

# PARENT HANDBOOK OOSC

Revised February 2020



## MAHOGANY LEARNING CENTRE A Daycare with Distinction

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# Welcome to the Mahogany Learning Centre!

It is a pleasure to care for your children and to provide them with a developmental appropriate curriculum. As child care professionals, we welcome and encourage parent involvement. We work together with the family to better meet the needs of each child. We provide a safe environment, using appropriate materials that are conducive to the learning of each unique child.

We have an open-door policy and parents are free to visit anytime. Parents are also invited to attend any special outings or planned tips. Parents may also voluntarily bring in extra paper and items that may be used for the children's activities and play centres.

The Centre has a licensed capacity of 173 children aged 0 – 12 years. The children are cared for in groups according to age and development by qualified and dedicated child care professionals.

To help you become more familiar with our centre, we have developed this handbook containing specific information which we believe will be beneficial to you as parents.

We believe that a clear understanding of our centre policies, procedures, and expectations will result in a satisfying, long term relationship. We view the opportunity to care for your children as a privilege, and highly value the parent/child bond. We welcome any and all input you may have regarding the Centre.

## DAYCARE FACILITY

### INDOOR NET FLOOR AREA:

Mahogany Learning Centre facility is located at #160, 4 Mahogany Row, Calgary, AB, T1S 2S3. Our total floor area in the rooms is 164.09 sq meters. The playrooms provide enough space for toys and play equipment, and the space is enough to accommodate playing, eating and resting in each room.

### OUTDOOR NET AREA:

Outdoor play space that is within easy and safe walking distance from the program premises.

## ORGANIZATION OF THE CENTRE

The Mahogany Learning Centre operates under ownership of a limited company. The Program Operator is the administrative head of the centre and is responsible to the license holders.

All the Centre staff members, and support staff require a proof of qualification certificate number and criminal record clearance prior to employment in our centre.

All primary staff with a Level 2 or 3 are required to have a valid First Aid Certificate and Level I staff are required to obtain the same within 3 months of their employment. For the family situations, the Centre will keep the spot only **one month** a year (not a consecutive period) for the child and the Half month fee will be applied to reserve the spot. If the child leaves for a consecutive period, the centre is not able to guarantee the spot for the child thus when the child wants to return to the Centre Parent has to enroll the child again.

### STAFFING:

**Child Development Supervisor:** Level 3 provincial qualifications. Provide on the site supervision of the daily operation of the day care centre and are responsible for:

- Ensuring compliance with the Day Care Regulation and Licensing requirements.
- Supervising and evaluating all day care staff.
- Administration of the daycare.
- Cover lunch and coffee breaks.

**Child Development Worker:** A (minimum) Level 2-day care staff is assigned to assume the duties of the Program Supervisor and Assistant in their absence. Her name will be posted on the Parent Board.

**Room Supervisors:** Are also Primary Staff but have the added responsibility of supervising and helping to evaluate the staff in their room(s).

**Primary Staff Members:** Do program planning for their respective groups and work directly with the children. They are responsible for the supervision, safety and well-being of the children, as well as aiding them in their development.

**Support Staff:** Cover staff absences while still maintaining primary staff member: child ratios according to staff qualification requirements.

**Cook:** Ensure that nutrition requirements of children are met and maintain sanitary conditions in kitchen.

## **PROGRAM**

### **MISSION STATEMENT:**

Our mission is to promote the healthy growth and development of children and provide support for families by providing high quality, developmentally appropriate and flexible child development and care, meeting the needs of children as well as their parents.

### **PROGRAM PHILOSOPHY:**

Our philosophy centers around the “whole child”. Children are respected and accepted unconditionally, regardless of family dynamics, ethnic background or origin, culture, socio-economic status or physical or mental challenges. Our program is implemented with the “learning through play” philosophy.

Children learn through direct interaction with their environment. Keeping this in mind, it is our intent to offer challenging activities in which the children are enabled and encouraged to be actively involved in learning. Development of the whole child is vitally important to our program’s success. We place an emphasis on each child’s development as an individual.

Whole child development must include the following areas: physical, emotional, intellectual, creative and social. We facilitate the growth in each area with developmentally appropriate activities that encourage children to play independently as well as in small and large groups.

Being a child centered program, we realize the importance of positive interactions and relationships between a child and his or her caregiver. It is our intent to have the children building a bond with a caregiver so the child can experience a positive and cooperative relationship with a consistent adult other than a parent. Staff is encouraged to speak in their own language with children who do not speak English yet.

The child care staffs are encouraged to share valuable information regarding children with the child’s parent(s) or guardian(s). This ensures that both parents and staffs are familiar with the child’s development and any other important aspects in a child’s life.

We encourage parent input on any aspect of our program be it positive or negative. A quality childcare centre is one where parents and childcare staff come together to provide a constantly improving program that benefits everyone involved. Parent involvement is a large part of our centre and its success.

