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Welcome to Dickinsfield child development center. We are located in northeast Edmonton within dickinsfield mall. At our center we provide a safe place for children, where they can play, relax and may new friends. We have a large playground situated close by. We are designed to meet the needs of parents who desire high quality child care for there children. We are an accredited daycare.

DAYCARE PROGRAM

We provide care for children from birth to 5 years old. We aim to provide a wide array of play experiences, fostering a sense of wonder and imagination. Children will have the opportunity to engage in free play with an art and crafts area, dramatic play area, (house, propos boxes, dolls, doll houses, etc). Games and puzzles area, small manipulative toys, (logos, cars, animals), music. Children will also be given structured or leader guided activities to choose from. This may include a crafts or art projects, group games, challenges special guests presentations, science experiments, playground activities or a special ongoing project.

OBJETIVES

A dickinsfield child development center include a physical safe place for children to be cared for outside of the home creating an atmosphere of respect and acceptance, so that all children feel welcomed and appreciated, implementing programs to meet all areas of each child's development. We endeavor to meet the developmental needs of the children in our program in the following ways:

- Socially: by giving the children the opportunity to participate in individual, small group, and large group activities, children are able to engage in activities that improve their social skills and abilities to co-operate, compromise and solve conflict with various groups of peers.
- Emotionally: children are supported and encourage by staff, peers, parents and community leaders such a nurses from Alberta heath care centers. In an environment that's respect each child's dignity and emotional needs.
- Intellectually: children are encouraged to participate in the development of programs, expanding on the interests by engaging children in critical thinking, problem solving, riddles, and challenges and presenting them in a fun context.
- Educationally: to assist with the fundamentals of education through play.

- Physically: program includes playground, park and group games to meet the physical development of each child and to encourage healthy active lifestyles.
- Creatively: creative needs are met with a variety of activities such as dramatic play, art, themes and free play centers like a “house center” building toys, dress up etc.

Staff facilitate a child’s development by creating programs, fostering a caring, respectful environment, by guiding children to make pro – social choices and by conveying a message to the children through daily interaction that they care, and are concerned and the children are valued and respected.

GOAL

To be recognized as an outstanding childcare center in the Edmonton area.

VISION STATEMENT

to provide the highest quality childcare that promotes and enhances each child’s development, while assuring our parents peace of mind in the care and service we render.

MISION STATEMENT

- To foster innovation
- embrace team work
- strive for excellence
- respect and support families
- commit to service at all levels.
- respect and appreciate diversity.
- actively seek and understand.
- communicate openly and productively.
- use resources creatively and responsibly.
- Abide by the child care code ethics.

HOURS OF OPERATION

Dickinsfield child development center is open the following hours:

7:00 am to 5:45 pm Monday to Friday the latest to bring a child to the center will be 10:30 am if a special condition apply , the child will be able to attend the program. we are closed on the following holidays as well as one week at Christmas:

New years day, Alberta family day, good Friday, Easter Monday, Victoria day, Canada day, labor day, thanksgiving day, remembrance day, Christmas eve, Christmas day, boxing day through to the first week day after new year day.

FEE SCHEDULE

Birth to 12 months	\$970.00 full-time
13 Months to 19 Months	\$770.00 part- time \$893.00 full-time
19 months and older	\$640.00 part-time \$810.00 full-time
Registration fee:	\$25.00

Parents are responsible for bring diapers, baby wipes, baby food for infant and bottles.
Government subsidies are available for those who qualify.

ENROLMENT AND FEES

Payments may be made via interact, Visa, Mastercard, cash and cheque.

There are no provisions for early or late pick up or drop off. A late fee of \$1.00 per family per minute will be charge to parents arriving at the center past 5:45pm the late fee will be charge added to the monthly fee.

ALL FEES ARE SUBJECT TO REVIEW AND INCREASE EACH YEAR. PARENTS WILL BE GIVEN ONE MONTH NOTICE IN WRITING AS TO ANY INCREASE OF FEES.

ALL FEES ARE DUE ON THE FIRST DAY OF EACH MONTH. Any fees not paid by the 5th of the month will have their care suspended until all fees are pay in full.

A \$25.00 service will be charge for any NSF cheques.

Parents are required to give one month's written notice when withdrawing their child from the program notice must be given on the first of the month for withdrawal at the end of the month.

Any unpaid account will be sent to collections. refunds or credits are not given for days absent regardless of the reason.

VACATIONS

a paid space is an ensured space. it is the responsibility of the parent to ensure that their child's spot is available upon return from vacation. vacations spaces are paid for as if the child was attending.

PERSONALS BELONGINGS FROM HOME

We are not responsible for any lost, stolen or damaged items / toys brought from home. please leave your children's toys at home.

POSTING OF ALL DOCUMENTS

All documents are posted on the parent board, any daily notice or reminders will be posted on the parent board as well.

INDOOR SHOES

Please bring a pair of indoor shoes SLIPPERS for your child to wear while at the center. A boot type of slipper with a tick rubber sole is best.

please remove any outer footwear before entering the center. we want to maintain a healthy and clean environment for your child.

HEALTH POLICIES

CARE OF SICK CHILDREN

We can not accept sick children at the center. if they are too sick to play outside, they are to sick to come to the program. if you child become ill during the day. we will contact parents to pick up their child, if parents are unreachable, emergency contact will be called. if your child has a contagious or serious illness, we will require a note form doctor before the child can return to the center. sick children will be allowed to rest away from the other children which still allows for supervision.

