

Parent Handbook



Before and After School Care Program and Junior Kindergarten Program

1033 Cougar Creek Drive
Canmore, AB - Elizabeth Rummel School

Daycare Main Office: 403-678-5762
606B 7 Avenue, Canmore AB T1W 2H5
Fax: 403-678-5805
Email: info@canmoredaycare

Eagle Program Phone: 403-679-2233, cell: 403-678-7755, email: canmorebas@gmail.com

Marmot Program Phone: 403-679-2234, cell: 403 678 7570, email: canmorebas@gmail.com

JK Program Phone: 403-679-2234, email: canmorejk@gmail.com

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1. Introduction

Welcome to the Bow Valley Before and After School Care and Junior Kindergarten programs!

These programs are established under the umbrella of the Canmore Community Daycare Society, incorporated under the Societies Act as a Not-for-Profit Society. The Bow Valley Before and After School Care and Junior Kindergarten Programs provide environments that allow children to develop many skills through various play activities. All our programs are designed to meet the needs of each child in a safe, secure and stimulating environment. We offer well-balanced programming with a variety of different activities, including outdoor play, arts and crafts, music, literacy, science, group and individual games. We are a licensed and accredited charitable organization and can issue charitable donation receipts for most donations.

This Parent Handbook includes program information and policies, as well as other essential information; it is CRUCIAL that parents read the ENTIRE handbook.

2. Board of Directors

The Canmore Community Daycare Society (CCDS) is governed by a volunteer Board of Directors comprised of parents and interested community members. The Board members are elected at our Annual General Meeting held each May.

The Executive Director is responsible for administration and the day-to-day operations of CCDS and its programs.

2.1. Parent Involvement

We have an open door policy. Parents are encouraged to speak with staff regularly and to visit or observe the program whenever their own schedule allows. If you have questions or concerns, the Executive Director will meet with you at your convenience.

Parents are encouraged to attend the Annual General Meeting where the Board of Directors is elected, the Society's financial position and the activities of the past year are reviewed and plans for the upcoming year are shared.

Parents are also encouraged to consider accepting a position on the Board of Directors. Becoming a Board member is one way that parents can make a substantial contribution to the quality of their child's care. Board meetings are held each month and all parents and staff members are welcome to attend Board meetings.

Any matters requiring the attention of the Board can be submitted to the Executive Director, who will then report on it to the Board.

3. Philosophy

The CCDS is a support service for parents and aims to supplement and support the family and home environment in the development of each child by providing a safe, secure, stimulating and nurturing environment. Our programs provide a quality, play-based approach that is enjoyable and ensures a creative, child-centered atmosphere.

4. Goals and Objectives

The goals and objectives of our programs include:

- ✓ To encourage interpersonal skills and to support each and every child's self-esteem by fostering a sense of self-worth, self-awareness and self-confidence.
- ✓ To recognize the importance of individuality in each child and to encourage autonomy and independence.
- ✓ To recognize, respect and meet the developmental needs of each and every child in the context of their whole day.
- ✓ To provide an environment that encourages and motivates all levels of development (cognitive, social, emotional, physical and creative).
- ✓ To give each and every child optimum opportunity to experiment, explore and discover for him/herself as much as possible in a safe environment.
- ✓ To help each and every child learn to develop wholesome relationships with others by providing understanding and guidance.
- ✓ To balance each and every child's day by giving special opportunities for rest, nutrition, socializing, outdoor play, physical activity and learning through play.
- ✓ To be flexible in program planning and scheduling in order to meet individual and group needs.
- ✓ To provide the children with activities which are appropriate to their age, interests and abilities and to give children the choice of playing and engaging in both structured and non-structured activities.
- ✓ To remain sensitive to the feelings and needs of the children.

5. Registration Policies

5.1. Before and After School Program

A \$200 deposit is required at registration. This deposit is held while your child continues to be in our care and the, when s/he leaves the program, \$50 is held for administration costs and \$150 will be refunded. Please note that four weeks, written notice of withdrawal (to the School Age Coordinator or the Executive Director) and the completion of volunteer hours is required to receive your refund.

