



City of Grande Prairie Childcare Services

Parent Handbook

Daycare, Pre-Kindergarten & After-School Care

Making a difference, one child at a time!

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OUR FACILITY

The Dave Barr Community Centre is a City owned facility and was founded in 1982 after Mr. Dave Barr. He was a very influential supporter of sports in Grande Prairie and was always interested in bettering the community. Our facility is a quality multi-use venue, which features events, youth and adult sports programming and educational opportunities for children. Whether you're holding a large social event, or corporate retreat, trade show or a small show, Dave Barr Community Centre has a unique space available to accommodate your guests during the spring and summer on our dry surface. We provide a safe, fun, healthy environment with a friendly atmosphere for families, community groups and sports organizations in our Arena, Dry Space, Day Care and Pre-K facilities.

Facebook: Like our Facebook page: <https://www.facebook.com/davebarrcc>

Parking

We have school groups and children of all ages using our facility throughout the day. This may result in congestion in the parking lot. Please note that Dave Barr users are permitted to park in the main parking lot, as well as in the **non-reserved spaces** located near the Lion's Learning Centre.

The "no stopping" area along the front sidewalk is required for emergency vehicles and the safety of all our clients. We ask that it be observed at all times as Enforcement Services (City By-Law) may issue tickets.

OUR SERVICES

All of our Childcare Services are regulated by the Government of Alberta and are Accredited by the Accreditation of Early Learning and Care Services.

What is Licensing?

WE ARE A LICENSED PROGRAM! Every child care centre in Alberta is regulated by the Child Care Licensing Act. Centres are required to meet the mandatory regulations and are visited regularly by a Licensing Officer to ensure they are in compliance. Reports from these visits are posted in our centre and are available for parents to view. Recommendations from these reports are used as an opportunity to improve the centre. Alberta Licensing approves and guides our policies and procedures before they are implemented.

What is Accreditation?

WE ARE ACCREDITED by AELCS (Accreditation of Early Learning and Care Services). The purpose of accreditation in Alberta is to raise the standard of child care in the province and improve best practices in early learning and child care services. Accreditation is a voluntary process, and involves great dedication on the part of the educators and the centre. Our educators are continually building their knowledge in the area of early learning and child care.

The benefits of an accredited centre:

- Attracts families who are looking for a high quality centre
- Attracts educators who are looking to work in a quality centre
- The centre receives Quality Support Grants
- The educators receive support funding

Educators Requirements

We are proud of our Educators!. Along with a wide variety of experience and a love of teaching children, each of our Educators also have:

- A Childcare Educators Qualification Certificate (or working towards getting it)
- First Aid in Child Care & CPR training
- Police Information Check
- Vulnerable Sector Search
- At least 2 years of experience in a childcare setting

PRE- KINDERGARTEN

Your child will learn the basics of reading and writing without pressure and stress so that they are ready for the next step!

Important information:

- Ages 3-6 years old
- Hours of operation:
 - September-June
 - Monday / Wednesday mornings from 9:00 a.m. - 12:00 p.m.
 - Tuesday / Thursdays mornings from 9:00 a.m. - 12:00 p.m.
 - Tuesday / Thursdays afternoons from 1:00 p.m. - 4:00 p.m.
 - Closed on weekends, statutory holidays, Spring Break, Christmas Break (school calendar)
- Snack times:
 - We have an open snack policy, but each child will be encouraged to have a snack with his/her peers at **10:00 a.m.**
 - Parent must provide snacks
 - If parents are providing snacks for the entire class for sharing, it must be **store bought** and not homemade as we are an allergy aware program and we need to see the label with the ingredients
- Rest time:
 - Rest time is not scheduled in Pre-Kindergarten
- Outdoor time:
 - All children go outside to play once per day except for when it's below -20C or other unsuitable or extreme weather conditions, such as storms, extreme heat conditions and environmental warnings. Your child must wear appropriate clothing and shoes to fully participate.
- Other information:
 - All children entering Pre-Kindergarten, are expected to be toilet trained and need to be 3 years old before the first day of class. Pull ups or training pants are NOT permitted
 - Each child will get a cubby that will be labeled with your child's name. Please make sure you take all your belongings home with you at the end of the class to avoid lost items.
 - Please ask administrative staff for packing list

DAYCARE

Our Daycare room encourages children to engage in active play, group times, outside time, making crafts and using a variety of play centres to develop all areas of development in a play-based environment.