ADMINISTRATION OF MEDICATION POLICY

all medication must be in the original container and they are going to be administrated according to the labeled directions. parents must fill out a medication permission form as well with all the information. we will not take verbal permission. do not send medication in your child bag. any medication found will be taken and returned to the parent when they come to pick up their child. children will be monitored for 15 min after taking any medication.

All staff know which children use emergency medications, where the medications are stored and how to administered them if necessary. staff will observe children carefully for any allergic reactions after receiving medications or herbal remedies.

the center requires parent to provide in writing about any medications that are given to the children at home prior to arriving at the center. Staff will return all medications to the parents after the authorized period has ended.

All the medications shall be storage in a locked container and store in a safe place, only staff with a valid first aid certificate will administrated any medication, after giving the medicine the staff will record the dosage and the time the medication was administrated and sign the medication form.

ADMINISTRATION OF MEDICATION PROCEDURE

If your child requires prescription medication to be administered at the Day Care, it is important that the following information be recorded properly. Failure to do so will result in the medication not being administered.

1. Parent/Guardian must inform the Staff of the type of medication, whether it is a prescription medication or Emergency Medication. For prescription medication, a Medication Administration Form will be given to the Parent/Guardian to fill out. This form will only have

to be filled out once. However, it must be filled in correctly with the child's full name, date, date the medication is to start and to finish, name of medication, dosage to be administered, time to be administered, special instructions (ex: to be given with food), Parent/Guardian signature (medication will not be administered if any of this information is missing)

2. Medication must come in the original container. The container must also have a prescription label with the child's name on it.
3. Make sure the instructions for administration/application are clear. For example: there has to be a specific time for administering the medication.
4. All medication must be given to the Staff in the morning if the medication is not left at the Center, including asthma inhalers. Medication cannot be left in the child's cubbies or back pack.
5. There is a locked Medication Box that is kept in the refrigerator and there is a clear plastic Medication box stored on the top shelf in the above the sink in the kitchen, this medication box is unlock for special emergency treatments.
6. Qualified Staff (Staff that has a First Aid Certificate) will then ensure the child's medication is administered correctly. The Staff will then fill in the chart on the medication form and sign it. Staff will then observe the child carefully for allergic reactions that may occur. The medication badge will be removed after the observation period.
7. Staff will return the medication to the family when the authorization period has ended or at the end of the day depends on medication needs.

POTENCIAL HEALTH RISK

By the regulation, as a guideline, the child should be kept at home or removed from the center is she/he:

The Child Care Licensing Regulation (AR 143/2008) sections 8 (1) and (2) states that if a child exhibits the signs and symptoms of illness, the license holder or provider must ensure that:

- The child's parent(s) arrange for the immediate removal of the child from the program premises.
- A child may return to a program if the license holder/provider is satisfied that the child does not pose a health risk to other children or caregivers. A parent may provide to the license holder/ provider a physician note or a parent can report to the license holder/provider that the child has been symptom-free for a period of not less than 24 hours.

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

- Vomiting, fever 38 C, diarrhea, or a new, unexplained rash or cough;
- Requiring greater care and attention than can be provided without compromising the care of the other children in the program.
- 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.

- Notify the parent, legal guardian, or emergency contact as soon as possible.
- Keep the child comfortable.
- Ensure the sick child is kept as far away from other children as is practical.
- Obtain medical assistance when necessary.
- Notify the contract manager or agency immediately if the child’s illness requires the license holder or provider to request emergency health care and/or requires the child to remain in the hospital overnight.
- If two or more children in a child care program have influenza-like symptoms, such as a sudden high fever, dry cough, headache, muscle ache and feeling very weak and tired, that started within 48 hours of each other, it is considered to be a potential “outbreak” in the program. All outbreaks, including an outbreak of any of the communicable diseases, must be reported by the child care program to the local Alberta Health Services public health office. Once a report has been made, Alberta Health Services will provide assistance in assessing and preventing further illness in the child care program.

A child should be excluded from a child care program if:

Parents should be informed to seek alternate child care or keep their child at home if the child is not well enough to participate in the regular activities of the program, the illness requires greater care from the child care staff than can be provided without compromising the care of the other children in the program, or their child has received one or more of the following diagnoses from a physician or other health professional:

- Chickenpox (the child can be permitted to return to the program when he or she feels well enough to participate in all activities, regardless of the state of the rash and as long as the child returns to the same group they were with one to two days before the onset of the rash);
- Diarrhea or loose stool (the child should be excluded for 24 hours until symptoms are resolved or assessed by a physician);
- Hepatitis A (the child should be excluded until 14 days after onset of illness or seven days after onset of jaundice);
- Impetigo (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
- Wheezing/Persistent Coughing; (the child should be excluded until assessed by a physician or the symptoms are resolved);
- Measles (the child should be excluded until four days after the appearance of a rash); χ Mouth sores with drooling (the child should be excluded until a physician has determined that the symptoms are non-infectious);
- Mumps (the child should be excluded until nine days after onset of parotid gland swelling); Pertussis or “Whooping Cough” (the child should be excluded until five days

after antibiotic treatment has been completed, until three weeks after onset of symptoms, or until the coughing has stopped); χ Purulent conjunctivitis, or “Red/Pink Eye” (the child should be excluded until 24 hours after antibiotic treatment has been initiated);