Rates available for Before and After School Care are:

- ✓ full-time (AM and PM)
- ✓ full-time AM

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- ✓ full-time PM
- ✓ daily drop-in
- ✓ weekly during summer and school breaks

The licensed capacity of this program is 30 children. Drop-in space is available for families already registered in the program, based on the booked attendance for the day required. Please call the School Age Coordinator at least 24 hours in advance to ensure there is space for your child. When the programs are full, children are placed on the waiting list and if a spot becomes available, parents are notified.

Fees are set by the Board of Directors and every effort is made to keep fee increases to a minimum. However, it is the Board's policy to annually increase program fees on April 1st, according to the CPI (Calgary) Stats. The Board does have the right to not increase fees after ensuring that yearly expenses will still be covered at the current rate.

5.2. Junior Kindergarten

A \$50, non-refundable deposit is required upon registration. The rate available for Junior Kindergarten is for the full school year, but the fee can be broken down into monthly payments.

The licensed capacity of this program is 16-18 per class.

Fees are set by the Board of Directors and every effort is made to keep fee increases to a minimum. However, it is the Board's policy to annually increase program fees on April 1st, according to the CPI (Calgary) Stats. The Board does have the right to not increase fees after ensuring that yearly expenses will still be covered at the current rate.

5.3. Subsidies

Alberta Childcare Subsidies are now available for parents that qualify with children in a school-aged program. Applications are available at the Daycare Centre office or on the Alberta Government website – www.child.gov.ab.ca/home/587.cfm

Parents applying for subsidy are expected to pay the full cost of the program until their subsidy has been approved. The subsidy received will be credited to your account; if there is a credit left over and above the fee required, it will be applied to your next month's fees. The subsidy will not be back dated for more than one month. Please ensure that you are aware of your subsidy renewal date and apply well in advance of expiry and if you do not receive a notification for renewal, please get the toll free number from the office and make an inquiry.

Parents are responsible for any amounts that your subsidy does not cover. Subsidy approval is based on your child attending 50 hours per month; if your child is in attendance for less time, you will be expected to pay the difference of what the subsidy will not cover.

5.4. Program Volunteer Fee

The CCDS is a not-for-profit organization so we rely on parent volunteerism to help offset our costs. We ask for 4 hours of your time per year your child/ren are in our programs; each hour is valued at \$30. Should your volunteer hours not be completed by March 31st we will require payment of the outstanding balance.

If you wish to volunteer in your child's class we ask that you provide us with an RCMP clearance check, including a vulnerable sector search. We can provide you with a letter so you can obtain this at no cost. Other volunteer opportunities are also available.

6. Before and After School Care (Eagle and Marmot Programs)

Our programs are age-appropriate, educational, safe, stimulating, creative and nurturing. We believe that play is the "work" of childhood and we aim to supplement and support the family and home environment in the development of each child. We provide a quality program, which is enjoyable and ensures a child-centered atmosphere.

Opportunities for individual and group activities are available each day, with a daily schedule that gives children a sense of continuity and security, yet is as flexible as possible.

Activity centres are arranged so that choices can be made easily and independently. They include:

- ✓ housekeeping/dramatic play
- ✓ art
- ✓ music
- ✓ science
- ✓ carpentry
- ✓ building
- ✓ gross motor
- ✓ fine motor
- ✓ literacy
- ✓ other centres that emerge as individual children's interests and themes change

The monthly program is detailed and posted in the classroom. Should you have any questions about the themes and concepts used, please speak to the Educators, the School Age Coordinator or the Executive Director.

Throughout the year, the Educators plan a variety of special events, field trips and special activities. Parents will be asked to pay any additional costs for these activities and will also be asked to sign a permission slip for your child to attend.

For outside time, the children play in the school playgrounds and, weather-permitting, they are outside as much as possible. Fresh air and a chance to run, jump and climb are important to a child's growth and development. To maintain staff/child ratios, provision cannot be made to keep your child inside during outdoor activities, so children who are too sick to be outside should be kept home until they are feeling better.