### **PROGRAM REVIEW:**

The Centre policies and procedures have been developed over the years by staff and families working in partnership in this process. Program evaluation will be taken annually through survey and the feedback from parent and children will be implemented to the program review by Program Supervisor and the program operator to provide high quality care. The program review and revised details will be posted on the Centre Newsletter and the parent board. We invite involvement of all stakeholders in the policy development and review process. This includes staff, families and the management committee. Program, policies, forms and menus will be reviewed every six months.

### **PROGRAMMING:**

Your child’s day is carefully planned by our staffs, who provide a predictable, comfortable daily routine, with opportunities for choice and self-direction. Within the daily routine, meaningful, educational play experiences are offered. When planning activities, we consider the interests and abilities of individual children, so that successes and the enjoyment of participation can be shared by all children. The program is balanced so that activities contrast and complement each other. Opportunities are available each day for both indoor and outdoor play, quiet and active times, group and individual activity. Program plans are posted on the parent board for you to review. You may have some great activity ideas to share with us, or previous knowledge or experience relating to one of our learning themes. The weekly plans based on children’s interests are placed on display for parent’s perusal and any relevant comments are welcome. Interest wall and the Child Portfolio binders are done by staff every month to reflect on the planning and to share with parents. The program aims to develop and stimulate each child’s social, physical, emotional, intellectual, language and creative potential and provide a balance of indoor and outdoor experiences. We encourage and value parental participation in formulating and evaluating long and short-term goals for each child in these areas. It is important that both staff and parents create opportunities to plan, discuss and evaluate individual children’s progress both informally, at pre-arranged times. In addition to our planned program activities, staff will facilitate spontaneous and impromptu occurrences which evolve through children’s discoveries and interests and allows for free selection of activities.

## **DELIVERY OF PROGRAM:**

Our program is based on the knowledge of the stages of child development and promotes the total development of each child. By providing a wide variety of toys, play centers and activities, children get experiences that encourage their physical, social, emotional, creative and intellectual growth. Our program is flexible and provides opportunities which are not only age-appropriate but also individually appropriate for each child.

As cultural heritage is an integral part of the programming, children speaking languages other than English are supported in the maintenance and development of their home languages. Children who are learning English as an additional language have full access to the program and are supported in their learning as well.

### **The Program Includes:**

1. Play Center
  - a. Sand Play
  - b. Water Play
  - c. Board and Card Games
  - d. Manipulative, table toys and puzzles
  - e. Blocks and floor play
  - f. Dramatic play and/or housekeeping
  - g. Library and Quiet Area
  - h. Indoor gross motor equipment
2. Activities
  - a. Creative arts and crafts
  - b. Language Arts
  - c. Group or Circle time
  - d. Free choice of above centers
  - e. Rest time
  - f. Meal times
  - g. Hygiene times
  - h. Special Activities include Multicultural event
  - i. Stamped Breakfast
  - j. Mother's Day Tea Party,
  - k. Christmas sing-along (parents invited)
  - l. Kindergarten Graduation

### 3. Outdoor Play

Playing outdoors is a form of exercise that promotes physical activity and a chance to use their muscles to run, jump, climb, ride bikes, yell, blow off steam and to be out in the fresh air and sunshine. It develops social and emotional skills, stretches their imaginations, increase flexibility, fine and gross motor skills.

### 4. Field Trips

These are an important part of the learning process. They provide children with first hand experiences and give them an opportunity to observe, explore and ask questions. The children go on frequent trips off the centre grounds to various neighborhood parks and attractions. Some of the areas they go to regularly are:

- a. Mahogany Manor
- b. Mahogany Square

Upon enrolment of your child, you will be asked to sign a consent form that is updated every six months, which allows your child to be taken to these areas (as well as walks around the neighborhood). Any field trips other than to these areas require a separate consent form, with the date of the trip, location, groups participating, method of transportation, departure and arrival times and other pertinent information. You will be asked to sign for your child about a week in advance of the trip. One field trip days, kindergarten drop off and pick days, or days your child(ren) might go off premises by vehicle we ask that parents provide us with the necessary safety gear, such as car seats for children under 19kg.

## **ORIENTATION**

For New enrolled families, orientation is to be directed not only at children but also at parents. It is extremely important that parents feel comfortable with the centre, staff, policies and established routines.

On enrolment, parents are given a copy of the Parent Handbook that contains all relevant information about the centre and some of our important policies; Guidance, Nutrition, Health and safety, Fees, Confidential, Complaints, Bully. Parents are asked to read this Handbook thoroughly and if necessary, discuss with the Program Supervisor any concerns they may have, before signing the statement on the registration form where they agree to abide by these policies. Once the enrolment documentation has been completed, parents are encouraged to bring their children to the centre for at least one time before they start, in order to become familiar with routines and to become acquainted with the staff. It is preferred that only one family attends for orientation on any given time to allow the parent adequate opportunity to discuss their child's personality and preferences with staff and to plan the most effective method of settling their child into the centre. During this time staff will read through and discuss the child's routine information to enable them to become familiar with their individual needs and get to know the parents a little better.