- Rash, with fever or behavioral change (the child should be excluded until a physician has determined that the symptoms are non-infectious);
- Rubella (the child should be excluded until at least four days after onset of the rash, or up to five to seven days at the option of local health authority);
- Scabies, Head Lice, or other Infestation (the child should be excluded until appropriate treatment has been completed);
- Strep throat or other Streptococcal Infection (the child should be excluded until 24 hours after appropriate antibiotic treatment and cessation of the fever);
- Symptoms of Possible Severe Illness, such as lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing (the child should be excluded until assessed by a physician or the symptoms are resolved);
- Temperature, with a fever of 38.0 degrees C or higher;
- Tuberculosis (the child should be excluded until a physician has approved his or her return)
- Vomiting – with two or more episodes of vomiting in the last 24 hours.

HAND WASHING

all staff wash their hands before and after eating, food preparation handling, before and after feeding a child before and after giving medication, after diapering, and toileting, after wiping noses, and whenever hands are soiled.

Staff will ensure that children wash hands before and after eating, after diapering and toileting, wiping noses, sneezing, coughing and whenever hands are soiled.

CROSS CONTAMINATION

the center regularly washes and disinfects furnishing, equipment, and play materials and is noted on a checklists. diapering and potty chairs sanitized after each use. soiled diapers, soiled linens, and garbage cans are stored in a closed container. each child uses his own personal grooming items, bed linens and bottles. all of the children’s personal belongings must be labeled.

Reducing Cross-Contamination

When a sick child uses a cot, the cot must be wiped with a bleach solution and left to air dry as soon as the child leaves. The blanket used by the sick child must be placed in a bag, sealed and sent home with the family of the sick child to be laundered. Cot sheets used by sick children will be placed into a bag and the bag must be sealed. The center will launder the cot sheet.

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OUTDOOR POLICY

Indoor: Our indoor space is planned to meet the diverse needs of the children. interest centers available to the children include. dramatic play, art, blocks, manipulative toys, water, sand and books. music and science is also incorporated. variety of activities can occur simultaneously, supporting individual children and small group play. a quiet area is provide for children who want some quiet time where they can look at books, read or relax.

Outdoors: we can easy access to several well equipped nearby parks. floor plants are attached, Gross motor activities are planed daily and children will go outside daily. A variety of sports and recreation equipment that promotes physical activity is available to the children for both indoor and outdoor play. all outdoor play structures comply with the standards outline in the current edition of a children's play spaces and equipment, CSA standards. the outdoors play area is free from toxic plants and has a sandbox that has a tightly fitted cover that is kept covered when the sandbox is not in use. children wading pools are drained and stored up ended when not in use.

CLEANING POLICY

Only necessary cleaning will be done, such a removing sand/water or food from the floors. cleaning such a mopping / bathrooms and general room cleaning will be done at the end of the day afeter children have gone home or by the extra not required in ratio.

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NUTRITION AND MANNER OF FEEDING

Dickinsfield child development center is committed to meeting the children's nutritional needs and promoting healthy eating habits. Nutritious morning and afternoon snacks are provided for all children and lunch is provided for kindergarten children daily and for school age children when in attendance during lunch time. Snacks and meals are based on the guidelines of the most current Canada Food Guide using only quality products and ingredients to support children's healthy development. Snacks are provided to the children at appropriate times and in sufficient quantities in accordance with the needs of each child.

We strive to serve foods the children enjoy, taking family and children's preferences into consideration when planning menus. Menus are posted to keep families informed of all foods served at the center allowing parents to see what the child has been served to facilitate planning meals at home.

When providing food and drinks for children, parents are encouraged to follow the recommendations of the age appropriate Canada Food Guide. All foods and drinks brought to the center by families must be labelled with the child's name. Any foods containing nuts and "junk foods" are not allowed. A nutritious supplement will be provided if the food provided by the family does not meet the Canada Food Guide guidelines.

Procedures and practices ensure utmost safety at meal and snack times. Allergy lists are posted in each child care room and the staff is kept informed to ensure children are not served foods they are allergic to. All snacks served at the centre are completely nut free. Special dietary and feeding arrangements are to be carried out in accordance with the written instructions of a parent of the child.

The social aspects of mealtimes are also important. Caregivers strive to establish a pleasant social atmosphere in which children can enjoy their meals and snacks and learn social skills, self-help skills and learn about good nutrition.

See the Food Handling Policy for safe food handling practices.

PROCEDURES

- Menus are posted on the bulletin boards at the front entrance for the current and following week. Any substitutions will be noted on the posted menus.
- A morning snack consisting of at least two different food groups is offered to the children at 9:30am.
- Lunch is served daily at between 12:00pm and 12:30pm and consists of 4 food groups. 1% milk is provided with lunches.
- An afternoon snack consisting of at least two food groups is offered to the children at 3:30pm. Milk and water is offered with snacks.
- Menus include foods from a variety of cultures.

- Food and drink containing excess sugar, salt, additives, preservatives and added food coloring will be avoided.
- A cycle menu of three weeks or longer is used. Repetition of food items is minimal during the cycle
- Drinking water is available at all times, both indoors and outdoors.
- Children are required to remain seated at a table all times while eating or drinking.
- Meals and snacks are reviewed every 6 months by the Director or Assistant Director to ensure that they meet the most up to date nutritional guidelines according to Health Canada.
- Menus are kept on file at least 30 days after the last day for which they are applicable.
- An accurate record is maintained of any food substitutions made so that the food intake of children may be traced.
- All food and beverages are stored so as to retain maximum nutritive value and prevent contamination. Hot foods are kept hot and cold foods are kept cold.
- All fresh foods will be thoroughly washed using a fruit and veggie wash as appropriate.

