
10. **Continually Late Parents:**
 - a. If a parent arrives late more than six (6) times, the fee will change on the seventh (7th) time and thereafter to a late fee of \$10 for up to the first five (5) minutes and \$2.00 for each minute thereafter
 - b. Then, after two (2) more late arrivals, the parents(s) will receive a warning letter, letting them know they have jeopardized their child care space
 - c. After receiving the warning letter, if the parent(s) arrives late one (1) more time, their child care space will be terminated at the end of the month. If during this time the parent arrives late, the child's space will be terminated immediately (No fees or registration fee will be refunded)
 - d. Once a parent starts to pay the increased fee, they will continue to pay this increase fee even when past lates are eased

Note: This policy applies to any person the parent has approved to pick up their child. It is the parent's responsibility to pay, immediately, any late fees that have been incurred for their child.

Reviewed: Dec 2009

FEE PAYMENT POLICY:

Registration fee policy: Please refer to your signed copy

Monthly fee: Cost of care fee schedule is based on a per child per month basis

- Full-time care: \$1125.00 per month
- Part-time care: (See part-time care policy)
 - Three full days of care is \$830.00 per month
 - Two days of care is \$565.00 per month

Please note: all the above fees are based on families who are not receiving a provincial subsidy: if you receive a subsidy, refer to the subsidy policy.

Payment of fees: Fees are due on the first operating day of every month. If the monthly fee is not received by the 10th of the month, space for the following month may be forfeited. Please inform us if your student loans are late, or if there other unusual circumstances why payment cannot be made. If special financial arrangements are required, a request in writing is necessary for Board consideration. Please pay all fees to the office, not to the room staff, as it is not the staff's responsibility to see that your payment gets to the office. There is a mail slot (locked box) in the door of the office in which to leave cheques. Cheques are made payable to the 'Students Union and Community Early Learning Centre.

Note: We prefer either direct debit or a group of post-dated cheques.

If a family chooses not to use the full month of care, no part of the fee is refundable.

NSF charge: any returned direct debits or cheques will be charged an NSF fee of \$15.00.

Amended: Sept 2010

FEE INCREASE POLICY:

The Centre fees are reviewed annually to ensure that they meet the income needs of the daycare. The Board of Directors determines whether a change in fee is necessary. If a fee change is necessary, it will occur September 1. There will be 60 days' notice of the change.

Created: Jan 2010

SUBSIDY POLICY:

Government subsidy:

Government subsidies are paid to eligible families and are determined by the provincial fee scale cost-sharing basis. Regulations state that to qualify for full-time subsidy, the child must be in attendance for a minimum of 100 hours per month. In the case of part-time care, the subsidy funding is usually based on a percent of the number of hours a family uses in any given month. Please refer to the government subsidy for further information about their policies @ www.child.gov.ab.ca/childcaresubsidy.

Subsidy fees:

The parent/guardian is responsible for applying for subsidy and ensuring it is current. As the government doesn't always notify the Centre of subsidy approval, the parent/guardian must provide the Centre with a copy of their subsidy approval. If subsidy approval is not on file the parent/guardian will be responsible for the full fee. In the first month of care and at renewal time a subsidy approval letter needs to be on file by the 20th of the month or the parent/guardian will be billed the remaining fee.

The Alberta Government subsidy program can deduct money from the amount paid to the Centre on your behalf: if this occurs, you will be responsible for the difference. Once we have received our monthly subsidy statement, we will bill families accordingly. Please note: subsidies run a month behind (i.e. May subsidies are received in the month of June).

Kindergarten parents: please note that kindergarten hours do not count towards subsidy hours.

You are more than welcome to come and spend time in the Centre with your child in order to meet the required number of hours. Each room can always use extra help with stories, field trips, crafts, etc. - or other assistance you feel you could give.

Amended: May 2009

TERMINATION POLICY (Withdrawal Notice Policy):

You may withdraw your child from the Centre at any time. You must give at least one month's notice, in writing, of your intention to withdraw your child from the Centre. Notice can be given more than 1 month in advance if known. However, termination officially takes place on the last day of the month following the month notice was given for. (E.g. notice that is given any time in April makes termination official on May 31).

You are responsible for all fees to be paid in full until the official termination date.

Note: Mid-month to mid-month does not constitute a month's notice. Withdrawal notice forms are available on the board just out outside the office.

Reviewed: Dec 2009

VACATION POLICY:

When taking vacation time, parents must continue to pay their monthly fee. Failing to do so the child shall be considered as having been withdrawal from the Centre, and the space is relinquished.

Note: In consideration of the best interests of the child in maintaining continuity of care and environment, parent(s)/ children who have registered with the Executive Director their intention to return following an extended period of absence and who choose not to continue payment of their monthly fee to the Centre throughout this period shall “float” at the top of the waiting list, thereby having priority for spaces as they become available. This does not guarantee that a space will be available upon the requested return date.

Reviewed: Dec 2009

PART-TIME CARE POLICY:

Note: Applications for full-time spaces are given priority over requests for part-time care.

Options for part-time:

1. Three (3) full days per week - \$800.00 per month
2. Two (2) full days per week - \$545.00 per month

Registering for part-time care:

If the Centre has a space in your child’s age group and no one wants the full-time space, the Centre will accept your child under the following conditions:

1. The Centre will try to match your child with another part-time child (i.e. a Monday/Wednesday/ Friday part-time position with a Tuesday/Thursday part-time position).
2. If the Centre is unable to match your child with another child, the Centre will allow your child to attend on the specific days selected until such time as the Centre has a request for the space on a full-time basis
3. When there is request for full-time space, you will be given a month’s notice, in writing. You then have the option of registering your child as full-time or of relinquishing the space. The Executive Director will give you a specific time period in which to make your decision.

Transferring from Full-time to Part-time:

You must provide one month’s written notice of your request to transfer to part-time. The Executive Director will inform you as to whether or not a part-time space is available. Conditions 1, 2 and 3 described above will apply.

Sick days and/or holidays:

Your child is registered for a schedule of specific days. If the specified days are missed, it is not possible to ‘makeup’ the days (i.e. if your child is on a Monday/Wednesday/Friday schedule and is ill on the Wednesday, he may not attend on the Thursday as a make-up day).

Transferring to full-time care:

Please notify the Executive Director in writing when you want your child to attend on a full-time basis. Your child will be given the priority for the next full-time space.

Reviewed: Dec 2009

CHILD'S RECORDS:

Permanent Child's Records: The child's enrolment and emergency form will be completed and up-dated annually by the parents or guardian. If changes occur between the review periods the child's file will be up-dated at the time.