### FAMILIES:

Mahogany Learning Centre Program has a responsibility to provide families with information on the program and its daily structure, as well as the information about their child's experience and involvement.

- Written Communication
  - Items of Communication that pertain to all families will be made available on a consistent basis, distributed hand out or on the parent board:
    - Newsletters – distributed on a regular basis three times a year or urgent information for non-scheduled day
    - Menus – posted on the parent board by seasonally or when update
    - Children's weekly and monthly programming – posted on parent board
    - Illness/Accident Report – when an illness or accident occurs
    - Communication book – placed on the Child Attendance Binder
- Verbal Communication
  - Verbal communication will be used to establish a positive relationship with each family and instill a sense of open communication. Room Staff will take care to acknowledge families when they arrive and leave the Centre and take each opportunity to offer relevant information about their child's day. Office is open for parent's phone call regarding their child's day and concerns.
- Parent Participation and Feedback
  - Mahogany Learning Centre Program will provide parents with the opportunity to offer their feedback regarding the program in a variety of ways:
    - Conversation with Room Staffs
    - Parent Suggestion Box on main entrance
    - Invitations to Christmas party, Mother's Day Tea Party, Stampede breakfast and special events
    - Annual parent Surveys
  - Information gleaned from parents will be reviewed at staff meeting and changes to the program may be made accordingly. All comments and suggestions will be considered on an individual basis.
- Emergency Contact Information
  - An emergency telephone number will be posted on the main entrance to Mahogany Learning Centre Program should parents require after hours contact.
- Sharing Confidential Child Specific Information
  - The Centre, with parent or guardian's consent, shares child-specific information that will benefit the child and maintains a record of what was shared. Information pertaining to individual children will be communicated in a formal and confidential manner. Instances of injury, illness or serious incidents of inappropriate behavior will be documented in an Incident Report, which will be reviewed with a parent immediately. A copy of each Incident Report will be kept in the child's file.
- Parent Board
  - The Centre has a Parent Board in the main entrance and each room, with relevant information posted on it. This will include, but is not limited to:
    - Information regarding local community events
    - Cultural holidays celebrated that month
    - A list of resources that are available at the centre from outside agencies. This includes health information, information on behavioral needs and other relevant topics

- Copies of letters given to parents regarding changes to the programs and policies
- Information from schools (Newsletters, School Calendar, School Events)
- Parent boards will be updated monthly to ensure that the shared information is relevant and up to date.

### **CHILDREN:**

Staff interactions and communications with children are positive and respectful and support the children's social-emotional and intellectual development.

Children will be given the opportunity to communicate feedback regarding the program in a number of different ways.

These include, but are not limited to:

- Annual child surveys
- Children will be asked for input regarding fieldtrips
- Children's suggestion box
- Open ended discussion with staff
- Weekly/daily opportunities for children to suggest activities, games and special events
- Semi-annual opportunities for children to suggest new toys or equipment

Staffs will ensure that all communication between themselves and the children meets the criteria established in the Interaction with Children.

A list of open ended questions will be posted in strategic areas of the centre to facilitate positive on-going communication between staffs and Children.

Staffs support children in expressing their feelings with each other in respectful ways. Staffs assist children to develop problem solving and conflict resolution skills.

### **SCHOOL:**

Mahogany Learning Centre Program builds relationships with the schools which the children attend to complement the programs and share information. The basis for sharing information is that there is reasonable belief that the information shared will be in the best interests of the children.

- The Centre will share child-specific information with child's school staff only under parent's consent.
- The Program Supervisor will ensure that schools which children attend receive a copy of their program's newsletter and request that a copy of the school's is also made available.
- Staffs and Program Supervisors will take every opportunity to speak to school staffs to establish a positive working rapport.
- School Administrators will be provided with a list of Mahogany Learning Centre Program attendees.

### **COMMUNITY:**

Mahogany Learning Centre Program will work to identify partners in the local and global community.

- Children will be given the opportunity to identify projects to support and to offer suggestions for their involvement with local and global community.
- Staffs will look for opportunities for community involvement to actively promote the idea that community involvement can encompass the sharing of time and skill to benefit a community organization.

The Centre will strive to build working relationships between community organizations that can support the development of children. These could include, but are not limited to local Health Units, Child Care Initiative, Alberta Child Care Association, Cedarbrae Childcare, Lynnwood Learning Centre, Crystalridge Learning Centre, Inclusive Child Care, First Alliance Church and World Vision.