- Ages 3-6 years old
- Hours of operation:
 - Year round
 - Monday to Friday from 7:30am - 5:30pm (In order for the children to be successful in our program, we ask all parents to drop children off no later than 12:00pm unless otherwise arranged with the staff)
 - Closed on weekends and statutory holidays
- Snack times:
 - Daycare Lunch and snack times: We have an open snack policy, but each child will be encouraged to have a snack with his/her peers at **9:30 a.m.** and **3:30 p.m.** Lunch time will be from: **12:00 - 12:30 p.m.**
 - Parent must provide lunch and snacks
 - If parents are providing snacks for the entire class for sharing, it must be **store bought** and not homemade as we are an allergy aware program and we need to see the label with the ingredients
- Rest time:
 - Rest time (quiet time) is from 1:00pm-2:00pm. Children are not forced to sleep but are encouraged to have a quiet time on our mat.
- Outdoor time:
 - All children go outside to play once per day except for when it's below -20C or other unsuitable or extreme weather conditions, such as storms, extreme heat conditions and environmental warnings. Your child must wear appropriate clothing and shoes to fully participate.
- Other information:
 - All children entering the daycare room (ages 3-6), are expected to be toilet trained and need to be 3 years old before the first day of class. Pull ups or training pants are NOT permitted.
 - Each child will have their own "cubby" for them to put their personal items – and it will be labeled with your child's name.
 - The same weekly schedule must be booked throughout the month, drop-in is not available.
 - Please ask administrative staff for packing list

AFTER-SCHOOL CARE

The Kid's Klub is an "active" after school licensed program offered at Maude Clifford Community Gym and offers something for every child Grades K- 6.

- Ages 5-12 years old
- Hours of operation:
 - September - June
 - Monday to Friday 2:50pm - 5:30pm
 - The Kid's Klub provides care on school days only and does not operate on statutory holidays, professional development days or other non-school days.
- Snack times:
 - Snacks are provided and snack time is at **3:30pm**
 - If parents are providing snacks for the entire class for sharing, it must be **store bought** and not homemade as we are an allergy aware program and we need to see the label with the ingredients.
- Rest time:
 - No Rest time occurs during the session.
- Outdoor time:
 - All children go outside to play once per day except for when it's below -20C or other unsuitable or extreme weather conditions, such as storms, extreme heat conditions and environmental warnings. Your child must wear appropriate clothing and shoes to fully participate.
- Other information:
 - The same weekly schedule must be booked throughout the month, drop-in is not available.
 - We do not offer transportation from other schools to our program. However, in the past, some school-bus drivers have dropped the children in front of the school and the children have walked to the gym (which is close to the front doors).
 - After school, children will proceed from their class to the gym on their own after the bell. Our educators will welcome the children and mark their arrival time on the attendance sheet. Please let our staff know if your child won't be at our program by calling or leaving a voicemail at 780-830-7076 or text: 587-298-1994.

DAYHOMES

The City of Grande Prairie Family Day Home Program strives to ensure that parents and providers are given the support and guidance needed to ensure that every child has the ability and are given the opportunity to develop to their full potential.

- Ages 6 months to 12 years old (depending on ratios)
- Hours of operation:
 - Year round
 - Monday to Friday between 6:00am-6:00pm (Each provider sets their own hours)
 - Closed on statutory holidays
- Food and Nutrition: Providers are required to serve nutritious, well balanced meals and snacks at appropriate times, in sufficient quantities and in accordance with each child's needs including allergies and special diets. Providers must post a menu plan for parents/guardians and home visitors to see. Menu plans must follow the recommendations of the Canada Food Guide, and families' and children's preferences. The program coordinator will review provider's menu plans on a monthly basis to ensure meals and snacks meet nutritional guidelines and follow the Canada Food Guide.
 - Meals and snacks will be served as follows:
 - Children in care 2-4 hr. will be served 1 snack with 2 or more food groups
 - Children in care 4-6 hr. will be served 1 snack with 2 or more food groups & 1 meal with 4 food groups
 - Children in care 6+ hours will be served 2 snacks with 2 or more food groups & 1 meal with 4 food groups
- Rest time:
 - Children will be given adequate time to rest and relax; however, they are not required to sleep. Separate sleeping spaces, blankets and pillows will be available for children to use and children are invited to bring their own comfort items from home. Parents/Guardians may be required to supply play cribs, sleeping mats and bed linens for their child to use while in care if the day home provider requires them. All sleeping equipment used needs to show that it can be used for sleeping purposes. Providers are responsible to ensure that all sleeping equipment meets federal and provincial product safety legislation.
- Outdoor time:
 - As per government standards, providers must try to ensure that children go outdoors at least once per day (weather permitting). Outdoor daily activities are important to the growth and development of children. If the parent/guardian feels that their child is too sick to go outdoors, then we request the parent/guardian to keep their child at home. It is the responsibility of the parent/guardian to supply weather appropriate clothing for their child (boots, mitts, hats, snow pants, etc.). If the child does not have this clothing, the parent/guardian will be contacted to bring the necessary clothing to the day home. It is the responsibility of the provider to ensure the children are wearing their appropriate clothing when going outdoors.

