



Flagstaff Kids Connection Daycare

PARENT HANDBOOK 2018

(Updated: 2018/08/17)

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OUR PHILOSOPHY

At the Flagstaff Kids Connection Daycare Centre it is our goal to provide an opportunity for children to develop and grow during their formative years, from 12 months to 6 years. We are committed to providing a caring environment to support this growth - physically, socially, emotionally, creatively, and cognitively.

Our philosophy is based on the following guidelines:

1. Flagstaff Kids Connection Daycare Centre is above all, a child's place, and we will strive to protect and promote the daycare as such.
2. Learning must be based on actual experience and participation. We will expose the children to a variety of experiences and give them the freedom to expand and explore.
3. Teaching children social and intellectual skills will aid them in understanding and expressing their own emotions. Occasions will be allowed where the children may move about freely to make personal choices and individual contacts. Promoting good self-help skills will also allow the child to develop independence and self-esteem.
4. A good program is based on stability, variety, regularity, and flexibility. The activities will include dramatic play, arts and crafts, fine and gross motor activities, circle time, field trips, and indoor and outdoor free play.
5. Parents should be included as part of the life of the daycare. We encourage parents to get involved and participate in the program. Communication is the key to success.

PROGRAM SPECIFICS

Operating Hours: 6:30 AM - 6:30 PM Monday through Friday, with the exception of Alberta Stat Holidays. Additional closure periods may happen, (ie: general holidays, or Christmas break) if insufficient childcare needs are requested in the month's scheduling reports (submitted by parents). Advanced notice will be given to parents if additional closures are warranted. Full Time Childcare Fees will be prorated accordingly.

Address: Basement of the Pentecostal Tabernacle 5018 47 St. Killam, Alberta

Phone Number: 1 (780) 385-0672

Minimum age for enrollment is 12 months.

PROGRAM FEES & POLICIES

Parents must sign their child in upon arrival and sign their child out upon departure. These documents must be filled out as they are important for fee payment and for our records. Fees will be assessed and due on a monthly basis on or before the 1st of every month.

Effective May 1, 2018:

FULL TIME : \$550.00/month

PLAYSCHOOL: \$25.00/day

PART TIME: \$25.00/day

Please ensure you provide the daycare staff with accurate pick up and drop off times as we staff according to demand in order to keep costs affordable for all families.

Absences: If a parent provides 48 hours' notice, the fee will be waived.

Fee Due Date: All childcare fees are due on the 1st childcare day of the month

Billing Fee Adjustments: Parents are encouraged to pay additional childcare days (over their scheduled days) by the end of the childcare month. The "Billing Administrator" will be able to supply those additional costs upon request.

Any billing fee adjustments (over/under) for the month, will be applied to the Parent's Fee Account and the net balance will be due on the 1st childcare day of the following month.

Note: Childcare Fee Billing Statements will reflect only what has been scheduled, based on the Parent Attendance records submitted in the previous month. Parents must check with the "Billing Administrator" regarding any subsequent credits/charges after that time. Any additional charges must be paid by the 1st childcare day of the month, or be subject to possible penalties.

Late Payment Penalty: A penalty of \$10.00 / business day, may commence on the 1st of the month (or the 1st business day thereafter) on unpaid fees incurred in the prior month unless prior arrangements have been made with the Program Coordinator.

SUPPLIES & MATERIALS

Children must arrive at the daycare dressed in appropriate clothing for the weather. In addition to this, parents are required to provide the following materials to be kept at the daycare: extra full change of clothes, inside shoes, diapers/wipes/creams if needed and any other supplies your child needs. These materials must be clearly labeled or in a labeled bag with your child's name.

On a daily basis parents must provide infant formula/bottles (if needed), nap-time blanket/stuffed animal, and weather appropriate outerwear.

Please ensure all materials are labelled.

POLICIES & PROCEDURES

The policies below appear in alphabetical order:

ACCIDENT OR SERIOUS ILLNESS POLICY

Staff must immediately call 911 if warranted - this occurs prior to consultation with the Program Coordinator or consultation with parents.

In the case of an emergency, the parents will be contacted by telephone immediately. If they are unavailable, the emergency contact person will be phoned. Parents will be immediately notified by telephone of any serious incident or accident leading to a major injury, or in the case of a serious illness requiring removal or immediate medical attention.