The following information is on the child's enrolment and emergency form:

- Child's name, date of birth and address
- Parent's name, home address and telephone number
- Emergency contact name, address and telephone number
- Emergency medical transportation release
- Health information – including allergies, asthma, special dietary requirements and other sensitive's, and immunization status

The above information is up-dated in the child's permanent file and room's portable records as changes or reviews occur.

Portable Child's Records: A copy of the child's enrolment and emergency form is used as the child's portable record along with a list of emergency numbers required by Child Care Licensing regulations. This information is kept in each room's binder and taken with children at all times.

Child Portfolio: Each child within the centre has an individual portfolio that is maintain by the staff and is available to the parent. The portfolio includes an introduction page about the child, observations of the child and copies of their developmental checklists.

The following items are kept in:

The child's file:

Registration fee Agreement
Enrolment and Emergency Information Form
Health care questionnaire
Child care services agreement
Program activity form
Photo permission form
Sunscreen permission form
Documentation form
Signed accident/incident reports

The child's portfolio:

Child's picture
Allergies
Likes/interests
Dislikes
Observation notes
Developmental checklist
Completed medication forms
Learning Stories

Reviewed: Sept 2013

SECTION 3- PROGRAMMING POLICES AND PROCEDURES

FAMILY MEETINGS:

The meetings, open house or home visit provide an early opportunity to open the lines of communication by answering any questions you may have about the Centre or your child's daily program. The meeting or open house will set-up by the staff in the child's room, usually in the months of September and October. Through these meetings or open house, we would like to build a strong relationship with your family and bring the home and school environments closer together.

Reviewed: August 2009

REST-TIME AND WAKE-UP PROGRAM POLICY:

All children have individual sleep and rest requirements. Children need a comfortable relaxing environment to enable their bodies to rest and benefit from periods of quiet relaxation to balance out their active play. Each child's comfort is provided for and there are appropriate opportunities to meet each child's need for sleep, rest and relaxation. The children are invited to bring a small special blanket, pillow, and/ or soft sleep toy to help them feel safe and secure.

- The Centre defines 'rest' as a period of inactivity, solitude, calmness or tranquility, and can include a child being in a state of sleep.
- Educators consider individual needs and how we can meet them.
- Educators will be sensitive to each child's needs so that sleep and rest times are a positive experience.
- To ensure the safety and well-being of all children during rest time, educators regularly walk around the room and check on sleeping children.
- Educators will encourage children to rest their bodies and minds for approximately 30 minutes keeping in mind individual children's needs for resting are being met.
- If children are awake after this time, they will be provided quiet activities for the duration of rest time. Depending on the age group; rest time begins between 12:30 to 1:30 pm. At 2:30 pm Educators will assist children in waking up.

Parents are welcome to talk to the room educators about any questions, comments or concerns regarding their child's rest time.

Kindergarten Program:

Educators will consult with families about children's sleep and rest needs and parents will be given special consideration if they wish to have their child rest for no longer than approximately 30 minutes. With a written request from the child's parent/guardian, Educators will wake up the Kindergarten child after approximately 30 minutes. If the child falls back asleep after several attempts to wake them the child will be allowed to continue to sleep until they wake up or rest time is over.

Reviewed: June 2018

BIRTHDAYS:

On your child's birthday our cook will make a birthday cake for your child. At afternoon snack your child will get to put icing and decorations on it. The other children will sing 'Happy Birthday' before having the cake for snack. You are welcome to join your child's room for the birthday snack.

Reviewed: July 2009

COMPUTER AND INTERNET POLICY:

The centre is equipped with computers and internet access. The computer rules during centre hours are as follows:

1. When the computer is turned on, the children will be able to have up to two turns a week for no more than fifteen minutes each time.
2. The games and internet SITES the children access will be educational and developmentally appropriate for their age group
3. Sometimes the classrooms may use the computer for group activity time

During the Kindergarten program the computer is used as part of the Kindergarten curriculum and therefore, will be used more often.

Reviewed: Mar 2012

VIDEO/MOVIE VIEWING POLICY:

The following policy is to ensure that video/movies being shown are appropriate to the children's developmental level, age and relate to the theme, thus enhancing the children learning and understanding of the theme.

1. Staff will post a notice notifying families of the video/movie viewing at least 3 days before.
2. Staff will show no more than one movie per month
3. If the child chooses not watch the video/movie alternative activities will be made available to them.

If families have any concerns as to the viewing of a certain video/movie they can arrange with room staff or the office for alternative placement of their children during this time.

Reviewed: Aug 2009

SWIMMING PROGRAM:

The Department of Physical Education offers swimming lessons at the University Aquatic Centre to the children in the Green and Pink rooms each year in May and June. The University will provide a minimum of two instructors per class. Parents, you are welcome to come to the pool to observe the classes and to ask questions if you have any. A team dressing room is also made available whenever possible so that the daycare group can change as a unit, and with a greater degree of privacy. We ask that the parents do not enter the dressing room.

The emphasis of the program is threefold:

1. To provide a safe learning environment (safety)
2. To teach swimming skills (learning)
3. To provide a positive, enjoyable experience (fun)

There is a cost for these lessons. All parents of children in the green and pink room will receive details and payment information in April. Each child will need a swimsuit, towel and a bag of some sort that your child can easily carry must be labelled, will sent home each week for laundering.

Reviewed: July 2009

SAMPLE ROOM ROUTINE: (change from time to time and our flexible):

7:30	Centre Opens
7:30-8:00	All rooms combined in yellow room (Tabletop activities, crafts, sand, blocks, water, books, floor activities and dramatic play)
8:00-9:00	Other children maybe visiting due to ratios
9:00-9:30	Open snack
9:30-10:00	Bathroom time/ Getting ready for Gym/Outside/Circle
10:00-11:30	Daily experiences (art, science, math, cooking, field experiences) Free play (Blocks, Dramatic Play, Sand, Water, Table, Science, Art, etc.) Gym and/or outside time
11:30-11:45	Clean up/get ready for lunch
11:45-12:30/1:00	Lunch / Bathroom time /Book time
12:30/1:00 -2:30	Rest time
1:00/1:30-2:30	All awake children can get up and play in quiet centres. (Tabletop activities, crafts, sand, blocks, water, books, floor activities and dramatic play)
2:30-3:00	All children up from rest time/ Bathroom / Continue free play
3:00 – 3:30	Open Snack Time
3:30-4:00	Gym time when weather gets colder
4:00-5:00	Outside/Free play with all centres open (Blocks, Dramatic Play, Sand, table activities, Craft and floor activities)
4:30	Other children may visit due to ratios
5:00	Rooms combined outside or in a room
5:30	Centre Closes

SECTION 4 – HEALTH AND SAFETY POLICES AND PROCEDURES

SUPERVISION POLICY:

The Students' Union and Community Early Learning Centre will strive to ensure that all child care staff actively supervise the children in our programs at all times.