6.1. Program Hours

The program operates throughout the year, Monday to Friday from 7:00 am and until 6:00 pm (sharp). On school days, we are open from 7:00 am to 8:30 am and then 3:00 pm to 6:00 pm. We adjust our hours when early dismissal or Professional Development days occur – from 7:00 am to 6:00 pm on PD Days and during winter and spring breaks.

Parents must arrive early enough so that they are out of the building by 6:00 p.m. If late, parents will be required to pay a late fee of \$1.00 for each minute that their child remains in our care after 6:00 p.m. This fee is to be paid to the Educator at the time of pick-up that day (the program's clock will be used to calculate minutes late).

If a parent is exceptionally late or does not arrive at all, the designated emergency person will be called. If no one can be reached or no one can pick the child up, staff will then call the Executive Director who will decide what course of action to take. In some cases, Alberta Child and Family Services will be contacted.

Please inform us, either in writing or by phone, if you have made arrangements for someone else to pick up your child. Children will not be released to anyone other than their parents without prior notice. Anyone unfamiliar to the staff will be asked to present identification confirming who they are prior to picking any child up from the program.

6.2. Staff-to-Child Ratios

Our programs follow licensing regulations for staff-to-child ratios at all times. The ratio for children in grades 1 to 6 (Eagle Program) is 1 staff member to 15 children and the ratio for children in Junior Kindergarten and Kindergarten (Marmot Program) is 1 staff member to 10 children.

6.3. Nutrition

At the Before and After School Program, a morning snack is available and we serve an afternoon snack consisting of one serving each from two or more food groups. On Professional Development days we ask children to bring a bag lunch that would ideally consist of one serving from each of the four food groups, but excludes anything made with peanuts (or products cooked in peanut oil and peanut butter) candies, chocolate and salty treats such as potato chips.

Meal times provide excellent opportunities for social interaction; staff sit with the children and encourage conversation. Children are encouraged to try a variety of foods but are never forced to finish their meals or eat a food that they dislike.

A list of children with food allergies is posted in the classroom. Parents with children who have extreme food allergies and dietary sensitivities will be required to provide snacks for their children to satisfactorily meet the needs of those children.

6.4. Contact Information

It is essential that you inform us immediately of any changes to your address, phone number, emergency contact names or family information.

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6.5. Program Fees (as of July 1st, 2017)

Program Attendance	Two Days/ Week	Three Days/ Week	Full Time
School year, mornings only	\$105	\$145	\$210
School year, mornings & afternoons	\$315	\$425	\$465
School year, afternoons only	\$220	\$295	\$410
Summer/Winter/Spring Break	\$55/day		\$175/week
Daily drop-in rates: AM: \$20 PM: \$30 AM & PM: \$45 Full date: \$55 ½ PD Day: \$45 (or \$25 extra if enrolled that day at the program) PD Day: \$55 (or \$35 extra if enrolled that day at the program)			

Table 6-1 Monthly Rates for Before and After School Care (Eagle Program)

Program Attendance	Two Days/ Week	Three Days/ Week	Full Time
School year, mornings only	\$105	\$145	\$210
School year, mornings & afternoons	\$335	\$445	\$585
School year, afternoons only	\$220	\$325	\$465
Summer/Winter/Spring Break	\$60/day		\$185/week
Daily drop-in rates: AM: \$20 PM: \$30 AM & PM: \$50 Full day: \$60 ½ PD Day: \$50 (or \$30 extra if enrolled that day at the program) PD Day: \$60 (or \$40 extra if enrolled that day at the program)			

Table 6-2 Monthly Rates for Before and After School Care (Marmot Program)

Parents will be charged the additional per day rate during winter and spring breaks to reflect the extra hours of care provided on these full days. If parents require childcare on a PD day or during winter and spring breaks on days for which their child is NOT normally registered, the \$55.00 or \$60.00 PD day fee will apply. During summer camp, drop-in days on which a field trip is taking place will have an extra charge of \$15.00. The cancellation policy for PD days is one week's notice.