Mealtime Environment

- Children are encouraged to try each food served but are never forced to eat.
- Staff members join children at the table for meals and snacks.
- Staff members are encouraged to eat nutritious foods with the children at snack and meal times to model healthy eating habits and table manners.
- Children are encouraged to serve themselves with adult facilitation.
- Food is never used to reward positive behaviour.

Foods from Outside the Facility

- **Holidays and special occasions are celebrated with healthy food and non-food treats. "Junk food" is never served in the centre.**
- Food treats brought into the center by parents, staff and volunteers is discouraged except for special occasions such as multicultural event. All treats brought into the center must be approved by the Director.

Nutrition Education

Staff members and families receive resources and supports on nutrition regularly.

the center provide 2 nutritious snack and one lunch, they are well balance and take into account both the recommendations of the most recent version of Canada food guide, and children's preferences.

as part of a healthily lifestyle children will be given the opportunity for gross motor activities. outdoor. Activities will take place in all seasons, please dress you child appropriately fir the weather.

staff that are responsible for food preparation have completed a food safety handling course. food handling procedures ensure that hot foods are kept hot and cold foods are kept cold at all times. food preparation and serving utensils are sanitized after each use.

Food Handling Policy

The Cook/Owner must have completed the Alberta Health Services Food Sanitization and Hygiene course. Food handling procedures ensure that hot food are kept hot, cold foods are kept cold. Food preparation surfaces are sanitized before and after food preparation and dishes, pots and pans and serving utensils are sanitized after each use. Staff and children must wash their hands with soap and warm water before and after food handling.

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SAFETY POLICY

We strive to provide a safe place for all our children at the center. as such the indoor space is inspected daily for any hazards.

the indoor space will be arranged in such a way that a variety of activities can occur simultaneously. the indoor space will be arranged to support quiet, messy, and noisy activities. staff will provide materials and opportunities for children to work independently or in small or large groups.

Indoor & outdoor safety check list has been created to monitor the safety of the equipment used by the children. Check list are completed daily by the staff before children enter the play areas.

- Playground equipment is properly installed and checked for loose screws, wood splinters and other safety hazards and the play areas is keep free of any objects or materials that pose a safety hazard to the children.
- Is checked for toxic plants and noxious weeds and immediately removed if any are found.
- Aerosols sprays are never used in the presence of children for any reason.
- Adults have a clear view of play areas at all times caregivers position themselves near equipment that needs more supervision.
- Director ensures the required child: staff ration are maintained at all the times.

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CHILD GUIDANCE POLICY

Purpose

The purpose of our Child Guidance Policy is to outline approaches adults use to guide young children's behaviour and to state the approaches which are not acceptable at the centre.

We believe in a positive approach when guiding children. We support the children's feelings and promote their individuality by allowing for choices throughout the program. We strive to be warm, caring, nurturing, respectful and supportive caregivers.

Caregivers use many techniques to assist children in developing self-regulation, positive social skills, problem-solving and conflict resolution and an understanding of feelings and emotions. Child guidance methods vary depending on child's age and ability. Child guidance strategies will always be reasonable in the circumstances.

The Child Guidance Policy will be included in the Parent Handbook and reviewed with parents at the time of registration.

All Staff members are required to read the Child Guidance Policy and the policy will be reviewed with the staff during the orientation process and periodically thereafter.

Training will be provided for the staff to ensure they learn how to guide the children's behaviour in positive and supportive ways.

Prohibited Discipline

Any type of physical punishment including spanking and any type of harsh, any verbal or physical degradation or emotional deprivations are strictly prohibited in the centre. Any withholding of food, use of physical restraint, confinement or isolation is also prohibited.

Preventative Practices

The staff will plan their programs as to minimize behavior problems by:

- **Children's program:** Activities are planned are based on children's interests and are appropriate for the age and individual levels of the children. Programming will promote positive interactions through books, games, etc.
- **Routine:** A daily routine is established to provide predictability and a balance between active/quiet and self-directed/teacher-directed activities.
- **Transitions:** Transitions between activities are carefully planned to make these times positive experiences for the children.
- **Supervision:** Caregivers are to focus their attention on the children, guiding their behavior, facilitating their learning, interacting and encouraging them as they strive to overcome new challenges.

- **Positive Communication:** Positive communication is used to explain reasons for children to change their behavior and to tell children what they can do instead of what they cannot do.
- **Positive Reinforcement:** Caregivers reinforce positive behaviours by giving children attention and commenting on pro-social interactions
- **Consistency:** Caregivers are consistent so children know what to expect - limits and expectations are consistent so all adults respond in a similar way to conflict situations.
- **Clear Limits:** Children are given basic, clear, and concise limits, along with reasons for the limits to guide their behavior. Boundaries and expectations expand as children develop.
- **Modeling:** Adults clearly demonstrate compassionate, caring behaviors that set examples for children to follow.
- **Validating feelings:** Children's feeling and emotions are acknowledged to support their emotional development.
- **Help children recognize their feelings and the feelings of others:** For example, read books about feelings and emotions and making statements such as "Sarah is sad because she wanted to stay with mommy" and "You didn't like it when Johnny knocked over your blocks did you".
- **Child Involvement:** School age child will be involved in developing the social rules for each of the OSC rooms.