Listening, observing, redirecting, guiding and planning for the children to ensure their safety, while allowing them to maintain independence and have opportunities to develop, are all parts of active supervision.

Active supervision reduces children's injuries and incidents through the early detection of potential hazards, allows staff to interact meaningfully with children and is essential in fostering a quality childcare environment.

GENERAL PROCEDURES:

- Child care staff need always consider the potential risks in the environment, the age and stage of development of the children in care, the size of group, child behaviors and the characteristics of the individual children.
- Provincial staff to child ratio regulations must be met at all times.
- All children upon arrival or departure must be marked in or out on the daily room attendance sheet, indicating the time of arrival or departure. This must be done at the time when the child is released from the parent/guardian to the receiving staff upon arrival or from the supervising staff to the parent/guardian upon departure.
- Daily room attendance sheet must also record all children that are absent.
- The binder with the room attendance sheets and emergency forms are to be kept with each room/group of children at all times.
- When beginning a shift, staff must confirm the number of children in attendance and check this against the daily attendance list.
- Staff must know how many children are in their care at all times.
- When being relieved by another staff, the staff will let the relief person know how many children they will be caring for and give them a list of those children. When the staff returns the relief person will let them know how many children and give them the list.
- Head counts of children are to be completed on a frequent basis throughout the day. Head counts are to be checked against the daily attendance list and/or child lists.
- Head counts must be completed before and after any transition with a group of children from one activity to another. (e.g. Room to Playground).

GENERAL PROCEDURES (cont'd):

- When a group of children are in transition from one activity area to another, staff must maintain **visual** supervision of the children at all times during the transition.
- All completed attendance sheets must be submitted to the office at end of each week. The completed daily attendance lists will be kept on file for a minimum of 7 years.
- While interacting with the children, the staff within the room must position themselves to ensure that all children are visually supervised.
- Staff must intervene promptly when physical or verbal conflicts occur between children. .
- Staff will be attentive to their own actions to ensure they are not socializing with other staff and adults about unrelated information.

FIELDTRIP PROCEDURES:

- On fieldtrips, children wear centre buttons; all staff carry a class list of the children who are on or absent from the fieldtrip. (see procedures on field experiences)

PLAYGROUND PROCEDURES:

- On arrival in the playground the board must be used to list the children present and the staff that are caring for them.
- Periodic head counts will be done on the playground.
- Children's names will be moved from one room to another if the staff that is responsible for them has changed. (An example of this would be at the beginning and the end of the day).
- When 3 or more rooms are outside or during pick up time there will be assigned gate person, this person's name will be written on the board.
- If the children are not playing in the area of the gate the gate person can move into the playground a little, while still supervising the gate. They would then move closer to the gate when children move to playing in this area.
- Children's names are not taken off the white board until the child is released from the supervising staff to the parent/guardian upon departure.
- When 3 or more rooms are outside, one staff member will be positioned by the white board outside to record and change children's names. When closing outside a 5:30 person will do the attendance and white board.
- While interacting with the children outdoors and/or in the playground staff must position themselves to view the entire perimeter of the play space.

Updated: Mar 19

GUIDANCE POLICY:

It is the philosophy of Students Union and Community Early Learning Centre that all children in our program have the right to be happy human beings, the right to grow with dignity, the right to be given respect, the right to an ever growing healthy, positive self-image and the right to be included. We therefore respect all children as unique individuals to be nurtured in a social climate conducive to optimum growth in all areas of development. In order to develop respect for staff and others students, children may be required to participate in routines that they may not want to do (example: rest time).

Our guidance policy is consistent with our philosophy. Here at Students' Union and Community Early Learning we discipline through 'preventive discipline'. This means that when children are occupied, involved, enjoy and trust the adults in the Centre, disciplinary measures are at a minimum and because it is most effective to reinforce positive behaviour, the staff will ignore inappropriate behaviour whenever possible, but will be swift to intervene when the physical or mental safety of any child is threatened.

Should a child's behaviour become disruptive, infringe on the rights of others or be abusive of equipment, we follow positive steps to redirect the child, keeping in mind at all times that children are individuals. Therefore, our approach is based on our knowledge and understanding of each individual child.

Positive Behaviour Management Procedures:

1. The child is informed why his/her behaviour is unacceptable
2. A choice is offered
3. If the child still chooses to behave unacceptably, he/she is redirected to another activity of their choosing.
4. If the unacceptable behaviour continues and affects others, the child will be given a short time away (up to a max 5 min)
5. The staff member will talk with the child about his/her behaviour, after anytime away
6. If the child's behaviour is still unacceptable, steps 1-6 will be repeated

Note: Time away means that the child will be removed from the activity and directed to a supervised area where they are given a choice of activities.

The following forms of discipline shall not be used:

- A. 1. Striking a child directly or with any physical object
2. Shaking
3. Shoving
4. Spanking or other form of aggressive contact
5. Emotional punishment
- B. Harsh, humiliating, belittling or degrading responses of any form, including verbal, emotional and physical. Corporal punishment and verbal humiliation are prohibited
- C. Denial or threaten denial of basic necessities
- D. No form of physical restraint, confinement or isolation

In summary: spanking, verbal and physical punishment are not permitted in this Centre.

GUIDANCE POLICY (CONT'D):

Ongoing Disruptive Behaviours:

A child (ren) whose behaviour is disruptive to the program and/or affects other children negatively on a regular basis, (whereby staff have no other choice then to spend one-on-one time with him/her) will be dealt with, in the following manner:

1. Children that exhibit ongoing aggressive behaviour will be monitored and incidents documented.
2. The staff will communicate with Executive Director and the Parents regarding the behaviour of their child.
3. A meeting with the parents/guardians will be arranged with the Director and Early Childhood Educator(s) from the child's room. An action plan with specific strategies and timeline will be discussed and written to help the child and to ensure no children or staff are physically/emotionally hurt. These strategies may include ideas for the centre and/or home, documentation, seeking outside profession help (ex. psychologists, occupational therapist).
4. A communication book and/or chart will be created to record the ongoing communications between the family and the centre.
5. During the period of the action plan, the child's room will be closely monitored to ensure that this child is adequately supervised to ensure the safety of all. Strategies will be put into place for all children to assist them in the situation. When appropriate, these strategies will be communicated with the parents of the children in this room.
6. If no improvements are observed, the action plan will be reviewed and amended as required.
7. After the implementation of the actions plan and/or consultation with professionals, the family, director and/or child care staff, it may still be determined that our setting is not the best setting for the child. The family will be given options and helped in the transition of the child to a more appropriate setting.

When removal from the program is deemed necessary, the Director with the support of the Board reserves the right to remove from the program any child who persistently disrupts the progress of other children or whose presence threatens the safety of others.