6.5.1. Payment Policies

Payments can be made by pre-authorized, automatic bank withdrawal or six months of post-dated cheques. Bank withdrawals take place on the first of each month and an invoice is issued on approximately the 20th of each month. All fees are due on the first of each month or a late

penalty may apply. For parents who require alternative payment arrangements, please speak with our Executive Director; you will be required to sign a payment agreement.

A \$20.00 charge will be applied to all on NSF cheques and if a second NSF cheque occurs, payment will be required by cash, money order or certified cheque.

Cheques may be given to the School Age Coordinator, but cash payments must be made at the CCDCS office. Receipts for cash will be issued immediately upon payment.

Full-time users who enroll their child(ren) part way through the month will pay either the full-time rate or the daily rate, whichever is less. An eight day per month minimum booking and payment is required. Families with children in full-time attendance will be required to pay the full month's fees during months in which vacations or holidays are taken, in order to guarantee their child(ren)'s space(s) upon return.

7. Junior Kindergarten Program

The Junior Kindergarten program runs out of Elizabeth Rummel School, from September to June. Parents can choose the morning or afternoon program times and additional child care is available before and after school and also on PD days in our Marmot program.

7.1. Program Hours

The Junior Kindergarten program hours are as follows:

8.30-3pm Monday and Wednesday OR Tuesday and Thursday

*Please note that the Junior Kindergarten classes follow the school calendar, so when Kindergarten classes are not in session, Junior Kindergarten classes will also not be in session.

7.2. Staff-to-Child Ratios

Our programs follow licensing regulations for staff-to-child ratios at all times. The ratio for the Junior Kindergarten program is 1 staff member to 8-10 children, depending on the ages of the children in the program.

7.3. Nutrition

Please send a healthy snack with your child each day. All elements of your child's day are essential components of the curriculum, including snack time. This is an opportunity for conversation, discussion, nourishment and learning about healthy choices. We ask that you pack a balanced, nourishing snack of dairy, grains, fruits and/or vegetables. Please do not send soda, candy or gum. We also ask that you be mindful to not create extra garbage with pre-packaged foods and use reusable containers as much as possible; this is an important part of the children's education.

Meal times provide excellent opportunities for social interaction, so staff sit with the children and encourage conversation. Children are encouraged to try a variety of foods but are never forced to finish their meals or eat a food that they dislike.

A list of children with food allergies is posted in the classroom. Parents with children who have extreme food allergies and dietary sensitivities will be required to provide snacks for their children to satisfactorily meet the needs of those children.

7.4. Contact Information

It is essential that you inform us immediately of any changes to your address, phone number, emergency contact names or family information.

7.5. Program Fees (as of July 1, 2016)

The fee for Junior Kindergarten is \$1950 per year or \$195/month (September to June)

A \$50 non-refundable deposit is required at the time of registration and in September, the first and last month's fee are due by September 15th.

Program Attendance	Annual	Monthly Payments (September to June)
School year, mornings	\$1 950.00	\$195.00/month
School year, afternoons	\$1 950.00	\$195.00/month
*Before and After School care and PD day care is available with the Marmot Program – please see Table 6-2 above for the fee schedule and Section 6 for program details.		

Table 7-1 Fee Schedule for Junior Kindergarten

7.5.1. Payment Policies

Payments can be made by pre-authorized, automatic bank withdrawal or nine months of post-dated cheques. Bank withdrawals take place in the first week of each month and an invoice is issued during the last week of each month. All fees are due on the first of each month or a late penalty may apply; if payment cannot be processed by the 5th working day of the month, a \$5.00/day late fee will be applied. If payment is not received by the 15th, your child's enrolment may be terminated until payment is received. A return to the program will be based on availability, so please speak with the Executive Director before this happens!

A \$20.00 charge will be applied to all on NSF cheques and if a second NSF cheque occurs, payment will be required by cash, money order or certified cheque.

Cheques may be given to the Lead Teacher, but cash payments must be made at the CCDS office. Receipts for cash will be issued immediately upon payment.