Intervention Techniques

- **Proximity:** Being close to the children enables the adults to respond or redirect quickly.
- **Redirection:** Redirection is the primary method of guidance with young toddlers. Teachers tell children what they can do instead of what they cannot do. An "I" message can be used to express concerns about the behaviour followed by a suggestion for an appropriate behavior to replace it.
- **Tone:** A kind yet serious tone delivered by intervening adults reinforces children's sense of security and lets them know the situation is under control.
- **Non Judgmental Explanations:** Children are provided with explanations as to how their behavior affects themselves and others.
- **Passive intervention:** Teachers give children time to work through their own problems, but are there to support the children as required.
- **Helping children express themselves:** Adults can model words children can use to express themselves and get what they want. For example, "You can say, I don't like it when you take the book from me."
- **Contingencies:** For example, "You can go get ready to go out side as soon as you put the books back on the shelf."
- **Problem solving:** Children are given tools to settle conflicts (negotiate, make retribution, collaborate, etc.) Teachers facilitate a problem solving process. They help children identify problems and encourage them to generate solutions. For younger children, teachers can model problem solving. For example, "You both want the blue truck. What can we do? Oh look there's a red firetruck."

- **Natural & logical consequences:** Teachers point out and reinforce natural consequences as they occur. Children see the results of their own behavior and begin to modify it accordingly. Logical consequences are used, "You threw sand again after I explained that it could hurt someone. Let's find a different area to play in where you will play safely."
- **Physical intervention:** Children are physically separated if they begin to hurt each other.

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CHILD DISCIPLINE POLICY

The center practices meet the children's development needs, giving choices or redirection when a child's behavior is inappropriate can be used to avoid uncontrollable misbehavior. We will strive to help the children solve their own problems. We acknowledge the child's feelings and help him/her to be considerate of the feelings of others.

We will accomplish this by

- Following a flexible routine so that children gain trust and security,
- Providing a variety of toys, this will stimulate cognitive, physical and emotional growth. The toys will be rotated monthly.
- Approaching children individually, establishing eye contact and using a calm controlled voice
- Recognizing a child's feelings before discussing behavioural limits
- Focusing on the child's behaviour rather than the child
- Discussing acceptable behaviour and setting limits at the level children understand.
- Using positive reinforcement in words and actions, focusing on what to do rather than what not to do.
- Encouraging caring and cooperative relationships
- Allowing children to make choices where applicable
- Reminding children of limits, as they have short memories and are easily distracted.

Any type of corporal punishment including spanking and any type of harsh, humiliating or degrading physical, verbal or emotional behaviors are strictly prohibited in the centre. Any withholding of food, use of physical restraint, confinement or isolation is also prohibited.

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FIELD TRIPS & EXCURSIONS POLICY

Periodically field trips & excursions are planned as a part of the children's program to provide them with opportunities to enjoy the community we live in and valuable learning experiences. The staff will build on children's knowledge of the topic of the upcoming field trip to prepare them for the adventure.

The interests of the children, the value of the experience and the safety of the children are of prime consideration when planning off site experiences. Parents may be required to pay a fee to cover transportation and entrance fees. Parent volunteers are encouraged to participate.

The following procedures have been developed to make outings as safe as possible while allowing children to explore and learn from their experiences in a variety of settings.

Field Trip permission slips must be signed by parents or guardians prior to departure time. If parents or guardians have not signed the field trip permission form the child will not be able to participate in the field trip. At the time of registration, parents will sign an authorization form for excursions or walks in the neighbourhood.

Procedures are in place to ensure the utmost safety of the children.

****See the Injuries and Medical Emergencies Policy for procedures to follow in the event of an injury or medical emergency.**

Procedure:

- Parents will be notified in advance of all fieldtrips by posted notice.
- A parent or legal guardian will sign an informed consent form for all field trips and will be responsible for any cost.
- Families are invited to participate as volunteers on field trips.
- At the discretion of the Director, extra adults over the required ratios may be required to provide adequate supervision.
- Edmonton Transit, a yellow bus from a reputable bussing company or walking will be used for transportation. These vehicles are required to comply with *Transport Canada* guidelines.
- When walking or transporting children by yellow school bus, the staff-child ratio of 1:~~15~~ for school age children and 1:10 for kindergarten children is maintained at minimum. If using Edmonton Transit, at least one additional adult is required over the Licensing ratio regulation.
- Safety rules are reviewed with children and their chaperones prior to each field trip. Children must remain seated on the bus at all times when the bus is moving.

- Before leaving the premises the children will be told where they are going, what to expect so that they feel comfortable and secure.
- A well-stocked first aid kit along with the children's emergency portable records and a list of the children's names who going on the field trip will be taken on all field trips. Food, water, insect repellent and sunscreen will be taken as required.
- At least one staff member will carry a cell phone in case of an emergency.
- At least one staff person with current First Aid and CPR will accompany the children.
- If a child has medication needs, a staff who has First Aid will be responsible to take and administer the medication as needed.
- Children will be counted before leaving the centre, regularly during the field trip, again at the time of departure and at return to the centre to insure that all children are accounted for.
- Each staff member will have a specific group of children assigned to them and will carry a list of the names of the children in his/her group.
- A staff member will always accompany the children to a public restroom.
- All children, staff and volunteers wear identification with the with centre's name, cell phone number and the centre's phone number.