NOTE: If the family refuses to meet with the daycare staff, the board has given the daycare director the authority to terminate the child's enrollment without notice.

The Guidance Policy is adjusted to the different aged children as follows:

The level at which the staff proceeds with the guidance policy depends upon the individual child, their age and developmental level. Actions taken will be reasonable in the circumstances. The behaviour-managed steps change as follows:

1. Simpler explanation with younger children to more in-depth explanations and/or questions for the younger children
2. Simpler choices for younger children
3. Younger children would be redirected by staff where as the older child many have a choice of where they will be redirected
4. Short supervised time away will vary in length depending on the child's age and level up to a max of 5 minutes (1 minute per year of age). The short-supervised time away is to give the child a chance to be away from the activity while calming their body and refocus. Older children will be asked to think about what has happened. The supervised time away can be in another part of the room, gym or playground. At the end of the supervised time away the teacher will talk with the child at the appropriate age level about the time away.

Amended: Nov 14

HEALTH POLICY (ILLNESS):

Minimizing the Spread of Illness:

We are committed to maintaining an environment that fosters optimum health for children, employees, and parents. Since your child will be participating in group care, it is our aim to minimize the spread of illness which so often plague children attending in group setting. It is for this reason that we have established the following policy:

Parents are responsible for keeping their children at home if they are displaying any of the following and continue to keep them home until the recommended time has past:

- **Fever (38°C/100° F or higher)**
 - return - 24 hours after the fever has ended without the aid of a fever medication.
- **Diarrhea and/or vomiting** - occurring 2 times within a 3-hour period
 - return -24 hours after last vomiting and/or diarrhea occurrence.
- **Communicable disease** - e.g. strep throat, pink eye, etc.
 - return - AHS required time has passed.
- **Undiagnosed rash or skin condition**
 - return – once until unexplained rash or skin condition have been clarified and/or treated.
- **Unexplained/changed cough**
 - return - until symptoms have been clarified and/or treated.
- **Lethargy and/or irritability that could indicate illness**
 - return – able to participate in all programming
- **Persistent pain**
 - return – when pain managed\
- **Any other symptoms that effects the child's ability to participate in the regular daily program**
 - return – able to participate in all programming
- If your child is too ill to go outside or is unable to participate in our regular daycare program due to any of the above symptoms, they should be kept at home.
- If you need to give your child over the counter medication to inhibit symptoms of illness or assist them in feeling well enough to participate in programming this indicates that they are not well enough to attend.
- If you arrive at the centre and your child is ill, we will ask you to take him/her home.

- The staff continually monitors all children during the day for the above symptom. If your child becomes ill during the day with any of the above symptoms, we will contact you and ask you to make arrangements to have your child picked up by immediately, as we do not have an isolation (sick) area. The sick child who is awaiting pick up will be kept comfortable but as far away from the other children as is safe for proper staff supervise as staff is still in ratio with the other children.

We require that the children have up-to-date immunizations as per the Alberta Health Services Routine Immunization Schedule before placement in the centre. We require proof of immunization upon registration.”

The center will also record and document all cases of illness (see illness report form below) and will be reported to Alberta Health Services as necessary.

ILLNESS REPORT FORM

Name of Child: _____ Room: _____

Date illness started: _____

Illness was – called in - _____ or observed at the centre _____

The director was notified - Date: _____ Time: _____ INT. _____

Symptoms: _____

Parent/Guardian was notified by: _____ Time: _____ INT. _____

Parent/Guardian response: _____

Child was picked up at: Time: _____ INT. _____

STAFF: _____ DATE: _____

Follow up/Comments: _____

Return Date: _____

Comments: _____

STAFF: _____ DATE: _____

Parent Signature: _____ DATE: _____

ILLNESS REPORTS ARE MONITORED BY THE OFFICE.

Return Date: _____

Comments: _____

STAFF: _____ DATE: _____

ILLNESS REPORTS ARE MONITORED BY THE OFFICE.

Amended: June 2019

MEDICATION POLICY:

The centre will only administer prescription medication (excluding diaper cream.). We do not administer **non-prescription** medication or herbal remedies.

Medications will be administered as follows:

- All medication must be in the original container
 - All medication will be administered according to the directions on the prescription label
- Parents must fill out and sign a Medication form. Please ask the staff where you can find this form.

Note: if a child requires long-term administration of medication (more than two weeks), please advise the centre. We will then ensure that the proper forms (form 2) are completed to show that we have permission and the correct instructions to administer the medication.

Regular medication form (form 1) requires the following information to be completed:

- By the parent:
 - The child's name
 - Medication name
 - Start and end dates
 - Exact prescription instructions (as per the prescription label)
 - The parent must also complete the last time medication was given, the date, when medication is needed next and then initial daily.
 - Date of filling the form
 - Parent/ guardian signature
- By the staff:
 - Medication name
 - Amount, time and date of medication given
 - Date when medication is returned to family at the end of authorized period
 - If the staff has first aid
 - Staff signature

All medication must be stored in the locked medication containers in the kitchen fridge. The only exceptions are the emergency medications, such as epi-pens and asthma inhalers. They are stored in a safe place inside the room that is not accessible to the children and that all staff is aware of, or in the fieldtrip backpack when leaving the centre. Please ask staff where to locate the containers.

When medication is given, staff will monitor the child for any signs of allergic reaction to the medication given.

Children who have emergency medication or other health care needs are listed on our non-food allergy list. When a child at the centre requires emergency medication or other health care, training is provided. (ex: epi-pen)

In regards to special requirements, medical or other (such as asthma, allergies, diets, rest or exercise), please speak to the Executive Director, as a recommendation in writing signed by a physician is required.

If you are concerned about any area of your child's physical health and development, please talk to the Executive Director. We have regular contact with the local Board of Health personnel and can have your concerns checked out.

Amended: Mar 13

CHILD'S MEDICATION RECORD:

If a child requires medication the appropriate form will be completed by the parent or guardian.

Form 1 - Short-term medication form which allows the medication to be given up to two weeks following all the instructions on the original prescription. The parent or guardian is also required to complete their portion of the form daily.

Form 2 - Emergency medication is medication that is prescribed by the doctor to be given to a child in an emergency situation. The requirements of emergency medication are that the child's parent or guardian completes the emergency medication form and reviews, up-dates and signs it every six months, and that the centre has a letter from a doctor on file explaining the signs, symptoms and procedure that the staff need to follow when given the medication. The medication needs to be in original container and current.

Amended: Mar 13

HEALTH CARE PROCEDURE:

The staff will assist the child within their training (First Aid in Child Care). If any accident or incident requires more medical attention the centre will contact the parent(s) and/or transport them to the nearest medical facility.