FEES AND CHARGES

- Absences will not result in any reduction in fees unless the absence is for medical reasons and a doctor's note is provided.
- To retain a space during a prolonged absence (E.g. over summer or holidays) the full fee for each month will need to be paid.
- Upon registering, the first full month of fees will be required unless proof of subsidy coverage is provided. For subsidized clients, the payment amount will be the amount not covered by subsidy.
- You will be asked to complete a Monthly Pre-Authorized Payment Form and provide a VOID cheque or bank authorization letter. Monthly payments will be withdrawn from your bank account automatically on the 1st day of every month.
- Our programs are eligible to be claimed as child care expenses as per Canada Revenue Agency guidelines. Please keep your monthly receipts for tax purposes.
- Fees are due on the first day of every month. Advance payments by Visa, MasterCard, American Express, Debit Card, Cheque (payable to City of Grande Prairie), Money Order or Cash may be made by the 25th of the month to enable cancellation of the upcoming automated withdrawal.
- Late Pickup fees (daycare, pre-k, after-school care only):
 - While we understand that unforeseen circumstances do occur from time to time, we request that you make our staff aware immediately if you are going to be late picking up your child. Three repeated late pickups may result in removal from the program.
 - If your child is registered in Pre-Kindergarten \$1.00 late fee per minute will be charged starting from the end of class until the child is picked up
 - If your child is registered in Day Care and \$1.00 per minute will be charged after your child's scheduled pick up time
 - Pick-ups after 5:30 p.m. in daycare and after-school care will incur a late fee of \$10.00 per 5 minute increment. Our license coverage ends at 5:30 p.m so recurring late pick ups can put our program in non-compliance.
- Pre-Kindergarten and After-School: At the time of registration, we will collect the equivalent of one month's fees as a deposit for the month of June. The remainder of the payments will be withdrawn from your bank account automatically on the 1st day of every month from September until May. There will be no payment withdrawn in the month of June.

Subsidy:

The Child Care Subsidy Program **assists parents/guardians** with the cost of childcare. You can apply for subsidy if:

- You and your spouse/partner are Canadian Citizens or Permanent Residents of Canada and live in Alberta.
- You and your spouse/partner are currently working, attending school, looking for work, or have special needs.
- Your child is attending a Licensed Day Care Centre, an Approved Family Day Home or a Licensed out of School Care Centre, with a Direct Care Provider.
- You or your spouse/partner stay at home and have your child attend a Licensed Nursery School or other Early Childhood Development Program.

More Information: For more information and details on how to apply for child care subsidy, please contact the **Alberta Supports Contact Centre** at 1-877-644-9992 or visit the [subsidy information webpage](#).

Parents Using Subsidy: A copy of the subsidy approval (as provided by the Government) must be received by the Dave Barr Community Centre before any amounts are deducted from the total monthly fees. Until approval is received, clients will be responsible to pay full monthly fees.

Changes and Withdrawals

Change

- \$50.00 fee for changing to a different program or reduction of daycare hours with less than 30 days' notice.
- no fee will be charged when a completed Withdrawal or Change Form is received at the Dave Barr office at least 30 days prior to the change date

Withdrawal

- \$100.00 fee for withdrawing from Dave Barr Childcare Programs with less than 30 days' notice
- no fee will be charged if the withdrawal is initiated by the Dave Barr Childcare Programs Supervisor.
- no fee will be charged when a completed Withdrawal or Change Form is received at the Dave Barr office at least 30 days prior to the change / withdraw date

Refunds (if any) for Pre-Kindergarten are based on the prorated cost of Pre-Kindergarten programs as of the date withdrawn less any withdrawal fee (if applicable).

Charges for the last month of daycare are based on the number of hours the child was scheduled to attend daycare from the first of the month to the withdrawal date. If the number of hours exceeds 99 hours, full-time monthly fees will apply, plus any applicable withdrawal fees. If the number of hours is 99 hours or less, part-time monthly fees will apply, plus any applicable withdrawal fees.

GOVERNMENT OF ALBERTA'S CHILDCARE POLICIES AND PROCEDURES

Supervision Policy

All Educators, including Educators covering breaks and casual staff have a responsibility to follow these supervision policies.

Our Educators will observe the children's indoor and outdoor play and behavior by closely monitoring children at all times especially during high risk activities, transition times, group times and free play.

What is a transition time? Transition times are usually the most difficult parts of the day in child care. This is when a group of children is being asked to shift from one activity to another or move from one task to another in a relatively short period of time.

Educators will position themselves in a way that provides optimal opportunity for supervision, allowing them to see the children in their care. This includes positioning Educators in various areas around the room and outdoors. Educators will face their backs against walls or other barriers providing the opportunity to keep all children in their line of sight. When an Educator is providing one on one attention to a child, the other Educator is to be in a standing or mobile position.

Educators will not have their phones on them except when going outside (for emergencies only).

Attendance, Pick Up and Drop Off Procedure

We ask that children be dropped off and picked up promptly at the class times outlined. If an unavoidable delay should occur please advise our educators as soon as possible. Late pick up fees may be applicable. (See [Fees and Charges](#) section.)

We require that you or another authorized adult drop off or pick up your child each scheduled day. The educators **must be notified in advance** if someone other than the people listed on the Authorized Pick Up Form is picking up the child. Photo identification will be requested by the educators from anyone picking up the child.