## **INTERACTION WITH CHILDREN**

Following guidelines surrounding interaction with children are in place:

- Allow children to initiate interactions with caregivers and other children
- Model positive, appropriate behavior
- Do not embarrass children in front of others
- Provide children a chance to right the wrong. For example, "Let's get the broom to sweep up the spilled sand."
- Be as honest as possible when answering questions
- Listen to children with full attention

- Encourage positive behaviors when they are displayed. For example, “Thank you for helping Janet with her shoe laces.”
- Emphasize the behavior as inappropriate, NOT the child. Do not say “You are a bad boy”, instead say “Pushing Jamie off the chair could hurt her.”
- Help children to understand the consequences of their behavior. For example, “If you run up the slide, you could get hurt.”
- Provide suggestions for choosing appropriate behavior. For example, “Amanda was hurt when you bumped into her. Maybe you should see if she’s okay and help her up.”
- Utilize positives as much as possible. For example in lieu of saying “Don’t run”, say “Walk please.”
- Ignore attention seeking behavior as long as it is not destructive or hurtful. Dissuade children from “tattling” on one another – explain that there is a time to tell the teacher what is going on and a time not to; when someone is hurt or could be hurt is “telling”; when they are angry and want the other child to get in trouble is “tattling”.
- • Get down on the floor to the child’s level and make eye contact when talking to him or her as much as possible. Standing above a child puts you in a position of power and limits the amount of communication possible because the child may be uncomfortable.
- Use a natural voice when talking to the children. A sugary, “teacher” voice is patronizing
- Touch, hug and comfort the children gently and often. This will build trust and a sense of acceptance.

## **ACTIVITIES WITH CHILDREN**

The following guidelines surrounding activities with children are in place:

- Activities involve input from children and are responsive to their interests, backgrounds, preferences, needs and abilities.
- Incorporates a variety of planned and spontaneous activities.
- Support children to initiate, plan and follow through on their activities
- Opportunities are provided that allow children to use their own abilities, skills and talents.
- Being responsive to the children’s abilities and needs for assistance.
- Encourage children to try new things on their own.
- Ensure that children of all abilities can participate in activities.
- Recreational activities are planned.
- A balance of competitive and cooperative games and sports are planned.
- A variety of cultural and inclusive activities and materials are provided.
- Activities are modified to accommodate different abilities.
- Provide children with opportunities to celebrate individual differences and unique qualities.
- Between the activities, before and after activities transitions are consistent yet allow for flexibility to meet the individual needs of children who need additional support.

## **GUIDANCE**

The centre program is committed to developing a secure, caring and stimulating environment, which enhances children’s self-esteem and encourages them to interact positively and to co-operate with others.

We believe in guiding children toward appropriate behaviors, not punishing them for inappropriate ones. At NO TIME will corporal punishment be used in the day care. We also ask that parents refrain from spanking their children on centre property.

Guidance involves teaching children to understand the consequences of their actions and to become responsible for them. We use natural consequences to teach children what is appropriate in a playroom and what is not.

For example, a child who throws a toy will not be permitted to play with that toy until she/he can treat it with respect. We also use redirection as a primary means of guiding the children. We direct a child who is having difficulty away from that activity and interest him/her in another one.

The children are not to be allowed to hurt themselves or others. This may require measures other than redirection.

For children who have lost control of their behavior, we remove the child from the situation (gently and without drawing undue attention) and taking him/ her to a quiet area. Once there, the staff will talk with the child about what happened and what the consequences are.

Depending on the circumstances and age of the child, he/she may then be asked to spend a minute or two to gather his/her emotions and may return to play when he/she feels ready to do so without further difficulty (usually to a different activity.)

We must 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 or use or permit the use of any form of physical restraint, confinement or isolation.

When possible, we allow the children to work through their conflicts without adult intervention. This helps to develop problem solving skills.

In all circumstances, the children are treated with respect. Staffs strive to empathize with the children during conflicts and to treat the children as they would wish to be treated in a similar situation.

## **CONFLICT RESOLUTION**

Key to teaching children to handle conflict is helping them identify their emotions. They must also, learn to control how they express and act on their emotions. To become socially responsible, it's critical that children exercise choice and decision-making power over their behavior.

There's another challenge in conflict resolution. Children must learn to interpret others' emotions. That requires recognizing that everyone has feelings and desires. Being sensitive to others and juggling differing perspectives and points of view is challenging for children. It takes time and practice.

The Centre practices following conflict resolution steps when the case arouse.

- Understand
- Avoid making things worse
- Work together
- Find the solution

## **INCLUSION**

The Out of School Care Program offers a non-discriminative approach to programming, which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, age, social class and ability when planning the children's program.

The program responds to individual needs, interest and request by providing a range of activities for all children attending the service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents/guardians are consulted when staff are planning the program to ensure that it meets the needs of all concerned.

The centre ensures that all children including those with additional needs participate in the planned activities of all Children's Services program.

## **DIVERSITY**

Each child in our centre is expected to be a positive, contributing member of the program. It is important for children to demonstrate respect for individual differences, the environment, and the community.

The Centre will offer an anti-bias approach which is sensitive to and inclusive of all cultural and ethnic backgrounds.

The Centre will

- Accept each child as a unique individual.
- Respect the cultural and social backgrounds of each child, encouraging a sense of pride in their heritage.
- Introduce children to other cultures
- Ensure all children have opportunity to celebrate, value and learn from all cultures, including the diversity of histories, cultures, languages, past and present.
- Encourage children to respect other cultures.