Note: For additional supervision responsibilities, see the *Supervision Policy*

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INCIDENT REPORTING POLICY

Any serious illness or incident that occur while the child attending Dickinsfield child development that may seriously affect the health or safety of the child will be reported to the regional child care office. Examples of such incidents may be center closure due to an emergency, emergency evacuation of the building by fire or flood, intruder on the premises, a child is removed without consent, an error in the administration of medication by a program staff, any injury requiring medical attention or child overnight stay at the hospital, a lost child or a child is left alone on the premises. Serious incidents such as the above mentioned will be reported right away to the provincial license staff or regional office, if we are unable to make contact with the licensing staff, the director will used their discretion to take any corrective measure deemed necessary for the welfare of the child.

Our first priority is the child well being, staff will care for the child and the director will discuss the incident with the parents, course of action will be discussed with the parents and the parent will review the incident report.

The Director or person in charge is responsible for immediately reporting to the regional child care office using the prescribed form any critical incidents such as serious illness, injury to a child or any other incidents that may seriously affect the health or safety of a child. A record of critical incidents must be maintained according to the requirements outlined in the Child Care Licensing Regulations.

Each year on the anniversary month of the daycare license the Director will submit an Incident Reporting Annual Summary and Analysis Report using a specific form for this purpose.

Critical incidents will be analyzed to determine if actions need to be taken to reduce the incidence of illness or injury.

PROCEDURE

Reports can be made by telephone, fax or e-mail to the local CFSA Licensing Office. If faxing or e-mailing, the centre is required to speak to a Licensing staff member to confirm the report was received. Incidents must be reported to the local CFSA Licensing Office within two (2) days of the of the critical incident.

The following critical incidents must be reported to the local child care licensing office:

- An emergency evacuation
- Unexpected program closure
- An intruder on the program premises
- A serious illness or injury to a child that requires the program to request emergency health care and/or requires a child to remain in the hospital overnight

- When a child ingests any toxic or poisonous substance
- An error in the administration of medication by program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in the hospital overnight
- The death of a child
- An unexpected absence of a child from the program (i.e. lost child)
- A child removed from the program by a non-custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and/ or neglect of a child by program staff member or volunteer
- The commission by a child of an offence under an Act of Canada or Alberta
- A child left on the premises outside of the programs operating hours

The Incident Report and the Incident Reporting Annual Summary and Analysis Report forms are available at www.child.alberta.ca/chidcare under “Forms”.

CFSA Licensing Office contact information:

Phone: 780-427-0444

Fax: 780-427-1622

E-Mail: Region6.childcarecriticalincidents@gov.ab.ca

The childcare services office is open to receive reports Monday to Friday from 8:15 am to 4:30 pm. If reporting a critical incident outside these hours please contact Child Abuse Hotline at 1-800-387-5437.

The following information will be included in the report:

- the program’s name and contact information;
- the child’s name;
- the date and time of incident; and

the action taken by the license holder as a result.

Created: April 1, 2015

Reviewed:

Updated:

ACCIDENTS AND ILLNESS POLICY

In the event of an accident or illness, the Director and the staff will use their discretion to act in a way deemed in the best interests of the child. In the case of an accident or serious illness involving a child, we will ensure the child receives the medical attention necessary. Our first priority is the child's well-being. The staff will be informed of this policy & procedure during the orientation process and the procedure will be reviewed from time to time with the staff.

If child is injured or becomes ill while the child is attending daycare, the following procedure will be followed.

PROCEDURES

1. Emergency procedures and contact information for emergency services are posted in the child care rooms.
2. The injured or sick child receives immediate medical attention. A qualified staff member will administer first aid, as required.
3. If staff has determined that the child's condition requires medical treatment, a parent will be contacted. If parents cannot be reached the emergency contacts will be contacted. A request will be made that the parent picks up the child and takes him/her to receive medical attention as required.
4. In the event that emergency medical attention is required, an ambulance will be called and the child will be transported to a hospital that the Emergency Medical Team decides is most suitable given the location and nature of the emergency.
5. If a child has ingested a poisonous substance, the Poison control centre will be called (contact information below). Call 9-1-1 immediately if the child is unconscious or having seizures. Have poisonous substance by the phone.
6. A parent or guardian will be contacted as soon as possible. If parents or guardians cannot be located, emergency contacts listed on the registration form will be phoned. A staff member will remain with the child at all times until a parent, guardian or the emergency contact person arrives.
7. In the event of an emergency when parents or guardians are not present, an attending physician will proceed with any medical procedures deemed necessary.
8. Any expenses incurred in such an event are solely the responsibility of the parents or guardians.
9. An injury/incident report will be completed and a copy provided to parents. The report will include details of any action taken by staff. The report must be signed by the parent and the staff member attending to the child and retained in the child's file.
10. A report will be made to Day Care Licensing of any incidents that require medical care as defined in the Incident Reporting Policy.
11. The Program Supervisor will review the circumstances leading up to the injury and together with the staff identify if any changes could be made to enhance safety. Actions

will be taken as soon as possible if it is determined changes should be made. A written record will be filed in the Injury Report file.

Emergencies: Call 9-1-1 from a landline whenever possible because emergency services will be able to see your exact location.