Refer to serious accident or illness procedure.

Amended: Sept 2012

FOOD POLICY:

(The food policy is written so that we comply with Child Care Licensing regulations and Alberta Health regulations while taking into consideration food allergies and medical concerns.)

Food not served at the centre includes: Home-prepared food, nut products (ex. Peanut butter, nut oil, items that say 'may contain nuts'), hard candies, hard caramels, toffee, chewing gum, popcorn, gumdrops, jellybeans and snacks made with toothpicks and/or skewers.

A weekly menu is posted on the board in the kitchen listing the food provided during the day.

The ten-week menu rotation was created to comply with Child Care Licensing regulations and Alberta Health regulations and follow the most current Canada Food Guide. We will provide all children with all of foods unless they have an allergy or medical concerns. All children will be exposed to the wide variety of food we offer and are encouraged to try these foods. The Assistant director is responsible for reviewing and up-dating the menus before they are posted weekly, as we feel that is important to ensure they meet the children's healthy developmental needs.

FOOD POLICY(CONT'D):

Food is served at the following times:

- 7:30 am – 8:30 am –there is cold cereal available (please see the cook)
- Approximately 9 am is morning snack
- Approximate lunch times are 11:45 am -- Yellow and Blue Rooms, 11:50 – Green Room and 12:00 – Pink Room
- Approximately 3:00 pm is afternoon snack

As we provide two snacks daily plus lunch, we do not allow any outside food. If you do arrive with outside food for your child, the staff will ask that you take the food with you. Please do not leave it in your child's locker.

Special requests to bring in outside food must be pre-approved by the office. We are not able to serve home-prepared food to the children. As per regulations outside foods that are store-bought and not opened can be served as long as a list of ingredients is given and the item meets our serving regulations.

All our staff are knowledgeable about nutrition and will take the time to encourage healthy eating by discussing the importance of proper nutrition and by encouraging children to try all foods.

Special diets: In respect to any special provisions or diets, required for medical, religious or other reasons, the following will apply:

- The centre will provide a vegetarian option upon request by parents
- We will accommodate individual children with a special menu due to allergies and medical concerns with a doctor's note stating the allergy and reactions
- A written request from the Parent/Guardian is needed to modify a child's diet, clearly stating the reason for the change. The Executive Director will see if the needs can be met with small modifications to the existing menu without excluding food from the child's diet.

Short term special diets:

In the event your child requires a short-term special diet (e.g. the doctor has suggested your child refrain from milk during an allergy occurrence), a written request needs to be supplied to the office and can be in effect for up to two weeks.

Manner of feeding:

All children are encouraged to be sitting while eating and drinking during meal times. The staff will help the children acquire self-feeding skills with appropriate use of eating utensils.

No beverages (bottles or sippy cups) will be provided to a child while they are napping or resting on their mats.

No bottles will be given to the children while in our care.

Reviewed: Sept 2011

INCIDENT AND ACCIDENT REPORTING POLICY:

1. All accidents will be written up on the Centre's incident/accident report form. All incident/accidents reports will be given to the parents to read, then sign to show they have been informed of the accident and what steps were taken.
2. All incidents that could have an adverse effect on a child (ren) will be documented. The children that are involved in the incident will receive a Centre incident/accident report form. All reports will be given to the parents to read, then sign to show they have been informed of the accident and what steps were taken.
3. A record of all unexpected incidents and the actions taken will be maintained. This record will help in monitoring the children's development needs to see if there is a need for follow-up action
4. All major incidents/accidents will be reported to the Executive Director at the time of the incident/accident or therefore shortly after.
5. At no time will another child's name be included in any child's written report or identified to another family.
6. All incident/accident report forms will remain at the Centre where they will be placed in the child's file.

Reviewed: July 2009

MAJOR ACCIDENT OR ILLNESS PROCEDURE:

If a child has a serious accident or becomes seriously ill the parents will be notified immediately by telephone to pick up their child as soon as possible or make arrangements to have their child picked up. If parent(s) cannot be reached their emergency contact person(s) will then be contacted.

In the case of a serious accident or illness staff will make the child as comfortable as possible until the child is picked up. If immediate medical care is needed 911 will be call to the child's location. Permission to transport the child is signed by the parent(s) on the enrolment form. See permission sample below:

I _____ acknowledge and give my permission that in the event of a medical emergency where my child _____ must be taken to the nearest medical facility, I will incur any costs that are necessary to have my child transported and seen by medical personnel. The centre will contact the parent to inform them of the situation and where their child is being taken. In the event the Centre is unable to contact the parent(s) one of the emergency contacts will be contacted. (The parents(s) that have custody need to sign after reading the above statement).

The centre will 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.

Amended: Mar 13

MAJOR INCIDENT AND ACCIDENT REPORTING POLICY:

If a major incident or accident were to occur at the Centre the Executive Director, Assistant Director or Alternative Designate would report the incident or accident to The Edmonton and Area Child Care Services Office and the Centre's licensing office, immediately.

Phone – 780-427-0444

Fax – 780-427-1622

Email – Region6.childcarecriticalincidents@gov.ab.ca

After hours – report to Child Abuse Hotline – 1-800-387-5437

The below is a list of incidents or accidents that the centre would report to the licensing officer.

They are:

1. Emergency evacuation.
2. Unexpected program closure.
3. An intruder on the program premises.
4. A child removed from the program by a person without parent/guardian consent.
5. An illness or injury, when medical attention is needed, emergency medical services are called and/or an overnight hospital stay occurs.
6. An error in administration of medication that occurs while the child is attending the program that results in the child becoming seriously injured or ill and requiring first aid, emergency medical services are called and/or an overnight hospital stay occurs.
7. The death of a child.
8. An unexpected absence of a child from the program. (A lost child).
9. An allegation of physical, sexual, emotional abuse and/or neglect by a program staff or volunteer.
10. A child left on the premises after operating hours.

Annually these incidents will be analysed and a report will be submitted on the required form to the regional child care office

Amended: Mar 13

OUTSIDE ACTIVITY POLICY:

The centre takes the children outside at least once a day as the centre feels that it is an important part of a child's overall well-being.

Please provide your child with outdoor clothing to fit the season

Winter – snow pants, jacket, hat, mittens, etc.

Spring/Fall – rubber boots, jacket, splash pants, etc.

Summer – sun hat (mandatory), sturdy outside shoes and sun glass

During the follow conditions the children will stay inside;

- When the temperature reaches -20°C (with or without a wind-chill)
- When the air quality number is 7 or higher.

Reviewed: June 2018

PLAYGROUND POLICY:

All playground structures comply with the standards outlined in the current edition of *A Guideline on Children's Play Equipment, CSA Standards*

The centre takes the children outside at least once a day unless the temperature reaches -20°C (with or without a wind-chill), as the centre feels that it is an important part of a child's overall well-being.

