

Play 'N' Fun Daycare

Parent Guidebook

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Licensed Capacity: 101

Dear Parents:

Welcome to the Play 'N' Fun Daycare and Out of School Care. Our Centre is a childcare and early childhood learning centre dedicated to providing children with a comfortable, safe, nurturing, family-centered environment which promotes all round growth and development in all areas including social, physical, emotional, and intellectual. We provide childcare and early learning education to children from 0-12 years of age. Our program is accredited by Alberta Association for the Accreditation of Early Learning and Care Services and we are committed to the highest level of excellence in our operations.

We believe that your child will have an enriching experience at our program. We invite you to reach out to us at any time to discuss any ways that we can enhance your child's experience at our program. We also encourage parents/guardian to be involved and share in the child's experience at our childcare and early childhood learning centre.

We look forward to caring for the child and hope that the time spend with us will be a positive life experience.

Kind Regards,
Management

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1. OUR CENTRE

The Play 'N' Fun daycare and out of school care is an early childhood learning centre dedicated to providing children with a comfortable, safe, nurturing, family-centered environment which promotes all round growth and development in all areas including social, physical, emotional, and intellectual. We strive to foster a “love of learning community” by encouraging children during their formative years, using a research-based curriculum founded on physical, social and emotional, and cognitive and language development, and by encouraging parents to engage in the education of their children through ongoing activities, training, and counseling. Our program complies with the Alberta Regulation 143 / 2008 Child Care Licensing Act and Child Care Licensing Regulation.

1.1. Vision

"We are strongly committed to creating an exceptional childcare environment where children will learn the art of making the right choices in life. We believe in our ability to prepare the child to become successful."

1.2. Mission

Our Mission is to provide quality childcare services and opportunities to children and their families, regardless of income, to help them achieve, in measurably effective ways, their full intellectual, economic, and social potential.

1.3. Program Philosophy

Our philosophy at Play 'N' Fun daycare is based on the belief that children are curious and eager learners by nature and children learn best when they experience their environment firsthand in play. It is their direct experiences in the world, with the people, places, and objects at hand, that spark their innate desire to “find out,” “figure out” or otherwise solve problems that present themselves through the course of everyday events. We take great pride in our facility and our group of educators, with 15 years of experience, and we all actively strive to be as welcoming and understanding to all children and families attending our care.

The children will learn physical development through everyday outdoor play and indoor group games. Social development takes part in day-to-day interactions with classmates, educators and visitors. Educators challenge the children’s intellectual development through exploration of play centers, tabletop activities and experiments. The children enhance their creative development through open-ended art allowing the child to express themselves fully. Our program is run in a safe, secure, fun and enjoyable environment. This positive environment is maintained through appropriate policies, scheduling, expectations, and guidelines.

1.4. Diversity, Equality and Inclusion

We believe in diversity, equality and inclusion and we are committed to treating people fairly, regardless of gender, marital status, family status, sexual orientation, religious beliefs, age, disabilities or race. We will treat all children equally and encourage them to relate to each other with respect and fairness. Our educators model these values in their interactions with children and are ready to openly and honestly respond to and address questions from the children.

1.5. Posting License and Notices

Information that will be posted at the daycare entrance and bulletin board includes: the Play 'N' Fun Daycare license and notices related to childcare licenses, requiring public posting.

2. PROGRAM PREMISES

Our program utilizes both indoor and outdoor spaces. Indoor and outdoor space specifications are available on request. The private playground equipment is maintained by trained Play 'N' Fun staff team. All children in full-day childcare centres are required to play outdoors for a minimum of two hours each day, weather permitting. The benefits to the children from regular exposure to fresh air and sunshine are vital to their overall development. Outdoor play also offers excellent opportunities for developing their gross motor skills, socializing, turn-taking and imaginative play. All the children should be prepared to take part in this daily activity.

Apart from private play space, children will get the opportunity to use a community playground, which is easily accessible to the daycare. Daycare children can play soccer and baseball/ softball team games in private as well as community playground under the supervision of trained staff. Outdoor play times are scheduled as part of each group's daily program.

3. MEETING THE CHILD'S DEVELOPMENT NEEDS

At a basic level, the needs of the children will be met by weekly and monthly plans designed to create opportunities to participate in a wide variety of play and learning activities. These activities will be organized and implemented with their developmental needs in mind. Specifically, our daycare program will meet the needs in the following areas.

3.1. Physical needs of the children

Overall the physical needs of the children will be met through exercise, rest, good nutrition and proper hygiene. Children of all the ages need opportunities to play and run, to strengthen their muscles, to develop cardiovascular stamina, to enhance gross and fine motor skills and strategize in group play. Children will get the opportunity to play in a group. This will enhance in developing an enjoyment of movement and exercise for lifelong stress since this program will have access to the recreation center and adjoining fields and playground equipment, which is an important part of the program.

Recreation activities will include swimming, yoga, gymnasium activities that include age-appropriate large and small group activities, team games, stretching and muscles building activities, fitness exercise and games requiring a variety of equipment's including parachutes, scooters, beanbags, hula-hoops, pylons, all sizes of balls, rackets and bats and gymnastic equipment's if personal are trained and comfortable with children on this apparatus. The outdoor playground equipment at the program site is up to date and meet the safety standards. The playground is marked for Hopscotch, 4 squares marked and other smooth surface games.