Upon arrival, each child must be marked IN on the daily attendance sheet, including the time the child is released from the parent/guardian to the receiving Educators.

Upon departure, each child must be marked OUT on the daily attendance sheet, including the time the child is released from the Educator to the parent/guardian.

Daily attendance sheets must also record all children that are absent, on vacation, or absent due to illness.

Educators will take note of when children arrive and leave the program ensuring that both arrival and departure times are accurately recorded including during outside play and/or off site activities or field trips. Please ensure the Educators are aware of your child's arrival or departure before you leave.

Head Counting

Educators will always know how many children are in their care. The Educators will use whiteboards/chalkboards to record how many children are in the room. These boards located in each room by the door and will be updated every time a child enters or leaves the room. Head counts are to be checked against the attendance clipboard and number on whiteboard or chalkboard.

When beginning a shift, Educators **must** verbally confirm with the other staff on duty the number of children in attendance and check this against the attendance clipboard, whiteboard or chalkboard. This same procedure must be completed when leaving or returning from any breaks.

Head counts of children are to be completed:

- when an Educator goes into ratio
- on a frequent basis throughout the day, at minimum every 3 to 5 minutes depending on the environment and what is happening in the classroom
- Constantly:
 - When children are attending a field trip or going outside
 - before and after a transition
 - when a group of children moves from one activity area to another (E.g. playroom to playground)
 - when an emergency occurs in the classroom
 - when fire or lock-down drills occur

Handwashing

As recommended by Alberta Public Health we have provided hand sanitizer for all children to sanitize before entering the classroom. We have also changed our soap dispensers to be automatic, so that children get the right amount of soap on their hands before washing them.

If you choose not to use the provided sanitizer, please assist your child to wash his/her hands in the classroom bathroom before starting class. Our educators will recommend that children clean their hands before leaving and as needed during the program.

We are committed to sending your child home with a clean face, hands and clothes! (We will do our best to do so when we are outside as well.)

Safe Indoor and Outdoor Spaces

Educators will conduct regular safety checks of the program premises and equipment to remove hazards; position equipment and arrange the environment to allow for better supervision of the children's play.

No shelves or equipment in the room should be taller than the children as they can interfere with the Educator's line of sight. Educators will conduct regular safety checks indoors and outdoors to make sure that the space is safe for the children.

Please don't let your child run in our hallways, lobby or stairs. It is a safety hazard for them and for other children and parents who access the classrooms and the building.

Rest Time

Each child will be given the opportunity to rest, as needed, in the daycare programming. Each child enrolled in the daycare/day home program can bring a blanket and sheet or a small sleeping bag (pillows are optional). We will wash the bedding at our facility so that you don't have to worry about bringing it every Monday.

Child Abuse Policy

Any suspected child abuse or neglect must be reported to Child and Family Services Authority or the Police. Educators are instructed to record their suspicions, if unsure, they may consult their Supervisor/Coordinator. The City of Grande Prairie is restricted from notifying the parents/guardians of any suspicions.

The Program Coordinator and all providers whom are contracted through the City of Grande Prairie Family Day Home Program will be familiar with, and have copies of, the CFS's protocols for handling suspected child abuse and neglect. Reports can be made to the local CFS listed in the telephone directory or by calling the Child Abuse Hotline at 1-800-387-5437.

Pets Policy

No pets (dogs, rodents, rabbits, cats, birds, etc.) except for fish and service dogs, will be allowed on the premises of the Dave Barr Community Centre as there is a concession in our building and the possibility of allergies.

Smoking Policy

The City of Grande Prairie complies with legislation that states:

"Smoking is prohibited in a public place, in a workplace, in a public vehicle, work vehicle or within a prescribed distance of a doorway, window, or air intake of a public place or workplace."

Smoking, vaping and the use of cannabis is not permitted on our premises. Smoking, vaping and the use of cannabis is prohibited at all times and locations while child care is being provided. This restriction includes all off-site excursions.

Nutrition / Snack and Lunch Policy

Children shall only eat at the table (with exception of fieldtrips or picnics) and must be supervised at all times during the meal. Children shall be given adequate time to enjoy their meal and should not be forced or coerced to eat.

Children must remain sitting while eating and drinking. No beverages are provided to children while resting

We are also responsible for:

- Encouraging the child to eat when he/she is hungry
- Inviting the child to come to the snack table to have snack at least once during the program.

Food Handling Policy

Educators ensure that hot foods are kept hot; cold foods are kept cold at all times. Educators who are responsible for food storage and preparation have completed a food-handling course.

Food preparation and serving utensils and surfaces are sanitized after each use.

Educators will check to ensure that all lunch kits have an ice pack and if it doesn't, the Educators will put the lunch kit in the fridge. A note will be sent home at the end of the day to communicate that the ice pack was not in the lunch kit.