8. Dropping Off and Picking Up Your Child

8.1. Signing In and Out

When you bring your child(ren) to the Before and After School Program, you are responsible for signing them in and presenting them directly to a staff member. When picking your child(ren) up, you must sign them out, noting the time and ensuring that staff are aware that your child is

leaving. If you are going to be unavoidably late, please call us 403-678-7755. Children can get very upset when their parents are later than usual.

Children will NOT be released to anyone other than custodial parents unless permission has been given by their parents. You may give your permission in writing or verbally tell the staff that someone else will be picking your child up. Anyone who will be picking up your child is asked to introduce themselves to the staff and sign your child out. Please ensure that the person picking up your child(ren) has picture identification available to present to the staff and it is your responsibility to inform them of our policies.

Please ensure that you inform us, each and every time that there is a change in who will be picking up your child. It is important that both staff and your child are informed, even if the person is listed on your registration form as an emergency contact person; they must also know your family's code word.

We allow children aged 10 and up to be sent home on their own ONLY if parents have signed the written consent form included in their registration paperwork. We ask that you call us when the child arrives home.

8.2. Allowing Enough Time at Pick Up

Please keep in mind that your child may need some time to finish and clean up a project before going home. Children are expected to tidy up when they are finished playing and they, like us, prefer to finish what they are doing. Please be patient and take the few minutes that this requires. The result is a child who knows that they, their feelings and the things that they do are important.

8.3. Changes to Your Routine

Please ensure that you inform staff of any change in routine, such as the fact that you cannot be reached at the usual telephone numbers. We recognize that your child's arrival and departure times will depend on your schedule, however, it is important that your child is able to predict their day, thus providing a sense of security. Children like to know what will happen and when, so if your schedule changes please let your child know.

If your child will be absent from the program, please call to let us know.

8.4. Parking

Please heed the NO PARKING ZONES and direction of traffic through the semi-circle. We also ask that you not leave your car engine running or your other children in the car when you are picking up or dropping off your children.

9. Clothing Requirements

Children must bring enough extra clothing to see them through the day. During season changes this may mean bringing clothing for both cold and warm weather, but children may keep extra clothing at the program. Children should always have a hat at the program, in both the winter and summer. Be sure to label all clothing and personal items. The program cannot be held liable for lost or damaged clothing and belongings and despite all care taken, clothing will occasionally get lost or taken home by another child. Please check that all clothing your child brings home belongs to them! The program does have some extra clothing for emergencies; borrowed program clothing must be laundered and returned the next day.

Fire regulations require children to wear shoes at all times. Please make sure that your child has an indoor and an outdoor pair of shoes and that both sets of shoes have rubber soles. Slippery soles can be dangerous when playing. We prefer that you do not send your child in slippers, flip flops or sandals.

10. Toys

Toys should not be brought from home except on specified days. Every effort is made to provide your child with a clean and safe environment; our facility is cleaned daily and toys and equipment are cleaned and disinfected on a regular basis.

11. Behaviour Management/Discipline Policy

Child Guidance Objectives

No staff member of the CCDS will inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.

Children will not be denied or threaten to deny any basic necessity.

Staff will not use or permit the use of any form of physical restraint, confinement or isolation.

- ❖ To provide guidance, in a caring and supportive manner, in areas where children lack the self-control to handle situations on their own.
- ❖ To develop and encourage respect of other's rights and ideas.
- ❖ To provide the opportunity to learn to accept responsibility for one's own behavior.
- ❖ To ensure that behavior expectations and consequences for misbehavior are fair, realistic, consistent and enforceable.
- ❖ To maintain control and preserve children's privacy and self-esteem.
- ❖ To maintain confidentiality when discussing a child's behavior.
- ❖ To model appropriate interpersonal and child management skills.
- ❖ Childcare workers will deal with inappropriate behavior immediately and will maintain control at all times using positive approaches and strategies.
- ❖ Limits will be stated kindly but firmly and consequences for misbehavior will be logical, fair and realistic.
- ❖ Children will be kept in the mainstream of activity where possible and advisable and any inappropriate behavior will be redirected to more positive alternatives.
- ❖ If serious discipline problems persist, staff will consult with the Executive Director and parents will be informed of any concerns. The Executive Director may suggest to the parents that outside resources be used and if the parents agree, a consultation with another professional will be arranged.