If a child requires immediate medical attention, parents will be immediately notified and then Flagstaff Kids Connection Daycare Centre staff will ensure that the child receives medical attention as necessary. A staff member with valid first aid training must use their discretion to call for additional medical help if they believe it is in the best interest of the child to do so. The first-aider must ensure they have acted in line with their training.

All staff must call for immediate medical assistance if a child involved in an incident is observed with any of the following symptoms:

- Has experienced unconsciousness or who has an altered conscious state;
- Is experiencing difficulty breathing;
- Is showing signs of shock;
- Is experiencing severe pain, bleeding, or is vomiting blood or passing blood;
- Has slurred speech;
- Has injuries to the head, neck, back; or,
- Could have broken bones.

Staff members are not permitted to transport a sick or injured child to receive medical services in a personal vehicle. The child's parents must be contacted and informed of the intent to get the child emergency medical services through an ambulance. A staff member may accompany the child in an ambulance. Any medical expenses incurred will be the parents' responsibility.

Even in the safest environment, accidents and injuries do occur. Any accidents that may occur at the centre are recorded by staff on an Incident/Accident Report.

Incident/Accident forms contain the following information:

- Child's name
- Date of Birth
- Date of accident/incident
- Time of accident/incident
- Description of how accident/incident occurred
- Location of accident/incident
- Part(s) of the body involved
- Treatment given/action taken
- Treatment given by whom
- Name of parent notified
- Time parents were notified
- Signature of staff and date
- Signature of Program Coordinator or designated supervisor and date
- Signature of parent and date

An annual review by the Board and Program Coordinator of all serious injuries/illnesses is completed and assessed to identify trends and causes to minimize or eliminate future occurrences.

ADMINISTRATION OF MEDICATION POLICY & PROCEDURES

As a license holder, Flagstaff Kids Connection Daycare Centre may administer or allow the administration of medication to a child only where:

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

Where medication is administered to a child, the license holder must ensure that the following information is recorded:

- Staff must have first aid certification.
- Written consent of the child's parent has been obtained and recorded on a medication record.
- Medication administration at the centre is for a maximum of two weeks. Exception would be:
 - Any ongoing medicine prescribed by a physician (ie: insulin)
 - Emergency medications, (ie: Epi-pen with allergy detail and action plan record filled out by parents).
- Medication record must have the following information:
 - The name of the medication.
 - The time of administration.
 - The amount administered.

- The initials of the person who administered the medication.
- Time medication given prior to arriving at the centre.
- Special instructions (e.g. to be taken with food).

As a license holder, Flagstaff Kids Connection Daycare Centre must ensure that:

- All medication is stored in a locked container that is inaccessible to children, and,
- Medication that may be needed in an emergency is stored in a place that is inaccessible to children.

If a child is requiring over the counter creams to be applied, a diaper/cream permission form must be completed by the parent.

ADMINISTRATIVE RECORDS POLICY

The following administrative records will be kept on the premises of Flagstaff Kids Connection Daycare Centre and will be kept up to date:

- Daily attendance of each child (arrival and departure time)
- Daily attendance of each staff member (arrival, departure, and working hours)
- Staff certification
- First Aid and CPR for all staff
- Criminal record checks and vulnerable sector searches for staff, volunteers, practicum, and work experience students
- Routine license and health inspection reports visibly posted
- Food safety certification
- Pest control inspection report when applicable
- Fire inspection certificate

BUILDING/PLAY AREA/MATERIALS/FURNISHING POLICY

Daily inspection is performed by staff to ensure that the centre, play areas, and furnishings are in good repair. The materials and furnishings are hygienically sanitized. There is a checklist that staff must use and initial to document indoor cleaning and sanitization.

Our Centre has a minimum of three square meters of floor space per child. All indoor and outdoor furnishings are child-sized and maintained in good repair. Learning materials are safe and developmentally appropriate for children, and are supplied in sufficient quantity and variety for children. All books, toys, and play equipment support literacy development and are easily accessible to children. An individual cot/crib is provided for each child, as appropriate, during naptime.