3.2. Social

It is essential to build a relationship with others for children of all ages. Our program fosters the development of positive social skills by encouraging interactions between same-aged children, children of varying ages and adult caregivers. Structured activities and various settings will allow children to interact with another child, a small group of children or a large group of children, whether they are in same-age groups or varying age groups. Opportunities exist for children to practice skills like sharing, to cooperate and taking turns when working together, following directions and listening when others talk, reacting in socially appropriate ways to the situation, practicing both the leader and follower roles and being allowed to engage in individual activities when desired. Adherence to the Safe and Caring Environment philosophy and policy developed by Play 'N' Fun Daycare will help to create an atmosphere

mainly based on the principles of respect for oneself, respect for the worth and dignity of others, and respect for personal property and the property of others. All child and caregivers involved in the program have the right to be treated with dignity, respect and fairness.

3.3. Emotional

An atmosphere where everyone is treated with respect, care and concern is one where emotional growth is fostered. Attention will be given to ensure that children express their feelings in socially appropriate ways. Our program has a respectful environment policy, so feelings of self-confidence and self-esteem are fostered and nurtured by all. Our Staff team, parents and children will be working together to build and maintain a positive program climate to ensure that all have the opportunity to grow and enjoy the program offered to its fullest. Overall the activities will help increase feelings of self-worth and accomplishment in the child.

3.4. Creative

In our program, imagination and creativity are encouraged through the interaction with a variety of materials where children can respond to various forms of expression. Music appreciation, singing and performances to pieces of music, artistic endeavours such as drawing and painting, exposure to movement and dance and craft projects are some of the opportunities that are planned to allow children to explore, develop and present their creative talents. Care has been given to the ordering of games, activities, manipulatives, science experiments, building and play blocks that are used for “play” allowing children to get as creative as they choose to be. Both individual and group activities will be planned to allow children to test, experiment and present various skills and talents.

3.5. Intellectual

In our program, children of all age groups will be given positive reinforcement to enhance their skills. Through a daily scheduled quiet time, children may rest, read, and do other quiet activities if they want. Communication skills are improved through the many opportunities to interact with other children and adults. Children can further extend their language development and communication skills by “show and tell” and presenting to other children and parents. Mathematical skills may be enhanced using puzzles and games.

Children with special needs are encouraged to attend the program. We feel that inclusion benefits the child with special needs just as much as it benefits the other children in the program. Children with special needs will be included as much as possible, and we will encourage the children in the program to assist and play with our students with special needs with special care of staff. Students with special needs will be treated with respect and will be given the same opportunities that the other children are given. Our staff will encourage children to include students with special needs in their games and activities on a regular basis. We want to create a safe environment where children can practice patience, understanding and empathy towards one another so that we can eliminate bullying.

3.6. Children with Additional Needs

Educators and staff will support children with additional needs by becoming familiar with their needs, liaising with parents/guardians and any relevant community services to ensure that the centre is meeting the needs of the child and the family.

3.7. Family Involvement

We strongly believe that childcare is a shared responsibility between the parents/guardians and the staff at the childcare center. Parent involvement in the behaviour guidance process is strongly encouraged and welcomed at any point and the families are given ample of opportunities to actively involve themselves in the programs. We always welcome feedback from parents on our policies and procedures (as well as

all other aspects of the program). On the day to day basis, we ask the parents to share with staff any relevant information to better care and understand the child. Information such as changes in the home, physical or emotional upsets, tired from a busy weekend, new experiences, and custody issues. Moreover, annual parent satisfaction surveys are provided to all our families. The input and comments from the families help us to review and improve our program.

Knowing parents have made the right choice

It may take a few days for your child to adjust to their new surroundings and new routines. The best way to evaluate their experience is to talk with them about what they did during their day. The following signs will let you know if Play 'N' Fun Daycare is the correct choice for you and your child:

- Does your child look forward to coming every day?
- Does your child talk openly about the things they did during the day?
- Are their crafts and projects brought home for you to see?
- Does your child generally seem secure and happy?

4. OUR EDUCATORS

Our educators and staff are key to the success of our childcare program as they model our values and philosophy on childcare. As such, we are committed to investing in the professional development of our educators and to ensure they maintain the highest level of professionalism and care. Our educators are encouraged to enroll in continuing professional development programs to enhance their expertise.

4.1. Educator Requirements

Minimum requirements

- Desire and passion to see children succeed
- Commitment to uphold the values of our organization
- Provincial certification in Early Childhood Education or equivalent education.
- Current Infant-Child CPR Life Saving Certificate which must be renewed every three years
- All educators are required to have up-to-date immunization records
- Complete and pass a Criminal Reference Check;

Educator expectations

- Read new policies before they are implemented, and review existing policies annually
- Follow the policies of the child development Centre.
- Performance appraisal is conducted on each educator annually and recommendation are given on any improvements.
- All newly hired educators are also required to

4.2. Educator Responsibilities

Educators and childcare staff are responsible for the supervision of children at all times, both indoors and outdoors, during the hours of care. Educators must always be aware of the whereabouts and actions of all children to ensure their safety and wellness.