Poisoning: Poison Control Centre: 1-800-332-1414

If busy call: 1-403-670-1414

Created: April 1, 2015

Reviewed:

Updated:

INVOLVEMENT PARENT POLICY

We operate with open door philosophy. Parents are welcome to visit the center at any time and in any location where their child will be receiving care and we will love you to come and share with us your costumes, traditions, culture, food or any other skills.

Parents who would like to take an activity part in their child's care are more than welcome to do so. Whether it is their participation on field trips or offering suggestions for art and craft, snacks, reading, etc. your input is invaluable. It also shows your child that you want to be a part of their world.

COMMUNICATION POLICY

At Dickinsfield Child Development Center we believe in open and ongoing communication with families, we have an open door policy for families, you are welcome at any time to meet with us to discuss any concerns you may have.

At the time of registration the center will provide every parent an orientation in order to establish and maintain a positive relationship between the program and the families.

Relationships between the school and the center is encouraged and initiated by the program. The center is aware of any school events and supports these events.

The center is available and will provide parents with information on community resources when appropriate; as well we have a parent resource board. Please feel free to read these pamphlets provided.

Staff encourages the children's understanding of and involvement in the broader community.

Created: April 1, 2015

Reviewed:

Updated:

SUPERVISION POLICY AND PRACTICES

1. the methods the center uses to ensure that primary staff are able to observe children's play and behaviours both indoors and out doors are as follow:
 - Furniture will be arranged in such a way that staff are able to observe children at all times.
 - staff will position themselves in the room where they can see and observe the whole room, i.e. they face the direction of the room where they can see the entire room the best, in order to see the children.
 - when a staff is in an area of the room where direct supervision is not adequate the staff member will verbally relay this to the team member to ensure that other staff in the room is aware of that. i.e. if they are in the washroom, washing children's hands.
2. the center ensures that primary staff are aware of the programs indoor and outdoor physical environments by doing the following:
 - staff will complete the daily indoor and outdoor safety checklist each day.
3. the center will ensure that safety of children through supervision including the all children are accounted for both on and off the premises when arriving and leaving the center or entering and leaving a vehicle. this will be done by:
 - ensuring that all children are signed in and out on the center computer attendances forms.
 - the center will sign the children in and out daily on the portable attendance sheet.
 - the center will record the total number of children on site on the playrooms boards.
 - regular head counts are done throughout the day.
 - if a bus is used to transport children, the children will be counted when entering or exiting the bus.
4. The center supervision practices meet the children's development needs through directly observing the children and recognizing their needs.
 - if the children are being active and engaging in inappropriate play, the staff will re direct the children in a more appropriate activity such as a movement game, or take the children to the playground.
5. if the centre transports children between school and the centre, the program will take the following steps when a child fails to show up on the bus at the arranged pick up time and place.
 - the parents will sign a transportation agreement indicting:
 - the time the child will be picked un and dropped off.
 - the location of where the child will be pick up or dropped off.
 - the name of the bus service company.
 - the bus driver name and contact information.
 - the school name where the child will be picked up or dropped off.
 - the bus number.
 - the parents signature giving consent.

if the bus does not show up at the arranged time or the child is not in the bus, the staff will first call the parent to find out if the child was at school today, if the parent can not be reached the staff will then call the school to ask if the child was at school. if the child was at school but did not get on the bus, the staff will inform the school that child was not on the bus. the staff will then retry to contact the parent or the emergency contact if needed to inform them that the child did not return from the school.

6. The parents will be informed of the supervision policy and practices through the parent handbook.

At the time of the registration the centre will provide every parent an orientation in order to establish and maintain a positive relationship between the program and your family.

relationships between the school and the center is encouraged and initiated by the program. the center is aware of any school events and supports these events.

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Created: April 1, 2015

Reviewed:

Updated:

PROGRAMING POLICY

All programing within the center will be done with the involvement and input of the children and will be responsive to their interest, backgrounds, preferences needs and abilities.

parents are encouraged to participate in any off site excursions. when a field trip is planned a notice will be sent to the parent indicating the activity, the date, the time time of departure and arrival back to center, means of transportation requirement of any necessary clothing such as hats, snow pants, sunscreen etc, means of supervision, ratios, etc.

if you do not sign the permission sheet your child will not be able to go, we cannot accept verbal permission, if your child is unable to attend the field trip, parents must arrange for alternative care, as the center will be closed for the duration of the outing as all staff will be with the children.

There may be additional costs associated with field trips.

Created: April 1, 2015

Reviewed:

Updated:

INCLUSION AND CULTURAL POLICY

we believe that every child is to be celebrated no matter of background or culture or abilities. we will provide children with opportunities to celebrate their differences and unique qualities.

Daily experience will be presented in such a way that will allow children to use their own abilities. skills and talents.

All children and families have a right to the same opportunities for participation, acceptance and belonging regardless of gender, age, socio-economic status, race, language, beliefs, additional needs and family structure or lifestyle.

All children, families, educators, students, volunteers and visitors are treated with respect, and appreciated as individuals with unique abilities, skills and knowledge.

The Centre recognises and values the differences and similarities that exist in children, families, educators and the community and does not tolerate behaviours, language or practices that label, stereotype or demean others.