Cross Contamination policy

Regular disinfecting of furnishings, equipment and play materials occurs and is noted on a checklist. Each child uses his or her own personal grooming items, bed linens, and bottles. Each child uses his or her own blanket or sleeping bag, pillow brought from their home. Towels are discarded after each use. All garbage is stored in a closed container.

POTENTIAL HEALTH RISK POLICY

When children become ill, their health must be taken seriously and treated as a priority. What may seem like a minor ailment could be the start of something more serious or highly contagious. It is imperative that parents be alerted to their child's condition immediately so that appropriate action can be taken to ensure their child's comfort and recovery. Educators have a legal responsibility to follow municipal health regulations, which stipulates that children should not be permitted to participate in programs when a contagious illness poses health risks to others.

The Child Care Licensing Regulation (AR) 143/2008) sections 8 (1) and (2) states that if a child exhibits the signs and symptoms of illness, the child must be removed from the program.

The Educator will assess a child for illness by monitoring child's behavior, checking temperature, and regular observation.

Signs and symptoms of illness:

- Fever (Over 100°F / 37.8°C)
- A new or unexplained rash or cough
- Diarrhea / vomiting
- Communicable disease (other than the common cold)
- Obviously infected discharge (thick and colored i.e. especially green, red-brown)
- Lethargy, irritability, drowsy with other symptoms, persistent pain
- Breathing difficulty – breathing faster than 40 breaths per minute
- Having or displaying any other illness or symptom that the Educators know (or believe) may indicate the child poses a health risk to persons on the program premises
- The child requires greater care and attention than can be provided without compromising the care of the other children in the program

When an Educator knows or has reason to believe a child is exhibiting the signs or symptoms of illness, the license holder must ensure that the child's parent arranges for the immediate removal of the child from the program's premises.

If the child is not able to participate **fully** in our program (walk on his own, eat, use the washroom, get dressed by him or herself, etc.) and requires greater care from the Educators, the child's parent must arrange for the immediate removal of the child from the program's premises. Parents will sign a form that describes the reasons why the child had to be removed from the program, and when the child can return.

We will record and document on an *Illness Report* children who are ill including:

- the name of the 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
- the date the child returned to the program

A child may return to a program if the Supervisor is satisfied that the child does not pose a health risk to other children or Educators.

A parent may provide a physician note or a parent can report to the Supervisor that the child has been symptom-free for a period of not less than 24 hours.

SUPERVISED CARE FOR SICK CHILDREN POLICY

Should a child show symptoms of illness while participating in the children's programs, instructors will ensure that the ill child receives the proper care. Instructors will do their best to protect the other children from getting ill through the spread of contagious germs.

Instructors follow procedures to help the child receive proper care. These include:

- Direct supervision of the child in a designated sick room or quiet rest area located away from the other children by an Educator
- Contacting the parents by phone for immediate pick-up of the child to recover and rest (child must be picked up immediately)
- Contacting emergency medical services if the symptoms appear to require such response

In the event a parent fails to arrange for the immediate removal of their child, the Educators will:

- Make several attempts to get a hold of the parent (Educators will attempt for 15 minutes from the first initial call before phoning the emergency contact number)
- The parent will be informed (by voice mail if they have one) that the emergency contact will be notified for the immediate removal of their child from the program

ACCIDENT OR ILLNESS POLICY

- In an accident or illness situation, parents are notified immediately by phone or if it's not an emergency, parents will receive an *Incident Report* describing the accident or incident.

- If the primary contact (parent/guardian) cannot be reached, the emergency contact information on the Registration Form provides an alternate contact. The first person to be reached will be informed of the accident or serious illness. The child will receive medical attention if necessary in the case of an accident or serious illness.
- The educators will administer first-aid when required. Parents/guardians will be asked to arrange pick-up if necessary. The parent or guardian will sign an Incident Report prior to taking the child.
- Emergency situations may occur very suddenly and require urgent treatment. In some instances it may be in the child's best interest to be transported to hospital or treated prior to contact being made with a parent/guardian as per the emergency contact information. Payment for any costs associated with the medical emergency will be the responsibility of the parent/guardian. The Emergency Transportation release initialed on the Registration Form is to enable us to have children transported to hospital by ambulance and treated by any licensed physician, surgeon, clinic or hospital to secure proper treatment at the parents' expense.
- When there is a serious illness of or injury to a child that occurs while the child is attending the program or when any other incident that occurs while a child is attending the program that may seriously affect the health or safety of the child an Incident Report must be completed by the Educator and the Program Supervisor is informed of the situation. Licensing must also be notified immediately.

All accidents and illnesses are recorded and analyzed at educators meetings to identify trends and issues.

MAJOR INCIDENT REPORTING POLICY

Major incidents must be reported immediately to licensing staff by telephone, fax or email. The Government Incident Report must be completed and submitted to the local Child and Family Services Authority's licensing office within two days of the incident.

All incidents are analyzed annually and a report is submitted to the regional licensing office using the prescribed government form.