To ensure effective supervision, educators must:

- Be involved in children's activities and be familiar with the children in their care.
- Assess their supervision practices on a regular basis to ensure that they continue to promote safety and to meet the needs of children enrolled in the program.
- Be positioned to allow for the supervision of the entire group of children;

- Use a consistent system during head-counts throughout the day and during all transitions, including when children leave or return to their classroom.
- Ensure accurate arrival and departure times of children are recorded

5. OUR OPERATIONS

5.1. Registration

Parents will complete an enrolment package indicating all relevant information on the child and his/her family. Completed registration packages can be submitted to the Centre in person, by regular mail or by email. The Centre will then schedule a visit to the centre at the parent's convenience to discuss expectations and respond to any questions that the parent may have. If spots are available, the child will be enrolled into the program upon payment of the registration fee and/or the first month's childcare fees. If spots are unavailable, the child will be placed on a waiting list and the Centre will reach out to parents on a first come first served basis when spots are available.

5.2. Hours of Operation

Program Hours of Operation

6:00 A.M to 6:00 P.M (Monday to Saturday)

Holidays

The center will be closed on statutory holidays or the weekday set aside in lieu and additionally from December 24th to December 31st for winter break.

After Hours Contact

Phone Number: 587-778-3121

Late Pick-up

The Centre closes at 6:00 pm. All children are required to be picked up by 5:45 pm. In case of an emergency that will result in parent/guardian being late for pick-up, a family member must notify the Centre. Late fees will still apply in these situations. If the Centre is not able to contact an authorized family member or the child's emergency contacts by 6:00pm, the Centre is required to contact Child and Family Services.

5.3. Arrivals and Departures

On arrival, parents/guardians must escort their children into their assigned room and confirm that an on-duty educator in the children's respective rooms signs the child in before the parent leaves the room. Similarly, parents must ensure that the child is signed out during pick-up. The centre's responsibility for the child begins when the child is signed in and ends when he/she is signed out. The centre is not responsible for children when parents/guardians are on the premises with the child and during after hour events. Attendance sheets will be printed and must be signed at the end of every month in line with Alberta Children Services regulations.

5.4. Daily Routine

Our daily schedule allows for the needs of individual children to be met while flexible enough to adapt to limitations imposed by environmental and other factors. Key aspects of the daily routine include:

- Group play and interactions
- Nutrition breaks – meals (and snack) time
- Children's personal time (for appropriate ages)
- Bathroom time

- Daily Nap time/ sleep time: 12:30 to 2:30
- Indoor play time
- Outdoor play time (except in severe weather conditions)

Play activities are based on the developmental needs and special interests of the children. Our educators and staff are trained on developing and running age-appropriate structured learning activities at both personal and group level

5.5. Absences and Changes in Routine

To facilitate proper planning of activities, parents/guardians are requested to inform the childcare centre of any absences by 9:00 am for daycare children and 7:30 am for out of school care children. Earlier notification (8:00 am) is required in the summer months to allow the centre to make appropriate changes and notifications for activities such as field trips. In addition, changes to pick-up and drop off routine and/or alternate pick-up arrangements must be communicated to the childcare centre.

5.6. Release of Children

Children will only be released to persons authorized by the parents/guardians in writing. Advance authorizations and emails from the address on file will be considered acceptable forms of authorization. Text messages will not be accepted. Complete names of the authorized person must be provided and the person picking-up the child will be asked to produce identification until the educators or staff become familiar with them.

Where access to a child is limited or restricted to certain members of the family. A copy of any legal documents must be submitted to the Centre. Furthermore, in the interest of children's safety, no child will be released to any individual appearing to be incapable of caring for the child i.e. under the influence of alcohol or drugs. The individual will be informed of the reason for denial and staff will contact another individual who is listed as an emergency contact to pick-up the child instead. If this fails, Social services and /or the police will be notified.

5.7. Field Trips and Community Walks Policy

Field trips and community walks provide valuable experiences for children and allow staff the opportunity to extend program activities outside of the classroom. When these opportunities arise, parents/guardians will be required to complete a permission form giving consent for their child to participate in the activity. Community walks may be part of the regular program and as such, do not require a permission form. The management and staff of Play 'N' Fun Daycare encourages and supports children participation on field trips that enhance and expand learning experiences and opportunities.

Procedure and Practices, including the responsible person(s):

1. Field trips will be planned as part of the overall curriculum and/or children's interests and will provide learning opportunities through hands-on participation.
2. Parents shall be notified in advance and shall give written consent prior to the occurrence of all Field Trips.
3. A well-stocked first-aid kit along with the children's emergency contact numbers will be taken on all field trips and outings.
4. Additional staffing/adults (above the required ratio) will be planned to provide adequate supervision and will be scheduled ahead of time for these field trips.
5. All children will wear identifying information that gives the facility's name and phone number.
6. The Director and staffs ensure that field trips requiring transportation will either utilize yellow school bus or company's van in compliance with the safety requirements as laid down by Transport Canada.

7. If a child is not given written permission by parents to attend a field trip, they will not be permitted to stay behind at the centre, as staff will be needed to provide supervision on the trip. Alternative care will need to be arranged by parents for any child/ren who are unable to attend off-site activities.
8. Children may be excluded from field trips at the staff's discretion. Parents will be informed with due notice if this situation occurs so that they may make alternate arrangements for their child/ren on these days.