CHILD DISCIPLINE POLICY

Guiding children's behaviour is a continuous and important role of the daycare staff. Staff utilize two strategies, preventative and intervention, which encourage children's self-esteem and

respect for others. Any child disciplinary action taken must be reasonable in the circumstances. At no time are staff permitted to use physical punishment.

Staff may not:

- Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.
- Deny or threaten to deny any basic necessity.
- Use or permit the use of any form of physical restraint, confinement or isolation.

Preventative Methods

Increase the probability that desired behaviour will occur.

- Staff set the example by modeling appropriate behaviour and problem solving techniques.
- Each child is a unique individual. A variety of factors affect a child's ability to understand and respond to directions.
- Encourage the development of self-esteem by respecting each child's individual needs
- Provide a program of varied and developmentally appropriate activities to maintain the children's interest.
- Know the group, and plan actions to avoid difficulties.
- Plan transitions between activities so that the children know what is coming, and are allowed time to finish what they are doing and prepare for the next activity.
- Encourage appropriate behaviour.
- Focus on what to do, rather than on what not to do.
- Set clear and consistent limits, using simple straight-forward statements of expectations.
- Explain the consequences of actions.
- Provide the children with choices, and follow through on their decision.
- Give the children time to respond to expectations, and remind them when necessary.
- Ignore minor incidents. Set basic rules that help children distinguish minor incidents from those requiring intervention.
- Help children solve their own conflicts by teaching them how to problem-solve and to think of effective alternative reactions.
- Deal with the incident that has just occurred, without dwelling on past problems.

Intervention Methods

Used to stop or redirect undesirable behaviour when it occurs.

- Stay calm.
- Move close to the child to help them gain self-control.
- Acknowledge the child's feelings. Remind the child of limits in simple, direct language.
- Focus on the behaviour as unacceptable, not the child.
- Reassure the child physically and verbally that he / she is still valued despite the incident.
- Redirect or distract younger children, if necessary removing them from the situation.
- Offer older children a choice of appropriate alternative activities, and help them get interested and settled into the new activity.

Communication to Parents

The discipline policy is communicated to parents through the Parents' Handbook. Parents are required to complete and sign a form indicating that they have read and understand all policies outlined, in the Parents' Handbook. Discipline incidents will be discussed privately with parents.

CHILDREN'S RECORDS POLICY

The following records will be kept on the premises of Flagstaff Kids Connection Daycare Centre and will be kept up-to-date:

- Child's name, date of birth, home address
- A complete registration form
- Parent's name, address, and phone numbers (ie: home, work, cell)
- Name of emergency contact person - (min 1) (local contacts) as well their addresses and phone numbers
- Any regular medication to be administered and a signed consent form
- Any relevant health information (ie: Allergies, reactions, and treatments)
- Any relevant observation notes if applicable
- Consent forms
- Copy of child custody court order if applicable

CRITICAL INCIDENT REPORTING POLICY

Flagstaff Kids Connection Daycare Centre, as a license holder is required to report to Child and Family Services any serious illness of or injury to a child that occurs while the child is attending our program and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child.

Incidents that require reporting include, but are not limited to:

- An emergency evacuation;
- Unexpected program closure;
- An intruder on the program premise;
- An injury or illness that requires the program to request emergency health care and / or requires the child to remain hospital overnight;
- An error in the administration of medication by a program staff member 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 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 a program staff member or volunteer;
- The commission by a child of an offence under an Act of Canada or Alberta; and/or,

- A child left on the premises outside of the program's operating hours.

The above critical incidences must be immediately reported by Flagstaff Kids Connection Daycare Centre to Alberta Child and Family Services. The incidences will be reported in accordance with Alberta Child Licensing Regulations. All incidents occurring at Flagstaff Kids Connection Daycare Centre are analyzed annually and a report, using the prescribed form (CDEV0001), is submitted to the regional Child and Family Services office. Annual submission is considered the license expiry date or anniversary of the license expiry date.

EMERGENCY EVACUATION POLICY

Flagstaff Kids Connection Daycare Centre will have monthly onsite fire drills to develop emergency awareness in case of a real evacuation. A designated staff member will be responsible for fire drills. Primary staff will ensure that they take the portable record of all the children with them when they leave the premises.