This creates a supportive and nurturing environment where children can involve themselves fully while embracing individual and cultural diversity. It is the policy of our centre that all decisions affecting children and their families will not be based on national origin or ancestry, age, physical or mental disabilities, political beliefs, race, color, creed, religion or sex. All program participants are entitled to fair and equal treatment. Grievance settlement avenues are available through the centre office or the Program Supervisor.

## **BULLY**

We do not permit any form of bullying at our Centre.

Bullying can be:

- Physical: pushing, kicking, hitting, biting etc
- Verbal: Name-calling, sarcasm, rumor spreading and teasing
- Emotional: Excluding, ridicule, humiliation, tormenting
- Racist: taunts, graffiti and gestures

If the Centre has any concerns that a child in our care is being bullied at school/Centre or is bullying, the Centre will discuss the matter with parents immediately.

If the child is being bullied:

1. Reassure her/him that the bullying is not their fault
2. Tell them that we care about them and are 100% on their side.
3. Give them lots of praise, encouragement and responsibilities to help them feel valued.
4. Work with parents to help the child to develop techniques to deal with the bully - assertiveness, walking away etc.
5. Work with the child to find ways to make amends for their actions
6. Develop a reward structure for good behavior

If the child is bullying:

The alleged bully will be encouraged to discuss their behavior and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other children involved.

1. The Centre will inform the parent of all children involved in the alleged bullying incidents at the earliest opportunity.
2. All children involved in any bullying incident will be offered support. The Centre may contact the local support groups. These will be passed onto the children and their parents will be informed of this action.
3. Where bullying behavior persists, the alleged bully's parents will receive a written warning that the child must stop this behavior.
4. If bullying continues the alleged bully's parents will receive a final written warning that suspension or exclusion will occur from the Centre if the behavior does not stop.
5. As a final option, if bullying still continues the alleged bully will be excluded from attending the Centre for a set period of time as
6. decided by the Program Supervisor.

If the child who has been bullied or the alleged bully or their parents have any issues concerning the way the incident had been dealt with they should contact the Program Supervisor immediately.

## **NUTRITION**

Meal and snack time are a relaxing and social time for the children and staff together. We provide a home cooked a morning and afternoon snack and lunch daily. The menu rotates on a three-week basis and is planned according to the Canada Food Guide. The menus are reviewed every six months to meet the changing needs of the children. Each day, we provide the children with two thirds of their daily nutritional requirements.

The children will be encouraged to eat but will not be forced. There will be no punishment or reward system used for eating - dessert will never be withheld if the lunch has not been eaten.

Children with minor food allergies are provided with an alternative meal according to the Canada Food Guide. Parents are responsible for providing meals and snacks for children with special diets. When parents provide food, we strongly encourage the parents to follow the Canada Food Guide. The centre will supplement the children's meals when the food provided does not meet the CFG.

For the serious allergy reaction, the Centre prohibits **Peanuts** in the Centre premises. Any kind of candy, pop, gum, popcorn is absolutely not permitted due to the choking hazard.

## **HEALTH AND SAFETY**

### **HAND WASHING:**

Children will be encouraged to develop hygiene skills and manners. The children are encouraged to wash and dry their hands before and after meals, after using the toilet and after all activities and crafts.

### **SUNSCREEN:**

The Centre will ensure that each child is covered with sunscreen and have a suitable hat on before going outdoor.

### **HYDRATION:**

Getting enough fluids is important to staying healthy. Relative to adults, children are often at greater risk of becoming dehydrated, in part because they're less effective at perspiring and also because their bodies can produce more heat during exercise. It is parent's responsibility that children bring in water bottle to the Centre.

### **SICK CHILDREN:**

Children with any form of communicable illness are restricted from attending the centre.

If your child cannot participate in the program due to illness, other arrangements must be made until the child is well.

In order to protect the entire group of children, the centre will contact parents to arrange for the immediate removal of the child.

Parents must keep their child at home and notify the Centre Program Supervisor when the child has any of the following symptoms:

- Vomiting
- Fever (a temperature greater than 38°C)
- Diarrhea
- A new and unexplained rash or cough

Children are to be kept away from the centre for at least 24 hours after the disappearance of these symptoms and after the commencement of an antibiotic. If the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the Centre premises.

When the child is absent due to contagious disease, the child will not be allowed to return until the centre receives a note from the child's physician or the child has been symptom-free for at least 24 hours.

### **PINKEYE:**

Children with white discharge, yellow discharge and fever or rash will be excluded from the program. Children with a watery discharge generally do not need to be excluded unless there have been other children in the group with similar symptoms but should be monitored for signs of more serious illness, such as fever or rash. After 24 hours being on antibiotics or on eye drops, children may return to the program.

### **ADMINISTRATION OF MEDICATION:**

If any medication is to be administered by the staff, the parent MUST fill out the "Authorization for Administering Medication" form in full and sign it. The day care staff will not administer any medication without the parents' written consent or if the form is not filled out in full.

Only staff with a valid First Aid Certificate may administer medication.

All medication is stored in locked medication boxes, either in the fridge or locked cupboard. Anaphylactic shock kits will not be locked up but will be out of reach of the children.