The Playground Rules are as follows.

Employees, Students, Volunteers and Parents are to know the safety limits and follow them.

Safety Limits:

Climbers:

- Employee must be close enough to see and supervise properly
- No toys on the climbers (balls are OK)
- No jumping off areas higher than the child's head
- The house is not a climber as it does not have fall projection under it.

Monkey Bars, Climbing on outside of climber and Parallel Bars;

- Employee must be close enough to see and **supervise** properly

Fence:

- No climbing on the fence

Slides:

- Go down feet first
- Children can climb up the slides but the priority is for children sliding down
- No running down or up the slides
- No swinging on the safety bars above the slides

Sandbox:

- Sand stays in the sandbox
- No throwing sand

The playground is enclosed by a fenced and therefore there is no need to cover the sandboxes.

Toys:

- Make sure all toys are used appropriately and not as weapons
- Toys are put away at the end of the room's playtime outside

PLAYGROUND POLICY(CONT'D):

Riding Bikes:

- Ride at an appropriate speed for the number of children outside
- No crashing
- Riding on the red path

Castle

- Only open when employee feels there is appropriate supervision in the **playground**
- Employee can judge the appropriate number children in the top of the castle
- No sand up in the top of the castle
- No throwing toys from the top of the castle

Spinner:

- Be aware of children in the spinner -- how fast they are going and the length of time they are in the spinner and when they are leaving.

Flower Boxes:

- Children can walk around on the edge of the dirt areas.
- The dirt is not an area for play
- The dirt areas in the middle and four garden boxes are for planting only
- Only plants that are non toxic will be planted in the gardens

Water Play Area:

- Wet sand is to be emptied from the water feature daily
- Roof of water feature is not for climbing on.
- After using wading pools, they must be drained and hang on the hooks in the shed

Winter Changes:

- Monkey bars and parallel bars are closed during mitten weather
- Climber and castle stairs are to be cleared of snow and ice before being opened

Supervision of children not registered in the Centre:

All rules are to be followed by all children even children not registered in the centre

Children not registered at the centre are the responsibility of the adult who brings them into the playground

Reviewed: May 2105

FIELDTRIP PROCEDURE:

A fieldtrip permission form requiring your written permission will be posted (on your child's sign/out clipboard) prior to all fieldtrips when we use either public transportation, chartered buses or are going off campus. We do not transport children by car.

The fieldtrip permission form includes the following information;

Date	Type of transportation
Time leaving the centre,	Return time
Place	Trip purpose

Note at the bottom of the form that states– Fieldtrips will be cancelled if we are unable to send at least one employee above ratio on the fieldtrip.

The Centre always sends at least one employee above required ratio on every fieldtrip; if for any reason we cannot send this many adults on the trip it will be cancelled.

The Centre partakes in a number of unscheduled fieldtrips. These fieldtrips occur after 10:00 am and are outings on campus which permission has been given by signing the Daily Activity Permission Form at enrolment.

Parents must ensure that their child arrives on time to attend all scheduled and unscheduled fieldtrips. If your child does not arrive on time for a fieldtrip and no prior arrangements were made and agreed upon, it will be your sole responsibility to care for your child until the room returns from their fieldtrip.

Parents are more than welcome to volunteer to help on fieldtrips. Listed below are the guidelines for parent volunteers:

- General Fieldtrip safety rules for the children:
 - Use walking feet
 - Hold partners hands
 - Get on the bus and/or LRT carefully and quickly
 - Stay with the group
 - Listen to presenter, volunteers, students and teachers
- Find out the names of the children who you are helping and be aware of them as you are on the field trip
- If splitting into smaller groups a staff must be part of every group
- As not to confuse the children; guidance (discipline) is the staff's responsibility and will intervene as needed
- As staff have pre-arranged their specific roles and responsibilities within the team please ask them how you can assist
- Children can only have food or drink while on a fieldtrip that has been pre-approved.

Amended: Mar 13

SUN PROTECTION PROCEDURE:

The following Sun Protection Procedure has been put into practice, as it is the Centre's aim to ensure that the children attending our Centre are protected from the sun's harmful rays.

Sunscreen Application (May 1st – Aug 31st)

The Centre will apply the child approved sunscreen that is provided by the parent in the original sunscreen bottle and labeled with the child's name at the following times;

1. In the morning, at least 20 minutes prior to going outside for 20 minutes or more.
2. If the children have been involved in water activities (swimming or wading pools) the staff will reapply the sunscreen as necessary if the children are going to be spending 20 minutes or more time outside.
3. In the afternoon, if requested by the parent in writing, at least 20 minutes prior to going outside for 20 minutes or more.

When arriving after your child's room has gone outside, please apply sunscreen and/or bug spray to your child before leaving them in our care.

Notes:

- *The Centre may not be able to adhere to waiting 20 minutes prior to exposure time due to the child's arrival without sunscreen and the Centre programming schedule.*
- *When away from the centre the group will take a bottle of Banana Boat KIDS Sunscreen Lotion. SPF 60 to reapply if needed.*

The parent will be informed that more sunscreen is needed.

Sunscreen Application (Sept 1st – Apr 30th)

The centre will only apply sun screen if a parent provides the centre with a written request.

Sun Hats/ Sun Glasses:

All parents are asked to bring a labeled sun hat and labeled sun glasses (optional) for their child. The staff will then do their best to ensure that each child has their sun hat and glasses on at all times.

Note: Each Family will be asked to sign a sun protection form
see form file – centre

Amended: June 2017

INSECT REPELLENT PROCEDURE:

The following Insect Repellent Procedure has been put into practice, as it is the Centre's aim to ensure that the children attending our Centre are protected from insect bites.

The Centre will apply child approved insect repellent when insects are present. The parent will provide the insect repellent in the original bottle labeled with the child's name. The parent will be informed when more insect repellent is needed and will ensure that a new bottle is brought in the following day.

If the insect repellent permission form is not filled out and/or child approved insect repellent is not provided the child will not be sprayed before going outside.

Created – Sept 2012

EMERGENCY EVACUATION PROCEDURE

NOTE: During any Emergency Evacuation Procedure children will not be accepted into the centre's care. Families need to care for their child until the all clear has been given.