The following are considered reportable incidents:

- an emergency evacuation
- unexpected program closure
- an intruder on the program premises
- an illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight
- an error in the administration of medication by a program educators or volunteer resulting in the child becoming seriously injured or ill and requiring first aid or emergency health care and/or requires the child to remain in hospital overnight
- the death of a child
- unexpected absence of a child from the program (i.e. lost child)
- a child removed from the program by a non-custodial parent or guardian

- an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program Educators or volunteer
- the commission by a child of an offence under an Act of Canada or Alberta
- a child left on the premises outside of the program's operating hours

All emergency situations, whether life threatening or not, are reported to the Childcare Supervisor verbally. In addition to Government reporting, an *Incident Report* must be completed within 12 hours of the incident. Details shall include:

- A description of what occurred, including date and time of occurrence
- Who was supervising
- Who was present, including names of witnesses if possible
- What actions were taken and by whom
- The name and signature of the person completing the report

Supervisors and program instructors require complete information as soon as possible after an emergency occurs in order to assist in managing the situation. It is imperative to have accurate facts documented immediately following an incident. Documentation will aid any external authorities or third parties that may be involved in an investigation or legal action. Reports will also provide the organization with a history of past incidents and a basis upon which to take proactive measures to protect children and prevent a recurrence of similar situations.

ADMINISTRATION OF MEDICATION

Administering medication can either help a child or seriously harm a child if mishandled. Given the serious implications, medications should not be administered by educators unless several precautions are taken. Given the possibility of side effects, allergic reaction or overdose, educators are not permitted to administer non-prescription medications or herbal remedies. To protect children from being given medication that could have detrimental effects on their health and well-being, when medication is administered, the following procedures will be followed:

- Under no circumstance are educators or volunteers to administer prescription medication to a child without a completed *Individual Record of Medication Form* signed by the parent/guardian. This is kept on file with the child's records.
- When the medication is delivered to the Educator by the parent/guardian, it must be in the original labeled container. The label must be cross referenced with the *Individual Record of Medication Form* completed by parent/guardian to ensure that it is correct and the medication is administered according to the labeled directions.
- The label must be examined for the date it was dispensed and the expiry date to verify that the medication is a current prescription.
- Medication must be stored in a locked box, out of the reach of children, and kept at the temperature recommended on the label. Medication that may be needed in an emergency is stored in a place that is inaccessible to children.
- When the unit of measurement is prescribed for dosages, the parent/guardian must supply a dosage implement with the medication. The implement is to be labeled with the child's name and stored in the locked medication box.

EACH time medication is administered, Educators must:

- Observe proper hygiene and safety.

- Clean the measurement implement and return it with the medication to the locked storage box.
- Complete and sign the Individual Record of Medication Form including the name of medication, time of administration, dosage administered, and initials of the Educator who administered the medication.
- Observe the child for unexpected side effects or allergic reactions. If side effects occur, the parent/guardian should be notified immediately. Information regarding the side effects should be recorded on the Individual Record of Medication Form and the Childcare Supervisor should be notified.
- Educators will return medications to the parent/guardian when the authorization period has ended and the parent/guardian must sign the bottom of the Individual Record of Medication Form.
- In medical emergencies where time is critical, the medication must be administered and emergency transportation arranged immediately. Parent/guardian will be notified as soon as possible of the emergency situation.

CHILDREN'S RECORD POLICY

It is imperative that all records for the children attending our programs be up-to-date and kept current. It is the responsibility of the parent / guardian to notify Educators of **any** updates to a child's records. A child will not be accepted for registration in our programs until all necessary documentation has been completed and signed by the parent/guardian.

Educators must be responsible to keep on the program premises an up-to-date record in good condition, including the following information:

- A completed Registration Form
- The child's name, date of birth, and home address
- The parent's name, home address and telephone numbers
- The name, address and telephone number of a person who can be contacted in case of emergency
- When medication is administered, the written consent of the parent on the Individual Record of Medication Form which includes: child's name, name of the medication, the time of administration, the amount administered and the initials of the person who administered the medication
- The particulars of any health care provided including the written consent of the child's parent
- Any other relevant health information about the child provided by the child's parent including immunizations and allergies

ADMINISTRATIVE RECORDS POLICY

The information provided to the City of Grande Prairie and our Childcare Programs is collected under the Authority of Section 33 of the Freedom of Information and Protection of Privacy (FOIP) Act and may be used for registration or administration purposes of the City of Grande Prairie's childcare programs. Your personal information is protected by the privacy provisions of FOIP. We will only share information regarding the account and your child with Parent 2 if he/she is listed on the registration form as a parent and authorization has been given from Parent 1 to share the information.