Field Trip Staff Responsibilities

1. Before embarking on a trip, staff will take all necessary steps to ensure that everything goes smoothly. Staff will discuss and confirm the following with the children and their chaperones.
 - a. Where we are going
 - b. How we are going to travel
 - c. What will happen
 - d. Whom they will see
 - e. Who they need to listen to
 - f. Review safety rules
 - g. Ensure sunscreen/bug spray is applied, if required
 - h. Confirm that everyone has all the items required for the trip
 - i. Carry emergency contact information of each child along with the first aid kit
2. Children will be counted before leaving the childcare, during the field trip, and again at the time of departure for return to the childcare to ensure that all children are accounted for.
3. While on walking trips the staff will model pedestrian safety and teach the children to only cross at the corner, when traffic signals indicate it is safe, and only after looking left, right and left again.
4. Staff will keep younger children together on walking trips with the aid of a travel rope (a knotted rope) that the children hold onto which is stretched between 2 staff members while they walk. Children may also hold the hand of an adult or use another means that always keeps the child physically connected to an adult.

Field Trip Volunteer Responsibilities

1. Assume responsibility for the children you are assigned throughout the entire trip.
2. Make sure you know the names of the children you are assigned and stick to those children
3. If you leave for any reason, notify the staff immediately.

5.8. Community Resources

Many resources are available in the Town that Play 'N' Fun daycare program could access. The parent link center is located with resources and resource personnel that could assist this program. The local FCSS (Family & Community Support Services Program), and Social Services offices often have resource people and programs that could be accessed as well. Various clubs such as a dance studio and a martial arts club, Chappelle garden and some other centers like Terwillegar community Recreation Center are additional sites to use for various activities. The EPL and Gym other resources for various activities.

5.9. Extreme Weather

During extreme weather conditions, advisories or alerts, (heat, smog or wind chill) Play 'N' Fun Daycare follows the guidelines of the local health department. Our primary priority is to keep children safe from serious adverse health effects such as frostbite and sunburn. Play 'N' Fun daycare educators will adjust the amount of time spent outdoors or provide an alternative indoor plan.

5.10. Nutrition - Meals and Snacks

All snacks are provided in compliance with the guidelines as laid down in the most recent version of Canada's Food Guide and children's preferences. Play 'N' Fun Daycare provides a morning snack, milk & fresh fruit during lunch and afternoon snack. A weekly/monthly menu including two food groups in each serving from Canada's Food Guide, will be posted on the parent bulletin board. The snack menus are reviewed annually to ensure that they meet the changing nutritional guidelines of research and Canada's Food Guide to support children's healthy development. Children will be fed in a manner that is appropriate to their age and level of development. Children will be seated while eating and drinking. No beverages are provided to children while they are napping.

Parents are encouraged to provide carbohydrate and protein for lunch (main course). As we are committed to healthy eating, we request parents to please do not send candy or sugary foods to the center. Children will not be allowed to substitute those snacks or foods for the ones provided by the center. If a child's snack or lunch from home does not meet recommended standards, the center will supplement with food from the Canada Food Guide.

Family & children's preferences will be considered when planning menus. Parent(s) wanting alternate menus for medical or religious reasons must have a certificate from a physician or a nutritionist or parental written consent. The names of children and their respective special diets or food allergies shall be posted in the child's room. Due to severe allergies, food containing nuts are totally banned from the Centre. Accommodations for allergies shall be made in individual programs (i.e. nut allergies). Our program strives to be nut/peanut-aware. Parents may be required to provide special dietary requirements if needed.

Parents must ensure that infant nutrition provided by parents is clearly labelled with the infant's name. In addition, all personal meals or dishes must be clearly labelled with the child's name. A refrigerator and microwave will be provided in each room so children can keep their lunch kits in their specific fridge.

Meal and snack schedule

- AM snack at approx. 7:30-8:30AM;
- Lunch at approx. 11:00AM-12:00PM; and
- PM snack at approx. 2:30PM-3:30PM

Educators and providers shall be instructed in safe food handling methods. The day care cook or person overseeing meal and snack preparation shall complete a Food Handling Course.

5.11. Clothing and Footwear

Children must be clothed appropriately according to the weather and season. Children should be dressed in casual, comfortable clothing that allows them to explore and play without fear of getting dirty. Clothing and footwear that is appropriate for the weather should be kept at the centre as children may spend a portion of their day outside. However, the centre is not be responsible for lost clothing.

Accidents can happen, so we request that parents keep an extra set of clothing at the centre. To help keep everything organized and to minimize losses, please label all the child's possessions. We also require that all children have a pair of appropriate indoor shoes for use at the centre. Due to health and safety requirements, we suggest not to send the child with flip-flops or backless shoes.

In addition to regular clothing, the following items are required in the Spring and Summer months as children may spend extended periods of time outside:

- Sun-screen
- Water bottle
- Hat

- Rainboots when required
- Indoor shoes
- Parents may also provide the insect repellent if they choose to do so

In the Fall and Winter months, children require:

- Winter boots
- Mitts, a toque and scarf
- Winter jacket
- Indoor shoes

Diapering

Parents are responsible for supplying diapers and wipes for their own child and daycare staff will inform the parent when supplies are low and need to be replenished. All items should be labeled with your child's name. Sharing items will not be permitted.