Students' Union and Community Early Learning Centre, under licensing regulations, implements the following emergency plan:

1. The Centre response to all University drills to ensure that both staff and children practice emergency and fire safety evacuation. The following procedure is followed in the event of a fire alarm, University drill or if ever an emergency takes place:
 - a. Staff will remove all children from the Centre by following this procedure
 - i. Staff will gather their group of children in front of the closest emergency exit (a map of evacuation routes are posted in or by all rooms within the centre)
 - ii. When in playground staff will gather the children as follows; Yellow room by gate, blue by blue shed door, green on the green hill and pink by the red shed door then proceed out of the gate
 - iii. One staff member will then take the leader role and start evacuation from the centre or playground
 - iv. Proceed to our meeting place behind the castle
 - v. The last staff will ensure all children in their group are following the leader
 - vi. Staff will not take time to grab or put on coats but will grab the emergency backpacks with the hats and ponchos inside and the portable children's record binder
 - b. The ground floor rooms evacuate route shall be from the emergency exit doors on the east side of the building and shall assemble behind the castle

EMERGENCY EVACUATION PROCEDURE (CONT'D):

- c. Upstairs rooms shall evacuate via the centre hall staircase and out the playground exit door and shall assemble behind the castle
 - d. The children in the activity room shall evacuate through the emergency exit door and proceed around to assemble behind the castle
 - e. If alternative evacuation route is necessary the route is posted by the main exit in each room of the centre
 - f. Staff will move children away from the building as quickly as possible. Children should have inside shoes on at all times
 - g. Staff will take roll call from the room's attendance record.
 - h. Close all doors when evacuating classrooms and the building.
 - i. The Cook, Executive Director or designate will bring out the kitchen emergency bag (is hang up in the kitchen).
 - j. The Executive Director or designate will bring out the kitchen binder which has copies of all children's portable files (it is kept in the kitchen draw).
2. The Executive Director or designate will use the cell phone to see if further evacuation of the premises is necessary. If further evacuation is needed this person will post the evacuation sign
 3. If further evacuation is necessary, all children and staff will relocate to the
International House - Meeting Room 8801-111 Street
 4. Children will stay relocated until danger has passed.
 5. The Executive Director, designate and staff will have parents' phone number to contact them regarding the relocation of the children and get them to pick-up their child.
 6. If an evacuation was to occur the Executive Director or designate would report the evacuation to a Child Care Licensing Officer immediately.

Note: Relocation Centre: International House - Meeting Room
8801-111 Street
Edmonton AB
T6G 2X5 Phone(780) 492-3345

Discovering a small fire which is easily extinguishable:

- Anyone discovering a small fire (e.g. waste basket) which can be easily extinguished shall:
 - Put out the fire
 - Report the incident to the executive Director or the University Fire Protection Officer – 780-492-5614

Note: all children will wear footwear during naptime all year long in case of an evacuation

Amended: Oct 2017

LOCKDOWN PROCEDURE:

Lock-down procedures will be used in the situations that may result in harm to persons inside the child care facility, such as severe weather, hostage incident, intruder, or any other situation at the discretion of the centre director, designate or public safety personnel.

The Centre director or designate will make an announcement that the Centre is in a lockdown situation.

The centre director or designate on the premises is to control the lockdown.

All staff and children are to remain or proceed indoors and follow lockdown procedures:

1. Lock all doors and windows;
2. Keep all children inside;
3. Take children and room attendance binder into areas as specified below:
 - The bathroom in the yellow, blue and green room.
 - In the locker area of the pink room
 - If in the gym in the middle bathroom
4. Keep the doors locked, and do not open.
5. If required, the Centre director or designate will **Telephone POLICE: 911**; Campus Protective Services: 2-5050 or other Emergency Services.
(NO other phone calls are to be made OR TAKEN at this time).
6. Centre director or designate may make changes to the above points as they deem necessary.

NOTE: There may be an opportunity to evacuate some of the children. The director or designate will notify the classroom(s) to evacuate and specify the route to be take out of the building and the designated area for assembly.

After the lock down: The Centre Director or designate will notify parents as soon as possible by posted information or via email. Also, the Centre Director or designate will notify Child care licensing.

Other emergency information is located above all telephones and in the Policy & Procedure Manual

Created: May 2013

CHILD ABUSE PROTOCOL:

The Society's goal is to ensure a safe environment by declaring a zero tolerance for sexual abuse, harassment, molestation, corporal punishment or neglect against any of our citizens.

The Society has an "open door policy"; parents welcome at all time and are encouraged to become involved in their child's day.

Child Abuse Protocol

All staff is required to report immediately to the Executive Director any of the following suspected indicators.

1. If a child is suspected of being physically, sexually and/or emotionally abused or neglected.
2. If a child discloses the following:
 - a. He or she was sexually abused.
 - b. He or she was physically abused.
3. If the following is observed:
 - a. Unusual marks, bruising, burns, etc. on unlikely areas of the body (e.g. on the buttocks, around the genital area, soles of the feet, etc).
4. If there is noticeable change in the child's behaviour such as:
 - a. Withdrawal from usual activities and/or people.
 - b. Unusual display of aggressive behavior.
 - c. Display of fear towards a certain person (e.g. not wanting to go home with someone, afraid when someone enters the room, etc).

Once an incident is reported to the Executive Director, the following steps will be taken:

1. The Executive Director and staff member(s) will separately document the incident (e.g. what the child said to the staff or what the staff has observed). If noticeable injury, the Executive Director will observe the injury.
2. All suspected child abuse will be immediately reported to the proper authorities (Alberta Human Services, child protective agencies and/or police authorities.) The Centre will follow the Authorities directions.

Child Abuse Hotline – 1(800)387-5437

3. The Executive Director and staff member(s) will not approach the parents on this issue; it will be left up to the proper authorities to do so.
4. The Society will;
 - a) seriously and compassionately respond to the allegations without admitting legal liability or making public statements without the aid of legal council.
 - b) maintain confidentiality for alleged victim and perpetrator.
 - c) immediately suspend alleged perpetrator pending outcome of the investigation.
 - d) consultation with a lawyer and report the incident to the insurance company

Note: The Centre will ensure that Alberta Human Services 'Protocols for Handling Child Abuse and Neglect in Child Care Services' are followed at all times.

Reviewed and up-dated: Sept 2015

SECTION 5 – PARENT POLICIES AND PROCEDURES

PARENT RESPONSIBILITIES:

Your child will need:

1. Comfortable, washable play clothes to wear to the Centre. (All items must be labelled).
2. For non-toilet children, please ensure your child always has a sufficient supply of disposable diapers and baby wipes.
3. Change of clothes (labelled)
4. Appropriate outdoor wear
 - a. In colder weather – snow pants, jackets, mitts, boots and hat
 - b. In warmer weather – a hat, labelled sunscreen, bug repellent if you wish, appropriate footwear and appropriate cool clothing.