The following records of the **children** must be maintained on the program premises at all times:

- Daily attendance of each child in the sign in out book outlining arrival and departure times with the parent/guardian initials. Parent/guardian may sign with a signature at the end of each week
- Daily attendance of each Educator including arrival and departure times and hours spent providing child care

The following records of the **Educators** must be maintained on the program premises at all times:

- Evidence of the Child Care Certification of the each Educator
- Evidence of current First-Aid Certification of each Educator. Updated every 3 years
- Evidence and verification of a current Criminal Records Check. Updated every 3 years
- Evidence and verification of a Vulnerable Sector Search. Updated every 3 years
- Evidence and verification of an Intervention Records Check. Updated every 3 years

All of the records that are previously mentioned must be available for inspection by the director at all times. The Child Care Certificate must be available for inspection by any child's parent at reasonable times.

All old documents will be submitted to the supervisor (sign in / out book, emergency contact information, field trip permission slips etc.) Records are maintained while the child is attending our programs and are stored on-site for the current year plus one year. Older documentation is sent to City Hall for proper storage, disposal, or shredding. If you have any questions about the collection, use and disclosure of your personal information, visit www.cityofgp.com or phone the Citizen Contact Centre at 780-538-0300.

PORTABLE RECORDS POLICY

The Educators will have the sign in / out binder with them at all times which contains the child's Registration Form and all important information. The binder contains:

- The telephone numbers of local emergency response service and poison control centre (Emergency Contact List)
- The child's name, date of birth, and home address
- The parent's name, home address and telephone numbers
- The name, address and telephone number of emergency contacts
- Any other relevant health information including immunizations and allergies

EVACUATION AND EMERGENCY PROCEDURES

In the event of an evacuation or emergency, all Educators must be prepared with:

- Portable records "in respect of each child."
- First-aid kit / individual emergency medication
- Facility radios, charged and on proper channel
- Cell phone

Educators must follow evacuation/emergency plans as outlined at each entrance and as stated in Safe Work Procedures and must meet at the Muster Point. Upon arrival at the Muster Point an "All Clear" signal must be relayed on radios to supervising Educators. If required, (dependent on situation, weather, etc.) Educators will move the children to the Lion's Learning Centre. Licensing educators must be notified of the evacuation incident.

We adhere to the City of Grande Prairie and Alberta Provincial safety guidelines. A minimum of one fire drill with complete evacuation of the premises will be held per month. These fire and evacuation drills will be monitored to comply with City of Grande Prairie's Health and Safety requirements and will be documented and filed in Health and Safety binder.

In addition to other policies noted here, our facility also has an on-site AED (Automated Electronic Defibrillator).

CHILD GUIDANCE POLICY

Disciplinary Policy

We respect and recognize the individual differences in each child in our programs. We will use the Behavior Guidance Plan after other appropriate guidance techniques have been used and when any behavior may cause risk of harm to the emotional well-being, physical well-being, health or safety of other children or educators; or the child's continuous inability to conform to the rules and guidelines of our program. Our child and guidance policy is communicated to the parents and Educators in this handbook which is shared with all Educators and parents.

We will use the following behavior guidance procedures:

1. In order to help guide a child toward positive behavior, they will be given freedom to make mistakes and experience disagreements, but will also be given the opportunity to resolve these difficulties. Helping encourage a child to handle their emotions and the emotions of other children will help to build their emotional intelligence and provide them with the ability to be socially and emotionally developed for years to come. Physical punishment, verbal or physical degradation or emotional deprivation is not allowed. Educators must not deny or threaten to deny any basic necessity and must not use or permit the use of any form of physical restraint, confinement or isolation. Not all forms of punishment are permitted and a disciplinary action taken must be reasonable in the circumstances.
2. We will observe and record the child's inappropriate behavior by using the Issue /Inappropriate Behavior/Concerns Form. If another child is injured as a result of inappropriate behavior, an Incident Report will be prepared and signed by educators. It will be reviewed and signed by the Childcare Supervisor and presented to the parent at the end of the day for a signature.
3. The Childcare Supervisor will phone the parents/guardians if their child performs two acts of aggression resulting in the injury of another person or destruction of property in one day.
4. If inappropriate behavior continues, or if there are multiple aggressive acts in one week, the parents/guardians will be asked to pick their child up for the day and may be asked to keep the child home for a longer time period.
5. Parents will be asked to participate in a parent-teacher meeting with the room's Educators, Supervisor and the Dave Barr Community Centre's Manager. Outside resources (i.e. Inclusive Childcare Program) will be offered to parents and we will work with the outside resource for further guidance in responding to the child's behavior.

6. If the inappropriate behavior persists after the child has gone through the Behavior Guidance Plan once, we reserve the right to withdraw the child when the safety of the child, other children or the educators of our programs is considered to be threatened at the discretion of the Childcare Supervisor.

OFF-SITE ACTIVITIES

Transportation Policy

All off-site activities require parental consent as outlined below. In the case of an activity being held off program premises, Educators will take the portable record in respect of each child with them off the program premises.

Specific Sites within Walking Distance

The following locations are authorized by a parent/guardian initialing the “Outings and Transportation” consent on the Registration Form:

- St. Pat’s School Playground – children will walk across the green space located on the south side of the Dave Barr Community Centre to the playground area on the north side of St. Patrick’s School
- Dave Barr Community Centre Park – located directly to the south of the arena building, accessed through the south doors of the Dave Barr Community Centre
- Dave Barr Community Centre’s dry pad – over the spring and summer, the children will use the dry pad area where the children will play with gross motor equipment.