Staff will be notified when a fire drill is scheduled. Staff will be informed about fire drill expectations and emergency evacuation procedures during their orientation.

The program staff will ensure that all emergency exit routes are kept free of obstacles. Each room will have an emergency evacuation route posted.

Emergency evacuation procedures will be known to all staff and children. Where developmentally appropriate, staff will inform children about fire drills, exit route, need to do a headcount, need to follow leading staff, and the need to stay together within the group.

When notified, primary staff members will ensure that children are ready by having appropriate clothing, especially during winter months. Infants will be evacuated by staff using strollers. Should these not be accessible due to the emergency, a comparable safe alternative will be used.

In the event that an emergency evacuation happens, staff and children will first assemble at the meeting point within the attached parking lot (as noted on the attached diagram) of the centre, and would then further evacuate to the Killam Community Hall at 4929 50th Street, where staff would then make phone calls to parents to alert them of the evacuation order and request pickup of their child.

FUNDRAISING POLICY

Parents are encouraged to participate in all fundraising projects undertaken through active participation.

This is your child's Daycare. Any and all support given will benefit your child's learning experience.

The Flagstaff Kids Connection Daycare Centre is a Charitable Organization, and any monetary donations (in excess of \$20) will be issued a tax deductible receipt, if requested.

HEALTH CARE POLICY

Flagstaff Kids Connection Daycare Centre may provide or allow for the provision of health care to a child only if the written consent of the child's parents. A section in our registration form will be provided for parents to provide this consent.

When a child requires health care for a minor or major injury, usually in the form of first aid, the caregiver will document on an Incident/Accident Form and sign it. Parents will be informed and required to sign the form when picking up their child. The completed form will be stored in the child's file.

Only staff with valid First Aid/CPR/AED training will be allowed to provide health care for a child.

NUTRITION POLICY

Good nutrition is vital to child's physical and mental development. Effective May 1, 2018, the Daycare will provide of children a minimum of two snack items and a lunch, following the Canada Food Guide. Snacks and lunch will be provided to the child in sufficient quantities and in accordance with the needs of each child. Should parents still wish to provide their child's food, they are asked to follow the Canada Food Guide for all meals and snacks.

The daycare will post the menus for meals and snacks in a prominent place in the facility. This will be within easy view when dropping off children.

In order to limit our time away from the children and to promote healthy eating habits, food is available only at scheduled times. Children who choose not to eat will need to wait until the next scheduled meal or snack. Meal and snack times are planned so that no child will go more than three hours without being offered food. Scheduled meal / snack times are 9:30-10:00am, 11:45-12:30pm, and 3:00-3:30pm.

If a child is absent during a scheduled meal or snack it is the parents' responsibility to feed them before they arrive at the Centre. If the child is attending playschool, food must be provided for them by the parent.

If bringing food/snacks parents are required to label their children's water bottles, bowls, containers, utensils, lunchboxes, etc., for easy identification. And to ensure that infant nutrition, if provided by parents, is clearly labelled with the infant's name

If parents wish to send a special birthday or holiday treat they are asked to let the daycare know ahead of time.

Guidelines for Serving Food

- Lunches and snacks will be stored in the fridge and brought out just before mealtime. Foods to be served hot will be heated up using the microwave and oven onsite.
- All children and staff wash their hands before sitting down to eat. If a child or staff member wipes a nose or leaves the table for any reason, they must wash their hands again.
- All tables must be cleaned and disinfected with the appropriate cleaning products. The tables must be air-dried.
- Staff are not to touch the eating areas of plates, cups, or cutlery when serving the child's food.
- Children are NEVER forced to eat. We encourage them to try new foods and take small amounts at first and then to have more. Children can eat until they are full and shouldn't be told to hurry up; they can take as much time as they need.
- Children four years of age or younger can be served the following foods if they are modified: (whole grapes - sliced); (fruit with pits - if pit is removed first); and/or (fish - if bones are removed).
- Peanuts and any nuts can never be served or brought into the centre. If they are, staff must wrap them up and dispose into an outside garbage can immediately. Anyone handling the product must thoroughly wash their hands.
- Should other food allergies be identified, further restrictions may be implemented.
- When taking food on a field trip, cold food will be kept cold by putting it into a cooler with ice. If at all possible, it will be kept out of the sun.