5.12. Personal Items and Toys

We recommend discussing with the educators and staff before bringing any toys and other personal belongings to the daycare. Any personal belonging brought to the centre by the child is the child's responsibility. We will not be responsible for loss, damage or breakage. The children are encouraged not to bring expensive or special items. Please label items brought to the centre.

6. HEALTH AND WELLNESS

6.1. Accidents and Illness

Guiding principles

We are committed to providing a safe and healthy experience for all participants. We strive to welcome all

children always; however, there are occasions when children may not be able to participate. The paramount guiding principles on illness are:

- The well-being and comfort of all children;
- Prevention of communicable diseases;
- Consistent standard of care for all children;
- Appropriateness of facilities and expertise of staff

Parents must play an important role in ensuring that the principles are followed. In order to protect staff and children, parents are asked not to send children if they display signs of ill health. Additionally, if your child is displaying any of the following symptoms, it is in their best interest to stay at home:

- Fever of 38 degrees Celsius or higher, especially if persistent
- Diarrhea, vomiting
- Undiagnosed rash or skin condition
- Communicable disease - e.g. measles, chickenpox, pink eye, etc.
- Infected discharge (thick and coloured, especially green or red-brown)
- Lethargy and irritability
- Persistent pain
- Cough (3 - 5 coughing spasms/hour, especially if choking or vomiting).
- Lice – a child must stay away from Daycare for 24 hours or until all nits/eggs are removed
- Having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

All children play outside each day. If your child is not well enough to go out, please keep him/her at home. If a child has been absent due to a communicable disease or any other health concerns, that child may return only when a physician has diagnosed that the child is no longer at risk of spreading the disease.

Procedures for Dealing with Sick Children

At the centre, if the child is ill and develops any of the above-mentioned symptoms, the Program Director or the room staff will contact the parents or emergency contact immediately to arrange for the immediate pick-up of your child. In the best interests of the child, parents are required to pick up their child within two hours of notification.

If the parent(s) cannot be located or fails to arrange for the immediate removal, the emergency contact(s) named on the emergency contact form will be phoned and asked to pick up the child. If neither the parent(s) or the emergency contact can be reached or fails to remove the child, then the Centre's medical emergency procedure will be followed. Once the child is sent home from the centre, the child will be not be allowed to return until we receive a note from the child's physician, or the child has been symptom-free for at least 24 hours. All illnesses will be documented on the Illness/Sickness Report Form.

Supervised Care for Sick Children

If a child becomes ill at the centre, the child will be kept in the office or the staff room away from the other children and supervised by a staff member until parent or emergency contact is able to pick up the child.

Head Lice

As young children participate in large groups activities in facilities such childcare centre, school, camps etc., head lice is a common occurrence that has no bearing on the family's cleanliness or care for the children. To prevent the spread of head lice, children with head lice must be kept home until they are totally free of head lice and nits. Upon return, the child will be checked for head lice to ensure he/she is free of lice and/or nits

If and when a child attending the program is identified as having head lice, the parent will be contacted and will be expected to immediately pick up the child and administer treatment. Until the parent arrives, the affected child will be kept separate from others. Re-admittance to the Centre will occur when the child is completely free of head lice and nits as determined and checked by the Director or educators.

6.2. Child Guidance and Discipline Policy

We help children grow to their fullest potential in a safe, caring and a nurturing environment. This policy is intended to provide opportunities for children to practice independence, personal choice, empathy towards others and a sense of responsibility for their actions.

All child guidance and disciplinary action taken is to be reasonable in the circumstances. Our staff will not cause or inflict any form of physical punishment, verbal or physical degradation or emotional deprivation. They will not deny or threaten to deny any basic necessity or use or permit the use of any form of physical restraint, confinement or isolation.

Our educators and staff are trained on appropriate child guidance and discipline actions and tools during orientation and regular staff meetings. Our educators and staff are committed to:

- Recognize and accept each child's individuality and developmental level.
- Establish feelings of trust, honesty and security.
- Enhance feelings of mutual respect, acceptance and caring among children and adults.
- Make children feel valued.

- Provide children with the opportunity to select, plan and organize their own experiences as much as possible.
- Encourage socially acceptable behaviour such as cooperation, respect and conflict resolution.
- Recognizing the need to set and redefine age-appropriate expectations and boundaries

6.3. Bullying and Harassment

Children are always taught and trained to demonstrate and maintain respectful behavior during the program. All forms of bullying and harassment including belittling, teasing, name calling, or racism are NOT tolerated. No hitting or any inappropriate physical contact is permitted, and hugging is only permitted with child's permission.

We recognize that children have real feelings and emotions. As such, they are encouraged to validate the feelings & emotions expressed by anyone.

6.4. Administration of Medication Policy

We will administer only prescribed medication. When a child is under a doctor's care and requires on-going medication, the child may attend the program, provided he or she is well enough to do so and that the proper facilities and staff expertise for drug administration are available. The Program Director will determine if the conditions are suitable for the child's attendance. For all prescription medication or herbal remedies, procedures for administration must take extreme care regarding dosage, time of administration, storage etc.