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Our program policy is that children are treated with dignity and respect and that methods of discipline are age appropriate, consistent and fair. A positive attitude and clear expectations help children to develop self-discipline and a positive self-concept.

Children are not punished for their misbehavior, instead these occasions are used as teaching tools to assist in the development of problem solving skills and self-discipline. Children are expected to show respect for each other as well as the educators in the program.

Children will be kept in the mainstream of activity as much as possible, however, children who are out of control will be removed from the situation and encouraged to rejoin the group as soon as they are able to. If, in the opinion of the Executive Director and Program Coordinator, a child's behaviour continues to disrupt the other children or the normal operation of the program, parents may be contacted. After all attempts at meeting the child's needs have been exhausted, including assessments by child care professionals, the Executive Director may request that the child be removed from the program, temporarily or permanently. If serious discipline problems persist, parents will be informed of staff concerns. There are many resources available to parents in our community and our Executive Director is available to help parents find the help they require.

Each employee is required to read and sign the Behaviour Management Policy and agree to abide by the terms and conditions. Failure to do so will result in disciplinary action and may result in immediate dismissal. This policy is reviewed with each staff member upon hiring and at each subsequent annual performance evaluation.

❖ *For the full policy on Behaviour Management and Guidance please feel free to request a copy from the Program Coordinator.*

12. Child Abuse Policy

Law requires any person who suspects or knows of child abuse to report it immediately. Therefore, any case of suspected abuse of a child or disclosure of abuse by a child attending the programs will be documented and reported to the Executive Director and the provincial governing body.

Abuse means any behaviour, such as:

- ✓ Physical Assault
 - Humiliation
 - Intimidation
- ✓ Aggression
 - Threats
- ✓ Offensive Comments
 - Bullying

13. Medication Authorization Policy

Note: This policy was updated on February 1, 2012

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Under NO circumstances are staff to give children any medication without written authorization of the parent. This applies to PRESCRIPTION MEDICATION ONLY.

The centre will administer or allow the administration of medication to a child only when:

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

When medication is administered to a child, the centre will ensure that the following information is recorded:

- ✓ the name of the medication
- ✓ the time of administration
- ✓ the amount administered
- ✓ the initials of the person who administered the medication

The centre will ensure that subject to the following clause, all medication is stored in a locked container that is inaccessible to children.

13.1. Emergency Medication

In the event of an emergency, medication may need to be administered. In this circumstance, the Coordinator and staff need to be aware of the following:

- ✓ medication that may be needed in an emergency is stored in emergency back packs that are inaccessible to children
- ✓ which (if any) children use emergency medications, where the medications are stored and how to administer them
- ✓ that staff are responsible for a child who requires health care (in addition to giving medication)
- ✓ that they are trained in the proper method of administering the type of health care required by the child and this is documented in the child's file (staff file, if appropriate)

Children requiring special medical attention will have a medication form with their picture attached located next to the allergy list.

Employees who receive medication from a parent are responsible to ensure the appropriate staff member is aware that the child has medication. When a Senior staff member is not available to administer medication, staff with a valid First Aid Certificate are the only people allowed to administer the prescribed medication. Employees who administer the medication must sign the appropriate form at the time of giving the medicine.

*Medication form is attached to Employee Policies located in classroom/program binders.

14. Confidentiality

Staff will respect the confidentiality of families at all times. In the case of an emergency or injury, information may be released to the proper authorities, medical staff or in case of suspected abuse, the appropriate child welfare authority. Information may be released to other authorities with written or verbal permission from the parents or guardian. Staff cannot release personal information regarding staff or Board members to parents or the general public.