Manner of Feeding

- The manner in which children are fed is appropriate to their age and level of development.
- Children are seated while eating and drinking.
- No beverages are provided to children while they are napping.

OFF SITE ACTIVITY POLICY

Parents will be required to provide written consent to have their children participate in all offsite activities.

All off-site activities require a written consent by the parents otherwise a child will not be allowed to participate. For all off-site activities, a staff member will carry a backpack with

portable emergency records of all the children, and a simple first aid kit. Children and/or staff requiring the use of an emergency allergic treatment will also have this in the backpack.

Additional adults may accompany the group for off-site activities. Safety rules are reviewed with children (as developmentally appropriate) and their chaperones prior to each field trip. Staff will prepare children for outings by explaining where they are going, what will happen, who they will see and who they need to listen to.

Parents will be advised in writing of any off-site activity, including our method of transportation and the supervision arrangements.

OUTDOOR ACTIVITIES POLICY & PROCEDURES

All children are required to participate in all centre outdoor activities, weather permitting. We will observe outdoor activities twice daily - following the morning and afternoon snack times. Staff will ensure that a headcount is done before taking children out and also at the end of playtime to account for their children. Also, staff must check play areas to ensure that no child is left behind after an outdoor play session.

Parents are advised to keep a child at home if their child is unable to participate in any outdoor activities. We will accommodate a child to stay indoors should we have enough staffing at the time.

Parents are required to dress their children appropriately for day's weather, and provide their child shoes / boots that adequately protect the child's feet.

Children may not be taken outside in the summertime if the UV index count is above 8. In the wintertime, children will be kept indoors for temperatures below -15 degree Celsius, including the wind chill.

Parents of Playschool children, will be expected to make alternate pickup and drop-off arrangements in the above stipulated weather conditions.

BUS FIELD TRIPS

We believe that it is important to expose the children to their local and surrounding communities. With this in mind, we plan to go on a variety of developmentally appropriate field trips throughout the year.

Bus fieldtrips will occur throughout the year however they will be mainly concentrated throughout the warmer (summer) months for safety purposes.

Parents will be asked to sign a permission form for all bus outings. Any parent wishing to volunteer to help with these bus outings will be welcomed (however, space on the bus may be limited).

Depending on the location of the field trip, children will ride in a bus, owned and operated by an outside company/organization. The hired bus driver will be one qualified to drive bus as per Provincial standards and hold an active drivers license for same. All efforts will be made to rent a bus equipped with seatbelts for the children.

The children travel with the same child to staff ratio as per Alberta licensing regulations. Parent helper-volunteers may ride on the bus if there are available seats. While en-route, children are required to remain in their seats and remain seat belted (if equipped). Staff will sit intermingled with the children to ensure their safety.

Parents will be informed of departure & arrival times and routes to destination on signed consent form. A staff member shall walk ahead of the children and check site, assessing for safety hazards prior to children arriving at it. Children shall wear an ID tag while on the field trip. Head counts of children will be done by staff often to ensure that each child is accounted for.

Should there be a field trip that you would rather your child not attend, please inform the daycare staff. The daycare will try to accommodate your child. If this is not possible, the parent/guardian will be responsible for making alternate arrangements for care until there are sufficient staff members back at the facility to care for your child.

PEANUT POLICY

Flagstaff Kids Connection Daycare Centre is peanut and nut free, however, the centre can neither be responsible for children or families who may bring peanuts to our daycare or any residue that may remain on surfaces.

It is extremely important that parents of children with peanut and / or nut allergies notify the daycare, in writing, and provide an "Epi-Pen" in case of emergencies.

PORTABLE RECORDS POLICY

The telephone numbers of local emergency response service and poison control centers will be included with the portable records.

All children have an "Authorization for Medical Treatment" card that has all of their personal information on it. This card is kept in three places: one in the room that the child is in; one in the backpack of the room that the child is in for off-site trips; and, one in the office. Also, on each set is a list of all emergency contact persons and telephone numbers. Our program will observe a periodic review of these contacts to keep information current.

All portable records are updated annually, but parents are required to notify Flagstaff Kids Connection Daycare Centre with any changes as soon as they happen. We require that all contacts we have on file must be current and active. Parents will be notified of any contact information that we discover is no longer in service for immediate replacement.