The Program Director, staff and parents must work in partnership to ensure that all safety precautions and proper administration are followed. These include:

1. An "Individual Medication Record" and emergency medication authorization form (if required) must be filled out by the parent.
2. A staff with valid Child Care First Aid must write down the dosage given, the time given and initial the "Individual Medication Form" when the medication is administered.
3. Prescription medication must be in the original container and labelled indicating the date, name of the child, prescribing doctor, name of the medication, dosage and time(s) to be given.
4. Non-emergency medication will be stored in a locked box/cabinet out of children's reach and refrigerated when necessary.
5. All emergency medications will be stored out of reach of children; but in an unlocked container for easy accessibility.
6. Each time the child needs different medication, a separate written approval must be provided.

The Program Director will:

- Meet with the parents to review the situation and agree to an acceptable solution if staff are not comfortable, or do not have the proper training to administer the medication, or the facilities are not appropriate;
- Provide locked containers for proper storage of medication to be kept in the designated location accessible to staff but out of reach of children.
- Train new staff on the requirements of this procedure.

The Program Staff will:

- Discuss the medication administration policy;
- Provide parents with "Individual Medication Record Form" and ensure that the parent signs it;

- Sign the Medication form after administering the medication or herbal remedies, stating the amount given, the time and date of administration.
- Observe the children carefully for allergic reactions after administering medication or herbal remedies.
- Return medications and herbal remedies to families when the authorized period has ended.

The Parent will:

- Bring only prescription medication with written approval and directions from the doctor;
- Bring medication in the original container, with the prescription label attached and clearly visible. For medications where the label cannot be attached, a copy of the prescription must be provided.
- Complete Individual Medication Form.

Administration of Emergency Medications (such as EpiPens, Asthma inhalers etc.)

If your child requires epinephrine for anaphylactic shock, or other emergency medication such as inhalers, you are required to supply one (EpiPen or inhaler) for your child. Epi-pens and other emergency medication will be stored safely at the facility and accompany the child on field trips.

6.5. Health Care and Medical Emergency Policy

The Centre may provide first aid to a child only when the written consent of the child's parent has been obtained upon registration of the child. Certified Staff are responsible for rendering first aid. Serious injuries/illness will be transported to the hospital by ambulance. All accidents & incidents will be reported and reviewed.

The following illness/injuries are serious and require immediate first aid treatment and transportation to the hospital: uncontrollable bleeding, seizures, shock (respiratory and/or cardiac), second-degree burns, covering any significant area, any third-degree burns, fractured bones, head injury, suspected internal injury, and other severe conditions as necessary.

Staff members shall complete the following steps in the event of an accident/medical emergency:

1. Immediately apply necessary first aid and comfort the child. Control panic, being as supportive and comforting as possible.
2. Ensure the safety of the remainder of the group. Children should never be left unattended.
3. Seek attendance from other staff. Take the injured child away from the other children when possible.
4. Notify the Director of the accident's occurrence and the steps taken.
5. If necessary, call 911 to arrange for transportation by ambulance to the nearest hospital.
6. Accompany the child in the ambulance.
7. Take the child's emergency sheet and file to the hospital. It contains important information, which will be needed, (i.e. Alberta Personal Health Card number, emergency contacts, allergies, etc.).
8. Phone parent(s), or alternate emergency contact. Inform them of the accident, the extent of the injury, the treatment and aid being administered, and where to meet the child and accompanying staff.
9. Do not give details of the accident to anyone but staff, the parent(s) of the child concerned, or the emergency contact person.

An incident review must be completed for all medical incidences and emergencies. Review will include the following steps:

1. Check the source of the accident. Examine steps that will be taken to prevent a reoccurrence.
2. A detailed accident report will be completed by the Director and the staff member(s) involved and parent will be asked to sign. One copy will be on file at the centre, and one copy will be given to the parent(s)/guardian(s).

3. The incident/accident will be reported immediately to the Licensing Officer.
4. Indicate repairs needed or recommend changes in procedure and/or policy.

6.6. Cross Contamination Policy

This centre is committed to the provision of:

- A clean and hygienic environment
- An environment which provides infection control methods to minimize the spread and risks of infectious diseases and illnesses in children, staff, and any other persons in attendance at the centre.

Procedure

1. The staff is responsible for regular disinfecting of furnishings, sleeping mats/cots, equipment and play materials and noting this on a checklist.
2. Toys and equipment are disinfected as per cleaning and sanitizing schedule.
3. Children will be encouraged to learn and practice hygiene appropriate to development.
4. Children hand washing: Children's hand will be washed using warm water and soap, before and after meals and food preparation, after toileting/diapering, as well as after playing in the sand, after wiping noses, sneezing or coughing or whenever soiled. Paper towels are discarded after each use.
5. Parents are required to supply the following:
 - Diapers/pull-ups and wipes (for those not yet potty trained),
 - a complete change of clothes in a zip lock bag, labelled with child's name,
 - blanket and
 - appropriate indoor footwear
6. All items related to personal care & grooming - bottles and blankets are labelled. The staff will ensure that children do not make common use of these items.
7. Blankets & bed linens are to be stored in individual bags & laundered weekly.
8. Staff will, as far as possible, ensure that the children and their clothes are kept clean and dry. Soiled or wet clothing or children's blankets will be stored in plastic bags and sent home with families for laundering as required.
9. Soiled linens are stored separately and washed.
10. Garbage is stored in closed containers only.
11. Garbage bins are to be lined with plastic bags.
12. All rubbish, including waste, is to be sealed in plastic bags and placed in outside bin every day.
13. Staff will attend to individual children's personal hygiene needs as soon as practicable.
14. Staff hand washing: Staff will wash their hands using warm water and soap, before and after handling food; before and after giving medication; after diapering and toileting. Staff will wash hands after contact with potentially infectious materials such as nasal discharge, vomit, feces, blood, wounds and infected eyes, after coughing or sneezing into hands (staff should cough/sneeze into the bend of arm) and after using the toilet. Hands will also be washed after handling toxic materials and whenever hands are soiled. Paper towels are discarded after each use.
15. Change of diapers is done in accordance with Diaper Changing Procedure.
16. Paper towels are discarded after each use.
17. Potty chairs, if used will be sanitized after each use.
18. The center has employed janitorial personnel to daily clean & sanitize washrooms, empty garbage, and mop bathroom floors and hallways.