15. Illness or Injury

Our policy does not allow children who are ill to attend our programs. Children who become ill while in attendance must be picked up immediately. Parents will be called if your child vomits, has diarrhea, has a fever of 37.8 Celsius or higher, has pink eye (conjunctivitis), impetigo, measles, chicken pox, lice, etc. or displays extreme lethargy. If parents are unable to come, they must make alternate arrangements. If we are unable to reach the parents, the emergency contacts will be called.

Children with a communicable disease like chicken pox or a parasitic infestation can only return to the program with a clearance form from the health unit or family doctor. With any type of viral or bacterial infection (i.e. pink eye) children may return after taking antibiotics for no less than 24 hours.

If your child has an accident causing minor injury, staff will administer first aid and complete an accident form for you to sign. When medical attention is required, you will be called to take your child to the doctor.

In the event of serious injury, an ambulance will be called and a staff member will accompany your child to the hospital, if allowed by medical personnel. Otherwise a staff member will attend to your child at the hospital (when ratios allow) until you or the emergency contact arrives.

We do not discriminate against children who are immunized nor non-immunized, as long as we are aware of all children's immunization status.

16. Evacuation Plan

A detailed copy of the Evacuation Plan is posted at every exit in the program. When an alarm is sounded, staff will move children out of the building through the nearest exit. Staff will take the sign-in book and the backpack containing emergency records and a first aid kit with them. The Coordinator will check the washrooms and hallways before evacuating the building.

Children are grouped on the grass in front of the parking lot and all are accounted for. If needed, we then proceed to the Iron Goat restaurant located at 703 Benchlands Trail. The fire department will be called to determine safe re-entry; if this is not possible, parents or emergency contacts will be called to pick-up the children.

17. Smoke-Free Environment

Our programs are smoke-free environments. Smoking is not allowed in the indoor or outdoor program areas and staff are not allowed to smoke anywhere near the program area where it may be visible to the children.

18. Program Staff

The programs include a School Age Coordinator, a lead and assistant Junior Kindergarten teacher, support staff and students and sometimes volunteers. Whenever possible, we hire staff that are trained in Early Childhood Education. All staff are trained in First Aid and Infant/Child CPR and must complete a Level 1 Early Childhood orientation course. All employees are encouraged to upgrade their education and skills and are expected to demonstrate a professional attitude, attend conferences, take courses and attend workshops. We have an excellent resource library for staff.

Please make every effort to communicate with staff to help them respond to the specific needs of your child. Discuss any questions or concerns you may have about your child with the Educators.

Staff encourage each child to develop a positive self-concept by fostering a sense of self-worth, self-awareness and self-confidence. Being sensitive to and accepting of children's feelings helps them to see themselves as individuals.

19. Parent Concerns and Complaints

Parents are expected to bring their questions and concerns to the Coordinator. When parents feel that their concerns have not been answered, they should then contact the Executive Director of CCDS. If they are still concerned, they may contact a Board member.

The Daycare Licensing Branch of Child and Family Services monitors the programs to ensure that all provincial childcare regulations are met. Recent inspection reports are available for viewing by parents. Complaints regarding non-compliance to the Social Care Facilities Licensing Act and Daycare Regulation can be lodged with our Licensing Officer; phone numbers and addresses are available at the CCDS office. The Licensing Branch does not divulge complainants' identities and all complaints regarding non-compliance will be investigated. Written complaints will be answered in writing to indicate that the complaint was investigated and appropriate action, if needed, was taken.

20. Leaving the Program

When your child leaves the program, there may be mixed emotions – friends are left behind, but new adventures await. If we know in advance, we can help to ease the transition and also do something special on your child's last day.

21. Holidays and Program Closures

The Child and Family Services Authority sets the days that we are to consider statutory holidays. Our programs will be closed on the following statutory holidays:

Labour Day

Thanksgiving

Remembrance Day

Christmas Day

Boxing Day

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Heritage Day

There may also be times when our programs may need to close due to unforeseen circumstances, including power failures or interruptions, frozen plumbing or gas leaks and flooding. Parents would be called to pick up their children immediately, in the event of such a closure.