All portable records will include the following information:

- Child's name, date of birth, and home address
- Parent's name, address, and phone numbers (ie: home, work, cell)
- Names of emergency contact people (local contacts) as well as their addresses and phone number(s).

POTENTIAL HEALTH RISK POLICY

Children displaying symptoms as outlined in the Province of Alberta's Child Care Licensing Regulations Schedule 1, section 8(2) are to be removed from the centre immediately. If a parent fails to arrange for immediate removal of a child displaying the outlined symptoms, the alternate contacts (emergency contact) will be called. The sick child will be kept in the office until they are picked up by their parents or authorized adult.

The Program Coordinator will report to their childcare licensing officer if the program requires assistance of emergency health care and /or requires the child to remain in the hospital overnight.

Signs or symptoms of illness exhibited by a child can include but are not limited to:

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

A child may return to a program if the childcare provider is satisfied that the child does not pose a health risk to other children or caregivers. A parent may provide a physician note or a parent can report to the child care provider that the child has been symptom free for a period of not less than 24 hours.

Parents will be asked to seek alternate child care or to 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 that can be provided without compromising the care of the other children in the program; or the child has received one or more of the following diagnoses from a physician or the other health professional:

- Chickenpox (the child can be permitted to return to the program when they feel 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).
- 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).
- Purulent Conjunctivitis, or "Red / Pink Eye" (the child should be excluded until 24 hours after antibiotic treatment has been initiated and there are no visible symptoms).
- 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 - specifically, in the case of head lice, all eggs need to be removed manually).
- 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°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. If the child vomits while at daycare, they need to be removed immediately and can return 24 hours after the last vomit.

If the childcare provider knows or has reason to believe that a child is ill or becoming ill, the childcare provider will use a list of symptoms described above as well as emotional and physical appearance of the child, to assess the overall wellbeing of the child on that day. The childcare provider will check child's temperature by using ear thermometer.

The Program Coordinator will ensure that staff members will keep a record of all children who are ill, including the name of the child, date the child was observed to be ill, time the parent was initially contacted, name of the staff member who contacted the parent, time the child was removed from the program, and the date the child returned to the program.

Communication to Parents

Parents are advised of our policies and procedures relating to potential health risks through their orientation, Parents' Handbook, and it is posted on the parent information board.

SMOKING POLICY

No person shall be allowed to smoke on the program premises. This includes staff, parents, guardians, or anyone working on the facility. No staff member shall smoke where childcare is being provided. We have a sign at the entrance of our centre stating, "SMOKING IS NOT PERMITTED ANYWHERE NEAR THE CHILDREN OR BUILDING."

STORMS & CLOSURES POLICY

It is very rare that we close and we realize that most parents must attend work and will be relying on the centre to be open. The purpose of this storm/closure policy is to protect the centre's educators, the children and families when roads, weather conditions, or other factors may endanger them. It is the aim of Flagstaff Kids Connection Daycare Centre to remain open to provide a service to our families, however, there are times when that may not be possible.

Closures Due to Weather

At the discretion of the Coordinator, the Daycare may be closed due to a storm in our area. Parents will be notified by Daycare staff, via telephone text, email or phone call, as agreed upon on registration.

Some factors for closing the centre include but are not limited to:

- Sufficient number of employees to safely operate (The daycare is required to meet provincially regulated child-to-staff ratios as stipulated by Alberta licensing regulations.)
- Weather forecasts, current weather and road conditions.
- Power/water outages.
- Snow plough cease to operate.
- Contagious disease illness.

In the event the Daycare closes during regular hours due to unforeseen circumstances, no refunds will be issued.

SUPERVISED CARE FOR SICK CHILDREN POLICY

All sick children, as identified by Flagstaff Kids Connection Day Care Centre's Potential Health Risk policy, will be cared for in a quiet area of the centre, and kept as far away as is practicable from the other children. Our program will ensure that the sick child is directly supervised by a primary staff member, who will provide the appropriate care needed to keep the child as comfortable as possible until their parent arrives.