Prescribed medication is to be kept in the original bottles with the label showing the name of the doctor, date and instructions and the name of the child. Patent medication is to be brought in the original container and labeled with the child's full name.

In the event that a child becomes ill during the day, the parent is notified immediately, and the child is isolated in the office or staff room until the parent arrives.

### **ACCIDENTS AND INCIDENTS:**

In the case of even minor accidents, the child is given appropriate first aid and an accident report is filled out. These state what happened, what action was taken and by whom. These must be signed by the parents, the staff who witnessed the accident and the Program Supervisor.

For more serious accidents (ones that leave marks) the parents will be telephoned immediately and notified of the accident and an accident report will be filled out.

In the event of a very serious accident, the parents will be notified immediately. If we are unable to contact the parents, the emergency contact person of the child's application form will be contacted. If the child needs to go to the hospital, the Program Supervisor will accompany him/her. If an accident turns out to have been preventable, measures will be taken to ensure that it doesn't happen in the future - evaluations of the play space outdoor area etc.

### **EMERGENCY INCIDENT:**

For the emergency case (febrile seizure, asthma attack, having difficulty breathing or is having convulsions, etc) or any dangerous situation, the Centre will call 911 immediately and inform the parents. Staff will follow the paramedic officer's direction until EMS arrival. If child has febrile seizure, it is parents' responsibility to support the doctor's note to the Centre unless they want EMS service. In this case, the centre will perform First Aid to the child when situation occurs.

### **ENVIRONMENTAL SAFETY:**

The following environmental policies are in place at the daycare:

- Aerosol sprays are not used
- Pesticides are not used when children are present (When outside, children are kept away from where pesticides applied)
- Only non-toxic craft materials are used
- The sandbox is covered with a tight lid to prevent contamination
- Outdoor play area is free of toxic plants
- Wading pools are not used at the Centre

### **USE OF TELEVISION, FILMS, VIDEOTAPES, AND COMPUTERS**

This is restricted to older children only, not on a daily basis and not for more than a half hour on any given day. Films, videotapes and computer games are used only in relation to activities the children are doing, as a basis for discussion and/or an activity or for special events. They must be previewed by the staff to ensure the material is developmentally appropriate, unbiased and culturally sensitive.

Staffs must always be present, watching the material with children and continually monitoring what the children are doing on a computer.

Alternate activities will be available for children who do not wish to participate.

### **TRANSFER TO SCHOOL**

The Centre transfer children to school or bus stop by a 24 passenger yellow school bus or 15 passenger van. Parent will be asked to sign the safety issue on each year school starts. Before the school starts, the Centre will contact the school by phone or email to inform them the following information: Staff's information, School attendees, drop time, pick up time and pick up place. The Centre will orientate children and parent regarding the safety issue before the school starts.

Parents has to call and inform the Centre before the staff leaving the Centre if the child drop or pick up by parents. The Centre will follow the Calgary Board of Education's decision for the severe weather condition whether transfer children to school or not. Staff's information, School information, drop time, pick up time and pick up place will be posted on the Parent board for parents to refer.

### **PARENT INVOLVEMENT**

We encourage and welcome parental involvement in our day care. Through parent/staff interactions, we will together be providing an environment that will benefit the children. Parents are encouraged to participate in parent meetings, and social functions within the centre.

When a field trip is organized parents are offered to volunteer. Their responsibilities are:

1. To have a valid security clearance
2. On the day or before the trip the volunteers are asked to read and sign our confidentiality and child guidance policies
3. Never leave the children assigned to them unattended
4. Model positive and appropriate behavior at all times
5. Listen to the children with your full attention, if in doubt - ask the staff. Never make a final decision without consulting the staff.
6. Foul language, smoking, chewing gum and using your cell phone is strictly prohibited

Parent newsletters are issued three times a year, with information updates concerning the happenings in and around the centre. Parents are welcome to have input, please submit any contributions to the Program Supervisor.

### **PARENTAL RESPONSIBILITIES:**

Parents shall inform the Program Supervisor of any changes in your home or work address and phone numbers as soon as possible. Children will not be released to any person other than the legally responsible parent or guardian without prior written notice.

Parents are responsible for keeping their child's immunization record up to date and are required to provide the centre with the evidence of the child's immunization in accordance with his/her immunization schedule.

Smoking is not permitted on the day care premises, including the stairwell. Offensive language is not permitted around the children; anyone using inappropriate language will be asked to leave the centre.

Some children require transitional objects to help them make the sometimes-traumatic transition from home to daycare. To help your child adjust, we welcome these special transitional toys from home. Please label these items with your child's name. Also, please remember that we have sufficient materials for your child to play with and that we cannot be responsible for lost or broken treasures. We will try our best to keep track of toys brought from home.

Your child must be dressed in comfortable clothing that will not affect his/her play activities. Please take into account the time of the year and the weather. Please ensure that your child has appropriate clothing for outdoor times. This includes: sun hat, sunscreen and light jacket (summer) or winter coat, snow pants, toque or ear band, mittens and boots (winter).