6.7. Smoking

Smoke Free Policy

- The main objective of this policy is to maintain a smoke-free environment & protect the health of all those who work, attend or visit Play 'N' Fun Day Care.

- Play 'N' Fun Day Care is designated a smoke-free area, in accordance with the Smoke-Free Ontario act 9. (1), (2), (3).
- The Policy: Smoking (or holding a lit cigarette) is prohibited in all areas of Play 'N' Fun Day Care, including the outdoor play areas and pathways, whether children are present or not.

Responsibilities and Procedures:

- I. “No smoking” signs are posted at each entrance/exit and washroom in the centre.
- II. Notice will be given to all parents before their child is enrolled.
- III. Notice will be given to all students and volunteers prior to providing care or guidance to the children.
- IV. The policy will be reviewed with staff and supervisor at the commencement of employment.

7. SAFETY

7.1. Incident/Accident Reporting

All incidents/accidents are documented and reviewed. If a child is involved in any incident or accident, the staff will complete a report to be signed by the parent and placed in the child's file. Incidents may include any emotional events that the child encounters. Accidents include events where any type of first aid is administered. If a child has an accident and is seriously injured, he/she will be transported to a hospital by ambulance and parents or emergency contact will be contacted immediately.

The Centre reports any serious illness or serious incident/accident to a child that occurs while attending the program, to the director of Children Services, at the earliest convenience and no later than 24 hours from the time of incident. Such incidents include emergency evacuation, program closure due to an emergency, an intruder on the program premises, a child removed from the program by a person without parent/guardian consent, an injury requiring medical attention, a lost child or a child left on the premises after operating hours.

7.2. Emergency Procedures and Evacuation

In the event that it is necessary to evacuate the children from the centre, they will be taken by the room staff, via the nearest exit as indicated on the Evacuation Plans posted in all rooms to the designated evacuation location. (Please see our posted evacuation plan for exact details).

In the case of an emergency evacuation off the premises, an appointed staff member from each room will take the portable records for each child and confirm attendance. All parents will be immediately notified of the emergency circumstances.

The Centre reports any serious illness or serious incident/accident to a child that occurs while attending the program, to the director of Children Services, at the earliest convenience and no later than 24 hours from the time of incident. Such incidents include 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 healthcare and/or requires a child to remain in hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requiring health care and/or requires the child to remain in hospital overnight; the death of a child; an unexpected absence or 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 staff member or volunteer; the commission by a child of an offence under an Act of Canada or Alberta; and /or a child left on the premises outside the program's operating hours.

8. FINANCIAL

8.1. Fees

Fees are due on the 1st working day of each month. If the 1st falls on the weekend, payment of fees are due on the Friday. Payment types accepted are cash, post-dated cheque, cheque, visa, master and debit. We recommend that postdated cheques are left with the Director for at least six months to avoid late penalties. An administration fee of \$35.00 is payable to the Centre for any NSF cheques. Cheques will not be accepted after the second returned cheque. Late monthly childcare fees are \$5.00/day and up to a maximum of \$50.00 for late childcare fees.

Consistent default on payment of fees will result in termination of childcare. We understand that there may be special circumstances, in which parents may not be able to make a payment on time, please come and discuss this with the Director in advance, so we can work out a solution together.

Note: No discount is given for any months with statutory holidays, for children who miss any part of the month due to illness, vacation or in December during Christmas closure from December 24th to January 1.

Late Pick-up Fees

- First time is a friendly reminder!
- \$1/minute- second time
- \$2/minute- third time
- \$5/minute- fourth time

8.2. Financial Assistance

If you require subsidy, please speak with your director for more information. You can also visit the Government of Alberta website for more information on the following link:

<http://humanservices.alberta.ca/financial-support/15104.html>

It is the responsibility of the parent/guardian to have subsidy in place prior to registration. To be considered for a full-time space, subsidized families must have their children in the Centre for a minimum of 100 hours per month for each child up to Kindergarten and 50 hours per month for each child from grades 1- 6. Subsidized parents are responsible for keeping their subsidy up-to- date and current. The parent is responsible for the full fee if subsidy is not in place. The childcare Centre has the right to terminate childcare services any time fees are outstanding.