SUPERVISION POLICY

Supervision is one of the key requirements in the prevention of accidents / injuries throughout the center. Primary staff must be familiar with the children in their care to ensure safety and meet the needs of the children enrolled in the program.

The Program Coordinator will conduct an orientation for all new staff, ensuring staff know that they must observe children's play and behaviour both indoors and outdoors, and to make staff familiar with the indoor and outdoor physical environments of the daycare centre.

It is the policy of the centre to ensure that all children attending the program are supervised at all times. Children must be in direct sight or sound of the centre personnel at all times. The staff must position themselves in the optimum spots (areas where you can supervise the most / all children), and near 'high risk' climbing structures.

When the centre is operational, a minimum of two (2) centre personnel will be on the centre's premises from 8:30 am-4:30 pm, with staffing outside those hours based on the prescribed staff to child ratios, as prescribed in the Province of Alberta's Child Care Licensing Regulation.

All centre personnel are required to understand and follow staff to child ratios, as prescribed in the Province of Alberta's Child Care Licensing Regulation.

At no time are children permitted to exit the centre unaccompanied. Centre personnel are required to ensure children only leave the centre with their parents, or someone the parents have authorized to pick up their children.

Child Supervision Practices

- To ensure that staff to child ratios are correct at all times.
- To ensure that all children must be signed in/out upon arrival or departure on a daily basis.
- Staff members must always know the number of children and which children they are responsible for.
- Primary staff must create well-arranged space (indoor/outdoor) which meets developmental needs of the children during routines and play.

- When supervising the children, primary staff must use developmentally appropriate child guidance and positive reinforcement.
- To ensure that where multiple areas are available to children at the same time, (craft / centers activities) that such areas are appropriately supervised.
- To communicate effectively to other staff when they are moving from an area.
- Be aware of the location of each child at all times.
- Ensure that supervision is active and interactive with children.
- Do regular head counts of children in care, especially when entering/leaving the playground, during transitions, and any time the children are off premises as part of the program.
- Actively supervise children's play by engaging and interacting with them.
- Provide adequate supervision when using a variety of age appropriate equipment (bikes, slides, etc.).
- Before going outside, staff members need to perform a visual scan of the area to make sure the gate is closed and the area is secure and safe.
- Staff need to make sure children are using age-appropriate equipment in the daycare, playground and during field trips.
- Staff members need to carry portable records of all the children at all times when off premises.
- The supervision policy is posted on the parent information board, and is also discussed with each individual family during the orientation process at the beginning of enrolment. The policy is also in the Parents' Handbook.
- Parents are advised during the orientation session and in the Parents' Handbook that parents are responsible for keeping their children with them at all times when arriving and departing the centre, especially in the parking lot. Parents are not to leave children, regardless of age, unattended in their car in the centre's parking lot.
- In the event that a child fails to show up at the arranged pick-up time or location, staff will initially call the parent/guardian. If contact cannot be made, a message will be left and the emergency contact will be notified. If further action needs to be taken, staff may use discretion (contacting RCMP etc.).
- The safety of our children is imperative and demonstrated in the due diligence of our supervision by our staff members.

TERMINATION OF CHILDCARE POLICY

If the centre decides to terminate childcare services, the centre must give two weeks written notice. Causes for termination of care may include:

- Consistent violation of childcare policies and procedures, Parent Handbook, and program expectations
- Failure to make childcare payment when due.
- Failure to pay subsidy fees due to loss of subsidy status
- Uncontrolled child's aggressive behaviors with potential danger to self and others

Challenging behaviors are sometimes difficult, however, Flagstaff Kids Connection Daycare Centre will make every attempt to work with a child. If there are continual discipline problems with severe or disruptive or aggressive behaviors, in which the child is a danger to self and others, parents will be invited for a conference to work out a plan of action and to provide referrals. Our goal is to work together with parents to help the child. Unsuccessful attempts will lead to a removal of a child from our program.

If a parent decides to withdraw their child from the program, as much notice as possible is appreciated. Two weeks notice is required, without this notice a fee equivalent to two weeks care may be applied.

ADDITIONAL INFORMATION

Thank you for choosing to send your child to Flagstaff Kids Connection Daycare, if you have any additional questions, please feel free to contact us at 1 (780) 385-0672 (call or text!).

We are thrilled you are joining us!