Children who do not have clothing appropriate for the weather conditions will not be able to go outside. In some circumstances like field trips, this may mean that the trip must be cancelled. In this case, the children who are appropriately outfit will be taken out on the playground with one staff while the others who are not will stay in with one staff. One staff CAN NOT take children off centre grounds.

If your child is not toilet trained, sufficient diapers must be left at the centre, as well as at least one change of clothing. If your child is being toilet trained, please provide a supply of training pants, plastic pants and several changes of clothing for the inevitable toilet accidents.

On field trip days, kindergarten drop off and pick days, or days your child(ren) might go off premises by vehicle we ask that parents provide us with the necessary safety gear, such as car seats for children under 19kg.

### **DISTAL SUPERVISION**

Distal Supervision is defined as intermittent, direct supervision by a staff when there is a planned, location specific, time-limited program activity. For example, a child may have permission to do their homework in a given location. The child would be checked on every 10 minutes.

An individual agreement will be drawn up between the Program Supervisor, Parent/Guardian, and the child. Distal Supervision is for older school-aged children, whose parents/guardians and the staffs are comfortable with this type of arrangement. Any failure to abide by the terms of the agreement will result in a loss of this privilege.

### **EMERGENCY EVACUATION**

Fire drills are conducted once a month to ensure that staff and children are prepared for an emergency situation if one arises. Dates and evacuation times are posted on the parents' information board. During a drill or evacuation, each staff has specific responsibilities to ensure that the evacuation is completed as quickly and efficiently as possible. Its room has its own evacuation route. In the case of total evacuation, the children are taken to the Sobeys Mahogany located at #1200, 7 Mahogany Plaza SE, Calgary, AB (Ph: (403) 726-9303), and parents will be informed of the emergency.

### **DISASTER/TORNADO DRILL**

The centre is conducting tornado drills once a year. This is to get the children and staff familiar with the steps they need to do or take so that their response to disaster like tornado will be automatic.

### **LOCKDOWN DRILL**

The Lockdown drill is practiced once a year. This is to train the staff and children the steps they need to do when a lockdown is announced at the centre.

## **ADMINISTRATIVE POLICIES**

### **ARRIVAL AND DEPARTURE:**

This is a very important time when parents and staffs may exchange information concerning the child's experiences and activities. This special time of greeting and farewell, with the child present, models positive social interaction between parents and staffs.

Children are not allowed to walk to the door alone or with an older sibling. It is important to take a few minutes, sign-in the child, and ensure the child is ready to begin his day.

A parent or guardian will need to sign-out the child when she/he is picked up. When the parent or guardian of the child(ren) leave the Centre without sign-in or out, staffs will fill the Sign-in and out sheet. Children will only be released to the parent or guardian of the child, or to the person(s) designated on the registration form.

Parents accept full responsibility for their child/ren once signed out of the Centre. Picture identification (drivers' license, state identification card) will be requested and a phone call to a parent will be made if the childcare provider is still in doubt.

Please ensure that you sign to verify your child's hour at the end of the week. Please do not add up the hours as this is the responsibility of the Program Supervisor.

### **HOURS OF OPERATION:**

The Centre is offering child care from **6:00 a.m. to 6:00 p.m.** We do not offer services on any statutory holidays. The days are posted on the information board.

### **ABSENTEE & LATENESS:**

The Centre must be notified by 9:30 a.m. Is your child will be late or absent that day. The centre will not remain open beyond the closing hours. Should parents be late to collect their child(ren) due to unavoidable circumstances, the Centre should be notified and arrangements must be made to have the child(ren) picked up as soon as possible. Staffs who have to stay past 6:00 p.m. are not paid for this time. For this reason, a late pick up fee has been implemented; **\$1.00/minute** past 6:00 p.m. This may sound drastic, but it helps to prevent habitual lateness. The fee is to be paid directly to the staffs who stay with the child.

### **ENROLLMENT:**

To enroll your child in our day care, you are required to:

- Fill out the application package
- Pay the Non-Refundable registration fee
- Pay the Non-Refundable half of the first month's fee to secure the spot of your child(ren)
- Provide proof that your child's immunizations are up to date
- Complete pre-authorized Debit (PAD) agreement
- Fill out the subsidy application form or apply online if applicable
- Invoicing if you have financial support from government / school
- or third-party agency.

### **BELONGINGS:**

The Centre is not responsible for lost or stolen articles. Every item for children that parent bring or use in the centre should be LABELLED.

### **SUBSIDY PROGRAM:**

The Government of Alberta has a child care subsidy program available whereby a portion of your childcare fees may be subsidized. There are a number of factors that determine if a family would qualify.

Forms are available online at [www.child.gov.ab.ca/childcaresubsidy](http://www.child.gov.ab.ca/childcaresubsidy) or at the Centre. There is also an estimator tool on this website that will let you know how much, if any, of the subsidy you qualify for.