9. COMMUNICATION

9.1. Communication Policy

We strive to ensure that parents/guardians are kept up to date with all information and issues relating to the running of the Centre and to the welfare of the children, and to seek appropriate feedback from all stakeholders. We encourage an atmosphere of openness and receptivity to new ideas and opportunities for improvement. We encourage all communication between parents, children, educators, community members and management to be undertaken in a way that is respectful, professional and appropriate. Communication with parents may be verbal, via email, parent communication books, or letters.

Every concern will be addressed by the Childcare Centre Director and all necessary actions will be taken to address the issue. The stakeholder will be notified of all actions taken to rectify the concern or issue. If the stakeholder is not satisfied with the action taken, she/he may contact Alberta Children Services.

9.2. Contact Information

In line with regulatory requirements:

- The telephone number for an after-hours emergency program contact will also be posted in a place that is visible from the outside of the program premises
- Emergency evacuation procedures will be made known to all staff and children.

In addition, the following telephone numbers are posted on the program premises and will be readily accessible

1. Emergency medical service
2. Ambulance service
3. Fire department
4. Police service
5. Poison control centre
6. Nearest hospital or emergency medical facility
7. Child abuse hotline

9.3. Open Door Policy

Play 'N' Fun Daycare has an open-door policy for all the parents, but it is essential that parental presence does not interrupt the daily routine. While we appreciate that parents want to spend time interacting their child in the childcare environment, too many adults in a room can often be distressing for children. We suggest that parents take 5-10 minutes and settle their child into an activity, say goodbye and then leave. If parents would like to spend more time with their child while in the center, they can discuss the possibility of an extended visit with their child's educator. However, if their child's educator feels that the daily routine is being interrupted; parents may be asked to shorten their visit.

9.4. Confidentiality

Personal information and other issues involving children, the family, educators, and the organization shall be treated with confidentiality and privacy. All information that is provided on your child's registration form and during the course of your child's enrollment with us will be confidential and shared in accordance with the Alberta Child Care Licensing Regulation. Exceptions where the personal safety of a child, educators, or parent is in jeopardy will be discussed and appropriate actions taken by the Director in line with regulatory requirements.

9.5. Information Update and Record

Children's Records

Up to date records of each child will be kept up to date and on-site. Information updated includes:

1. Child's name, date of birth and home address
2. A completed enrollment form
3. Parent's/guardian's name, home address, telephone number and email addresses (where applicable)
4. Emergency contact/pick-up information, and
5. Medical conditions and other relevant health information of the children, including medication that needs to be administered (with parent/guardian approval). Where medication is administered to a child, the following information shall be retained:
 - Whitten consent by the parent
 - the name of the medication;
 - the time of administration;
 - the amount administered;

- the initials of the person who administered the medication.
6. Particulars of any health care provided to the child, including written consent of the child's parent
 7. Any relevant health information about the child provided by the child's parent/guardian, including the child's immunizations and allergies, if any

Note: Our Centre updates contact, emergency and medical information of the children every six months. If there are any changes between updates, it is the responsibility of the parents or guardians to inform the centre immediately

Administrative Records

Up to date administrative records, including details of educators and staff members, shall also be retained at the premises and will be available for inspection by approved agencies. Records kept on the premises shall include:

- Daily children attendance records, including arrival and departure times
- Daily attendance details of each staff members, including arrival and departure times as well as hours spend providing childcare
- Records and evidence of childcare certifications, including but not limited to First Aid
- Current criminal record check

Portable Records

Portable records of children's emergency information shall always be retained to ensure the safety and wellness of children during field trips or in the event of an evacuation. Information kept in portable records shall include:

- Child's name, date of birth and home address
- Parent's/guardian's name, home address, telephone number and email addresses (where applicable)
- Emergency contact/pick-up information, and
- Any relevant health information about the child provided by the child's parent/guardian, including the child's immunizations and allergies, if any
- Telephone numbers of the local emergency response service and poison control centre

10. OTHER POLICIES

10.1. Withdrawal/Termination

We understand that there may be need to withdraw a child from the program. Written notice of permanent withdrawal of your child must be given up to ONE MONTH IN ADVANCE, dated at the first of the month for the next month. If notice is not received, full program fees will be charged. Once the child has been withdrawn, the full application process must be followed if you wish to re-enroll. Space cannot be guaranteed if you wish to temporarily withdraw your child.

Breaches of the Centre's policies as well as consistently difficult behavior which is destructive, abusive or harmful to the child and other children must be analyzed and discussed with the Centre Director and possible solutions explored. Relevant professionals may be brought in to assist the child in resolving the issue. This must be initiated by the parent. If the problem cannot be resolved and the needs of the child cannot be met within the program, the Director will assist the parent in making more suitable childcare arrangements.

To support children transitioning from our childcare program, we encourage that an opportunity is provided for the child to say good-bye and have a sense of closure when leaving. Please let your child and our Educators and staff know in advance of his/her last day, so that the transition can be a positive experience for your child, his/her friends, his/her educators, and your family.

10.2.Children Pictures

Any pictures taken at the Centre or during Centre events are for private use or for the Centre. These pictures cannot be posted in on-line photo albums (i.e. Twitter, Instagram, Facebook, etc.). Pictures taken of children in the childcare centre without written consent from the child's parents is strictly prohibited.