Other Sites within Walking Distance

- Educators will occasionally take children to other locations within walking distance from Dave Barr Community Centre. Educators will provide details of the outing in advance and will ask parents to sign an Authorization Form giving permission for the child to participate in the outing. If the child is not authorized to go, he/she will not be able to attend our program on that day, as we will need all Educators with the group at all times to keep our ratios. Supervision and transportation arrangements will be included on the off-site activities Authorization Form.

Other Sites – Travel by Bus

An Authorization Form **must** be signed by the parent/guardian to allow a child to travel by bus. This form will be included with a letter detailing specifics of the field trip including supervision and transportation arrangements and drop off/pick up arrangements for that specific trip.

All educators and / or parents are obligated to:

- Provide a signed Authorization Form if travel by bus is arranged for the field trip
- Have a backpack with:
 - First-aid kit / Individual emergency medication
 - Facility radios, charged and on proper channel
 - Cell phone
 - Portable records in respect of each child (including a sign in / out sheet present with the Educators at the off-site location. Parents must provide signature)
 - Phone number of transportation agency

Methods of communication with parents:

- Parents may be made aware of these excursions upon registration
- Parents may be made aware by notices posted on the bulletin board outside of the classrooms
- Parents may be informed via letter sent home close to the date of the excursion
- Events may be posted on our facebook page
- Parents may be made aware via email communication from the Childcare Supervisor
- City of GP webpage (<http://www.cityofgp.com/index.aspx?page=2089>)

OTHER IMPORTANT INFORMATION

Newsletters, Notes & Forms

Please take the time to read the newsletters and notes that we send home with the children. These will include important dates, times, activities or other information that will keep you advised of what is happening in your child's class. If you have signed the *Electronic Communications Waiver*, we may send them via e-mail, but we will also have printed copies in each room in case you want them printed instead.

Please read and complete (in full) the forms that we provide to you in accordance with our policies and procedures under the requirements of our license. If you have any questions about any content included in the forms, please be sure to ask for assistance from our educators.

Parent Involvement and Participation

We believe that a strong relationship between the Educators and parents contribute to high quality childcare. We acknowledge and value the role of the family as their child's first and most influential teacher and therefore welcome families to be actively involved in their child's learning and care. With our open door policy, parents are encouraged to participate in their day home program on a regular basis and are invited to explore their child's day home world when the opportunity arises.

Parent involvement includes a variety of aspects. Some of the ways that you can get involved in your child's day home program are: reading the policy and procedure manual, newsletters, website, postings at your day home, etc., offering comments and suggestions, completing surveys, adding suggestions on your provider's program plan, supplying art and craft materials, offering recipes that your family enjoys, teaching providers a song or poem in your child's home language, volunteering for field trips or attending social functions such as special days at the day home or the Easter or Christmas celebrations, etc. For more ideas, ask your day home provider how you can be involved.

Closures

We are **closed** on all statutory holidays and any days in lieu of statutory holidays that fall on the weekend. We reserve the right to cancel programs due to unforeseen circumstances such as extreme weather conditions, emergencies, power outage in facility and any situation that would result in our program failing to meet Licensing Regulations.

Classes will be held during the winter time. We recommend that when the temperatures are low, children are kept home in a warm, safe environment rather than being brought into the cold to attend our programs.

Children will not go outside when the weather is -20°C or colder, or if the wind-chill is -20°C or colder. During summer, children will not go outside when the weather is 35°C or warmer unless the child has a water bottle, hat and shade.

Celebrating Special Days

We enjoy celebrating special events and occasions. When a special event is taking place, we will send a note home with your child with details about the event. Some events that we have had in the past are: Mother's Day Celebration, Father's Day Celebration, Grandparent's week, Graduation, Summer Carnival, etc.

If we have a special event planned, we may post a sign-up sheet for parent/guardian helpers. Occasionally, we may also post a snack list. Any food brought to our classrooms for sharing needs to be in compliance with our Nutrition / Snack and Lunch Policy.

Multiculturalism

We continually strive to embrace cultural diversity within our programming. If your family celebrates different occasions that are related to your culture or country of birth, please share them with us! If you are willing to help us add content to our programming through activities, materials, recipes etc. we are very open to having you visit our classrooms.

Policy for the use of Technology and Social Media (Computers & Tablets)

We understand that computer use continues to grow in today's society. Technology can have significant benefits for all stakeholders and will help to develop their computer literacy. We would like to complement home experiences and to support a child's natural curiosity for digital technologies.

Educators will be allowed to reinforce their planned activities through technology, as long as the activity is child centered and based on the children's interest.

Regulations:

- Technology will only be used for showing children short educational videos/songs.
- Technology will only be used for showing children photos of objects, animals, or topics that they would be interested in.