You will need to:

1. Pay centre fees on the first working day of the month by providing post-dated cheques or have direct debit in place.
2. If your family is subsidized, please ensure your subsidy is always kept up-to-date and approval is on file. Subsidy renewal forms are available online.
3. Bring your child to the Centre by 10 am or notify the office by no later than 10 am if your child will be late or away. (Note by 8:35am if your child is in kindergarten).
4. Deliver your child to a staff member and inform them of any important information.
5. You must sign your child in, out and initial each day then sign at the end of each week.
6. Provide written consent when someone other than the parents, emergency contact or persons on the pick-up list will be picking up the child. In an emergency situation, a phone call will be sufficient: in all circumstances, photo identification will be required.
7. Adhere to the Centre's Health policy, remembering that outdoor play is a regular part of our daily program in which all children and staff participate.
8. Please keep the office up-to-date on any changes to your address, phone numbers, including your emergency contact information, etc.
9. Parents need to understand that the centre is locked up at 5:30 and need to be out of the building by 5:30 pm
10. Please keep the staff abreast of events that occur that may affect your child. We will do the same in return. We encourage open communication. Keep in touch by reading the parent boards, reading emails and checking your parent pocket daily for other notes and information.
11. Adhere to the centre's policies outlined in this handbook.
12. If you want a memory photo book for your child remember to pay your fee to the office in September. (See Memory Photobook Fee policy).
13. If your child brings a blanket or pillow from home take it home to wash weekly.
14. Provide at least one month's written notice of termination. Note: mid-month to mid-month does not constitute a month's notice. (see Termination policy).

PARENT INVOLVEMENT:

We are a family-oriented Centre with an open-door policy: parents are encouraged to become involved in their child's day, progress and to feel comfortable in mutual discussion with the Centre staff. We host throughout the year, a number of family-oriented activities such as muffin morning, fall family supper, etc.

Reviewed: July 2009

PARENT CONCERN PROCEDURE:

In the event of a parent/guardian has a concern or complaint, they should follow the procedure outlined below:

1. Concerns or complaints should be addressed as they arise to avoid 'fester' or becoming bigger problems
2. Staff members are tending to many children's needs during the day and cannot always be expected to give a parent their full attention. If a parent/guardian approaches a staff member and they do not have time to talk, they will direct the parent to provide a written description of their issues. **Note:** Forms are kept outside the office door. All concerns will be reviewed by the Executive Director and directed to the appropriate room staff
3. A written response will be provided to the parent/guardian following the receipt of a concern or complaint
4. Should the parent/guardian not be satisfied with the response from the Executive Director, they are welcome to write the Board of Directors, who will provide a written response
5. The Centre will address only complaints from parents or guardian
6. If the parents/guardian not be satisfied with the response from the Executive Director and/or the Board of Directors, they are free to contact the licensing office:

Children's Services Edmonton Region

Phone (780)427-0444

Child Care Services – Licensing

Government Rite Line 310-0000

J.G. O'Donoghue Building

2nd Floor, 7000-113 Street NW

Edmonton, AB T6H 5T6

The parent/guardian should be aware of the following when making complaints to Licensing:

1. Identity of complaints is not divulged to the license holder
2. All complaints are investigated
3. Written complaints submitted by a parent/guardian of a child enrolled in the Centre will be provided with a response from the Regional Licensing Office. The response will indicate whether the complaint was verified and that the appropriate action has been taken
4. Complaints may be anonymous

Reviewed: Dec 2009

PARENT RESOURCES:

The Centre has many books and pamphlets that the parents can borrow. The office can also help you in finding outside resources.

Reviewed: Sept 2018

SECTION 6- GENERAL POLICES AND PROCEDURES

MEMORY PHOTO BOOK FEE:

Each family can pay a once a year fee which goes towards the development of a memory book which your child will receive at the end of the school year (June).

The cost to participate is \$12.00 per child. The fee is to be paid to the office by no later than September 15 – that way staff can begin taking pictures right away.

The memory photo book shows the many activities and special events that each child is involved in throughout the year. The books become a nice memory keepsake. If you would like to see a sample of what the book will look like, please the office.

Reviewed: July 2009

TOY POLICY:

The centre will accept a stuffed (soft cuddly) toy for your child's comfort during rest time but no other toys. If you child does bring a toy to the centre it needs to stay in your child's locker. The individual rooms may make exceptions for special reasons, check with your child's room for these exceptions.

SMALL OBJECTS: due to the younger age of some of our children, we ask that you do not allow your child to bring in small objects such as coins, buttons, etc.

Reviewed: Oct 2013

GIFT POLICY

In the interest of the children's safety (ex; allergies, toxicants, choking hazards, intolerances, etc.) parents are to **refrain** from putting anything in children's baskets, pockets, and/or lockers. This includes candy, cookies, toys, any cards and/or gifts for Halloween, Christmas, or Valentine's Day, Chinese New Year, farewell gifts, or other occasions.

Created: Nov 2013

MATERIAL USE POLICY:

The Students' Union and Community Early Learning Centre (SUCELC) would like to assure the comfort and safety of children, staff, parents or guardians, and community members by implementing the following policies.

Appliances – The SUCELC uses several appliances in its' day-to-day functioning such as washer and dryer for laundry, stove, refrigerator, or freezer. The SUCELC ensures that when appliances are purchased or borrowed, they meet safety requirements of Alberta Health Services and are maintained in good repair.

Aerosols – Aerosols are substances, such as paint or detergent, that are packaged under pressure with a gas for release as a spray. Wherever possible, the SUCELC will avoid the use of aerosols. If aerosols are used, children will be removed from the vicinity.

Pesticides – Pesticides are chemicals used to kill pests such as insects. The SUCELC will avoid the use of pesticides if children are present. Should the centre use pesticides indoors, children will be kept away from the area. In the event that exterminators are required to remove pests, the SUCELC will follow all policy and procedures of the exterminator. If pesticides have been used in the area around the centre, children will be kept away from the area or kept indoors for as long as recommended by the Alberta Health Services.

Supplies – The SUCELC will purchase and accept donations of non-toxic arts and craft supplies.

Cleaners – The cleaners that are used to clean the children's rooms, including toys, are also non-toxic.

Reviewed: Jan 2009

SMOKING POLICY:

No employee at any time or place will be allowed to smoke where child care is being provided.

No employee or other person will be allowed to smoke on the program premises.

Reviewed: Dec 2011

IMPAIRED PICK-UP PERSON GUIDELINES:

The following guidelines have been recommended by the City of Edmonton Police – Youth Division: If a staff member has reason to believe that a parent or pick-up person has had too much to drink and cannot safely operate a motor vehicle they will:

- Request that the individual leave their vehicle and arrange alternate transportation and/or
- Ask the individual to leave and phone alternate/emergency contact for pick up and/or
- If the child is removed by the pick-up person, immediately call the police with a description of the vehicle, the individual's name, license plate number and home address.

Reviewed: Dec 2011