**Parents accept full responsibility for the subsidy application processing and for the full fee if the subsidy application is not approved or if the subsidy is not renewed on time.** As well, if subsidy is reduced for any reason, such as the child not attending the required hours, parents are required to pay the difference between the full fee and the actual subsidy paid.

No credits or refunds will be given for absences or holidays scheduled by parents. Subsidy amount is various depending on family income, parent portion will be adjusted by subsidy amount approved.

## **PAYMENTS:**

A pre-authorized debit registration form, along with a void cheque will be required upon registration. Your monthly childcare fee will be withdrawn on the first day of each month by pre-authorized payment. If the 1st falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.

Dishonored pre-authorized debit withdrawals or cheques must be replaced with only certified cheque / money order or cash, in the original amount with **\$35.00** service charge within two business days following the original payment day. Late penalty charges of **\$50.00** will be placed on top of monthly fee on the day after payment day in case of failure to pay on time. If the overdue fees have not been settled by the payment day of the following month overdue accounts are subject to financing charges of 2% monthly (24% per annum). Fees not paid by the appointed time are subject to automatic termination and further collection efforts will commence.

Monthly childcare fee will be adjusted, according to the changes of your child's age. If the fee schedule increases by the business holder, families will be given 30-day notice.

## **WITHDRAWAL OF CHILD:**

Parents are required **one calendar month notice (month to month)** of termination of day care services. Please provide notification of termination of services to the Program Supervisor in writing. Failure to provide this notice will result in liability for one month's fees.

For the family situations, the Centre will keep the spot only **one month** a year (not a consecutive period and month to month) for the child and the Half month fee will be applied to reserve the spot. If the child leaves for a consecutive period, the centre is not able to guarantee the spot for the child unless full payment has been received otherwise when the child wants to return to the Centre parents have to enroll the child again.

## **TERMINATION:**

The contract may be terminated by either the parent or the center provider by giving a month written notice in advance of the ending date. Reasons for child's care termination may include: inability of provider to meet the child's need, inability of the child to adjust to childcare, lack of parent's cooperation and inability of the parents to abide by contract and policies.

In some cases, immediate termination maybe necessary. These may include failure of the parent to pay the required fees, health and safety reasons of the children in care (with the FINAL judgement/decision of the Program Supervisor/owner if the child's behavior threatens the physical and mental health of the other children in the centre and cannot be modified). Aggressiveness and inappropriate behavior of the parents towards the staff is not acceptable and may lead to termination of the child. Termination due to any of these reasons will be the last resort of parents and centre staff being unable to resolve the issue together.

## **SERVICE REFUSAL:**

In case of emergency such as flood, fire, epidemic and severe weather conditions, The Centre has the right to refuse any children drop off.

The Centre will not act as a drop-in centre for children who

- Were given a disciplinary measure by the school they are attending
- Who are not accepted by the school because of tardiness
- Were sent home because of health issues

## **RECORD KEEPING POLICY**

The Centre maintains a file for each child who registers in our program. This file consists of a daycare registration form, any incident/accident reports and/or medication records, and any other information given to the daycare by the parents. All records are updated every six months while the child is in attendance at the program. All records are kept on site for a period of 2 (two) years after the child leaves the centre. All children records are confidential, and it will be released only under parent consent to the designate organization. However, in case of emergency incident, the Centre has to release the child's information to the Local Health Unit before parent consent.

## **PARENT RESOURCES**

The following is a list of resource materials available to parents Regional Day Care Services Office:

- Day Care Licensing Policy Manual
- Choosing a Day Care Centre
- Contagious Diseases in Day Care
- Day Care Nutrition and Food Service Manual

Additional resources are offered to parents about child development and play or parenting.

## QUICK REFERENCE PHONE NUMBERS

- Alberta Children's Hospital ..... 403-955-7211  
(Emergency) 403-955-7070
- Rockyview General Hospital ..... 403-943-3000  
(Emergency) 403-943-3449
- South Health Campus Hospital ..... 403-955-7070  
(Emergency) 911 or 403-956-3000
- Alberta Family & Social Services Child Protection Branch 403-509-1679  
(After Hours) 403-270-5333
- Family Services EAP ..... 403-205-5287
- Volunteer Center of Calgary..... 403-265-5633
- Child Protection/Child's Services ..... 403-297-2995
- 24 hr Pediatric Emergency ..... 403-955-7070  
MAIN 403-955-7211
- Ambulance Service ..... 403-261-4000

## CONCERNS/COMPLAINTS

In the event that a child care provider, parent or agency has a concern or complaint about a staff member or service they received from our centre, please follow the process listed below to ensure your concern is addressed fairly and timely:

1. The complaint should first be discussed with the staff member that is closest to the related issue; in private. Not in the presence of others, especially children.
2. If you feel that the issue can't be resolved with the immediate staff member then contact the Program Supervisor to become involved to help resolve the issue.
3. If the issue is not resolved at this level, you are requested to document the issue in writing, submit it to the Program Supervisor and request a meeting/communication with the owner or submit it to [info@mahoganylearningcentre.ca](mailto:info@mahoganylearningcentre.ca)