MEDIA POLICY

the center provides opportunities for children to have access to tv and movies. limited use of these will be encouraged. staff will preview the material to ensure that it is developmentally appropriate, unbiased and culturally sensitive. when films are on a staff member will watch with the children. films will be used in programing to expand upon a child current interests and as a basis for discussions and / or an activity. when tv is being used their will always be alternate activities planned as well for those children not interested.

EVACUATION PROCEDURES POLICY

1. When the fire bell rings the director will assess the situation and report back to the staff.
2. While the director is assessing the situation, the staff QUICKLY GATHER THE CHILDREN, THE PORTABLE EMERGENCY FILES AND THE PORTABLE SHOE BAG. AND LEAVE THE FIRST SAFE EXIT THAT IS AVAILABLE. BABY/TODDLER ROOM STAFF WILL PUT ON A BABY CARRIER TO TRANSPORT LITTLE ONES WHO MAY HAVE A HARD TIME WALKING QUICKLY.
3. The director will notify the proper authorities (911)
4. The director will do a final check for the daycare, and check the daycare for any children and will check hiding spaces such as play kitchen, bathrooms, etc.
5. The director will be the last one out of the building, bringing with her the laptop with the attendance book.
6. As soon as the children are safely away from the building staff will do a final head count to ensure that all the children are accounted for.
7. Staff will notify the director, if there are children missing, the director will notify the proper emergency personnel as to who is responsible for.
8. All staff will stay out of the building.
9. The staff will take the children to our emergency relocation site, where parent will be called to retrieve their children.

MODIFICATION

Winter time:

1. Get the children out!!!! This is your first priority, first bite is curable, death is not.
2. Program director will grab children's coats. If there is time put the children's coat on, if not get the children out of the building and put on coat when children are safely away from any danger.
3. If there is a child that does not have any shoes on, put shoes as safe as it is to do so. Do not waste valuable time looking for shoes, this is why we have a shoe bag full of shoes.
4. Little babies will be transported in the infant carriers and the rest of the little ones will be transported in the sleds to safety.
5. Proceed to the emergency evacuation site.
6. If it is possible the director will bring around the van for transport and added warmth to the emergency site.

Nap time:

1. Turn on all the lights to help wake up children, if the alarm bell is not sounding, use the pot and spoon to bang on to produce loud and a sense of emergency.
2. Call for extra help from anyone who is available, extra staff that our having lunch break in the staff room or from another building tenants.

3. Get the children out.
4. Teamwork is very important, nap time can make for a more difficult evacuation. Communicate with each other and have the older children help with the younger children.

No exit from the daycare:

Call for help, call 911, tell them how many adults and children are trapped in the building, place wet towels under the doors wet all the face clothes and give one to each child and instruct them to cover their faces. Stay low to the ground, try to get out, stay together and wait for rescue.

If it is safe people from the other business from the mall will be coming quickly to help us with evacuation in case of real emergency. However DO NOT COUNT ON IT. It may not be safe for everyone to come to the daycare to help, so be prepared.

We will be having drills, that pose different scenarios and at all different times of the day, even at nap time. I'm not an advocate of waking children from sleep with alarm bells and banging pots, however we need to be able to get everyone out at any time, even with reduced staff and sleeping children. The only way to do this is to actually do it.

Created: April 1, 2015

Reviewed:

Updated:

OPEN DOOR POLICY

Parents may visit their children in our facilities any time they wish. We do ask parents who plan to visit their children frequently to follow the classroom routine, to avoid disturbing classroom schedules and activities. If you wish to meet with the Director or a staff member, please make an appointment so that arrangements can be made.

Dickinsfield child development center appreciates parents' valuable input on the care of their children, and encourages parent participation. Parents can visit as much or as little as their schedules (and children) will allow. We also invite grandparents to come and visit and read a story to the class. If you are going to have a grandparent visit us, please let your child's teacher know so that we can expect them.

What parents can do at the center ... (Just a Few Suggestions)

- Share your skills—play an instrument, tell a story, share your cultural traditions.
- Make an appointment to discuss your child. Childcare staff are happy to discuss your child, but pick-up & drop-off times are the busiest times for staff.
- Communicate with staff any big changes in your child's life; changes in family circumstances, moving to a new house, death of grandparent etc.
- Donate and recycle materials for arts and crafts.
- Help with outings if you can—this is a good way share experiences with your child.
- Try to attend whatever celebrations, such as mother day, father's day, Christmas, etc. that are organized throughout the year.
- Be part of the management committee. Get involved in developing policies and procedures for your child-care service.

Newsletters are produced each month and are available at the front counter. Parents are encouraged to read the newsletters as they contain information regarding upcoming events, dates the Centre is closed, fundraising events, etc. The newsletters are also available on our website.

Created December 21,2015

Review:

Updated:

LATE PICK-UP POLICY

It is your responsibility to pick up your child on time. Although allowances will be made for emergencies, a parent who picks up their child after the scheduled pick-up time will be charged a late fee of \$1.00 per minute late. Transportation to and from the Dickisnfield child development center is the responsibility of each parent. If you have transportation difficulties, please notify staff immediately.

Child/ren must be picked up before 5:45pm.

Procedure:

1. Staff will make all attempts to call contact numbers including emergency contact numbers.
2. If staff are not successful in contacting anyone authorized to pick up they will call the Ministry for Children and Family Development and the child will be released into the Ministry.
3. Dickinsfield child development center staff will not take a child home.
4. Team Leader will inform billing of the incident so it can be put on their next months billing.

Created: March 11 2016

Review:

Updated: