



PARENT HANDBOOK

Version 2

Revised November 1st, 2016

INTRODUCTION

Welcome to the Canada Place Child Care Society. We hope that you and your child(ren) will enjoy your involvement with our Society. The following information is taken from the Canada Place Child Care Society policies and procedures to help you understand the Society, as well as the early learning and care program.

When you registered, you became a member of a non-profit charitable society. As a member, it is important to understand and follow the Society's philosophy, policies and practices.

TABLE OF CONTENTS

INTRODUCTION	1
TABLE OF CONTENTS	2
HISTORY	4
VISION & MISSION STATEMENT	4
OBJECTIVES	5
PHILOSOPHY	6
GOVERNANCE	7
Board of Directors	7
Committees of the Board	7
CHILD GUIDANCE	8
ABOUT THE PROGRAM	9
Operating Hours	9
Drop-off and Pick-up Procedures	9
Late pick up fees	10
Release of Children	10
Visitors	11
Classrooms	11
Typical Classroom Schedule	11
Rest Times	12
Outdoor Activities	Error! Bookmark not defined.
FIELD TRIPS	13
Waivers	13
Cost	13
Other	13
Expectations for Volunteers Participating in Field Trips	13
Lost Child	14
Guidelines for Children on Field Trips	14
Transportation	15
Field Trips Involving Water	15
Field Trips for Infants	15
NUTRITION	16
HEALTH	17
Contagious Diseases	17
When your Child is Sick	17

Medication	18
STAFF	19
Staff Responsibilities	19
Supervision.....	20
EMERGENCY PROCEDURES	21
Official Meeting Points.....	21
CODE YELLOW - Shelter-in-Place.....	21
INCIDENT REPORTING	22
PARENT'S RESPONSIBILITIES.....	23
Clothing	23
Cloth Diapering.....	23
Nap Specific Items	23
BEHAVIOUR OBLIGATIONS OF PARENTS.....	25
Parent/Guardian responsibilities:.....	25
Steps for resolving grievances.....	25
FEES	27
Pre-registration Fees	27
Monthly Fees.....	27
Non-Sufficient Funds (NSF) Fee	27
Subsidy	27
WITHDRAWAL OF CHILD.....	27
PART TIME	27
SMOKING	27
GET INVOLVED.....	28
PARENT RESOURCES	29
OTHER RESOURCES	29

HISTORY

Canada Place Child Care Society (CPCCS), situated in the Canada Place building, was incorporated as a non-profit society in December 1983. With the cooperation between volunteers of CPCCS, the Alberta Council of Senior Federal Officials, and other federal departments, CPCCS opened December 1, 1988 as one of five pilot workplace early learning and childcare programs authorized by the Treasury Board for the children of Federal Public Service employees, with a maximum of 30 per cent of its spaces open to the general public.

CPCCS was among the first Early Childhood Programs to be accredited in Alberta in 2005.

VISION & MISSION STATEMENT

VISION

At the Canada Place Child Care Society we aim to cultivate a community of support for the children we care for. Our goal is to see staff, parents and volunteers all contributing to a fun and nurturing environment for the highest quality of early learning possible.

MISSION

The mission of the Canada Place Child Care Society is to be a non-profit daycare that provides care and enrichment for children of federal employees and other parents in the downtown area. Our programming will be child-driven, focusing on the image of an “enriched” child, with great self-worth and a wealth of potential and curiosity. We encourage children to think and explore. We support them to navigate their own journey of learning in an environment that emphasizes respect and responsibility. We are on an ongoing quest to better our community and ourselves.

OBJECTIVES

The objectives of the Society recognize the benefits to parents and their children to provide a work place child care facility in Canada Place. CPCCS's objectives are to maintain, operate and conduct on a non-profit basis a child care program providing:

- Good physical care.
- A sound educational program designed to meet the social, emotional, intellectual and physical needs of infants and pre-school children; and in so doing comply with the standards set by the department of Social Services and Community Health for the province of Alberta.
- A licensed facility that meets and exceeds the Provincial Standards.
- A model of child care that strengthens and supports the role of the family as primary caretakers of their children.
- To serve as a community resource to the immediate neighborhood and childcare community at large.
- To make 70% of available child care spaces open to Federal Public Servants and 30% of the spaces open to the general public.

The overall goals are to meet the continuous and changing needs of each child; to promote self-esteem and self-respect; to promote individual growth in the areas of self-reliance, responsibility and respect, as well as to teach appropriate and acceptable behavior.

PHILOSOPHY

The CPCCS's philosophy continues to evolve as a result of continued research in child development, best practices in early childhood, and the children, parents, and staff of the CPCCS. We are committed to a team approach and welcome input and ideas from all involved.

CPCCS's philosophy is Reggio Emilia-inspired, learning-through-play and is based on early childhood development best practices.

The Reggio philosophy is based upon the following principles:

- Children will have some control over the direction of their learning;
- Children must be able to learn through experiences of touch, moving, listening, seeing and hearing;
- Children will have relationships with other children and explore the world; and,
- Children will have endless ways and opportunities to express themselves.

We believe in the natural development of children and the close relationships that they share with their environment.

Our program is also working with *Play, Participation and Possibilities – An Early Learning and Child Care Curriculum Framework*. Currently the curriculum framework is not mandatory. It is available free of charge to any educator who wants to voluntarily engage with the ideas and concepts as a way to support their evolving practices, planning and provisions for young children's learning.

The program philosophy is supported through small and flexible group sizes, excellent equipment, well-trained staff, and effectively designed rooms. A multicultural, non-sexist environment is encouraged and facilitated at all times. The facility is designed to meet or exceed all existing provincial standards.

Children differ widely in learning style, ability, achievement and interests. They learn in their own sequence and on their own time schedule. Children should have the time and resources to immerse themselves fully in the play that interests them now. As well, our children need to take their rightful place in the emerging global society.

Parents are a vital component to our program and are viewed as partners, collaborators, and advocates for their children. They are their child's first teacher, and we encourage parent involvement in the curriculum: sharing ideas, volunteering in the classrooms, volunteering to assist with other needs of the Society and raising funds.

GOVERNANCE

Board of Directors

CPCCS has a policy-based governance Board of Directors focused on the leadership of the organization and the management of its affairs through oversight.

The Board is not directly involved in the operations (daily work) of the organization. The Board hires the Executive Director and establishes a clear and well-defined relationship with that senior staff person, who manages the organization on behalf of the Board.

The Board focuses its work in five main areas:

- Upholding the vision, purpose and values of the Society;
- Setting the broad direction and priorities of the Society;
- Providing fiduciary oversight for the Society;
- Hiring and evaluating the Executive Director;
- Ensuring that the Society has effective leadership at the Board and senior staff level; and
- Maintaining the integrity of the services the Society delivers to its members.

The Board undertakes its work as a collective and through committees (with parents). The Board operates with four officer positions (President, Vice-President, Secretary and Treasurer).

The Board's relationship with the Executive Director will remain central to its governance of the Society.

The Board delegates the management of the organization to the Executive Director, who is responsible for implementing the key goals and objectives for the organization through the hiring, firing and supervision of all staff, along with the day to day operations of the Society.

Committees of the Board

- Executive
- Governance
- Finance and Audit
- Program Quality
- Additional Ad Hoc/Operations Committees
 - Fund Development/Special Events
 - Communications

CHILD GUIDANCE

Our child guidance policy is based on encouraging and ensuring positive self-esteem.

Our focus is on positive behavior of the children rather than the negative behavior.

Our goal is to ensure that children develop a positive self-image, independence and a caring nature towards others. Children are accepted for who they are.

Families are consulted about their child's likes, dislikes, hopes, fears, beliefs, cultures and traditions so that a bridge between home and the program is established.

Feelings of respect, trust, honesty and security are established and are a part of every activity.

It is the responsibility of all staff to ensure that all children in their programs are supervised at all times.

It is the responsibility of the staff to plan for positive outcomes and to anticipate issues.

The staff will provide a safe child centered environment that reflects developmentally appropriate practices and supports children's natural curiosity.

Feelings of mutual respect, acceptance and caring among children and adults are enhanced. Logical consequences for inappropriate behaviour are set. Consequences must be immediate, natural, reasonable, respectful and related to the child's behaviour and individual needs.

Children are encouraged to resolve conflicts with other children. Staff "actively listen" to acknowledge children's feelings, and to help them express their feelings and understand those of others.

The staff will receive the child guidance policy in the staff package and it must be read and signed by each staff.

Parents will receive a copy of the Parent and Child Code of conduct. The code of conduct outlines the steps that will be taken for children who continually fail to comply with centre policies. **THE FOLLOWING WILL NOT BE USED AT OUR CENTRE**

- Using any form of physical punishment or neglect.
- Making harsh, belittling, degrading statements or threats, or discussion of a child or their family during program time.
- Withdrawing or withholding a child's needs and comforts such as food, shelter, personal liberty (washroom use), or participation in activities.
- Removing or isolating the child from the group (time out) as punishment.
- Any form of restraint.
- Leaving a child unattended or unsupervised.
- Locking exits for the purpose of confining a child.

ABOUT THE PROGRAM

Operating Hours

The facility is open Monday to Friday from 7:00 a.m. to 6:00 p.m. and closed on federal statutory holidays.

STATUTORY HOLIDAYS:

New Year's Day
Good Friday
Easter Monday
Victoria Day
Canada Day
August Civic Holiday
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day
***Family Day (Closed)**

Note: Holidays which fall on a weekend are rescheduled to the following Monday.

Professional Development Days

Each year the program has three professional development days.

January – The last Friday in January

April/May – date TBD each year depending on the needs of the program.

August – The last business day in August

Drop-off and Pick-up Procedures

We appreciate your attempts to have regular arrival and departure times. This allows us to schedule staff properly and for your child to develop a sense of security. If you will be delayed from your regular drop-off or pick-up time, please notify (by phone or e-mail) the facility.

Children like routine, in order to support this routine, please try to drop off and pick up your child at a regular time each day.

In order to receive the maximum benefits from our program, please drop-off your child by 9:00 a.m.

Please notify (by phone or e-mail) the facility by 9:30 a.m. if your child is to be absent or late, or have your child at the Centre prior to 9:30 a.m., as the rooms tend to go out for walks or outings. If not, your child will miss out on these important trips and you will need to make other arrangements (e.g. wait until your child's room returns to the centre, or contact the room to make arrangements to meet them).

We ask that you pick up your child by 5:50 p.m. to give you time to find out about their day and to gather their belongings.

The facility should be vacated at 6:00p.m. If you have an emergency delay, please notify us as soon as possible.

Please make sure you complete the attendance record in your child's room when you arrive and depart with your child, and total your child's hours each day- and month-end to assist us in meeting the regulatory reporting requirements from Alberta Children's Services.

Late pick up fees

There is a \$20.00 charge for every fifteen minutes after 6:00 pm, or portion thereof, for late pick up payable to the Centre. All late pickups are reviewed with the Board of Directors, and 3 unexcused late pickups are cause for termination of a child's enrolment in the program. One month's notice will be provided to parents.

If a child is not picked up by 6:00 p.m., his or her parents will be called; if parents are not available, an emergency contact will be called. If the parent or emergency contact is unavailable by 6:35 p.m., the Children's Protection Unit of Alberta Social Services (780-427-9485 or 780-427-2822) will be contacted. Alberta Social Services will then take custody of the child.

Release of Children

We will **not** release children to unauthorized persons.

The parent(s), upon admission to the program, must complete a release form. Only those listed on the release form may pick up the child. This form must be amended if situations change (additional pick up people, change of address)

Parents: please notify the office in writing or by phone if you are having an emergency contact person listed on the release form pick up your child.

All individuals who may be required to pick up your child must be a minimum of 18 years of age and must be listed on the emergency contact list. In an emergency situation, parent(s) can delegate a person other than those listed on the release form to pick up a child. The office must be notified in writing or by phone of the situation and who will be picking up the child. Please remind the individual picking up your child(ren) that we will require valid picture identification (e.g., Driver's Licence) before the child(ren) is/are released.

They **will be required** to show valid picture identification if they are unknown to the staff on duty.

Taxi cab drivers are not classified as authorized or special pick up persons. Therefore a child will not, under any circumstances, be released.

Visitors

Written consent must be received from the parent(s) if there are to be any visitors to the program that are not in the company of the parent(s).

In the case of custody disputes, each parent will be granted access to the child **except** when a copy of a court order indicating limited access is on the child's file. Such information will be included on the emergency card.

Classrooms

The licensed capacity of the Centre is 80 children, who are divided into 6 classrooms according to age.

- Rooms 1 and 2 are for Infants (approximately 0-19 months).
- Rooms 3 and 4 are for Toddlers (approximately 19 months-3 years).
- Rooms 5 and 6 are for Pre-schoolers (approximately 3-6 years).

In addition to the 6 classrooms, the Centre has an indoor gymnasium area and an outdoor playground.

Typical Classroom Schedule

7:00-9:00 am	Opening Free Play
8:00-9:00 am	Snack
9:00-9:30 am	Diapering/toileting
9:00-10:00 am	Programming
10:00-11:00 am	Gross motor experiences (gym, playground, walk etc.)
11:00-11:45 am	Lunch
11:30-noon	Diapering/toileting
12:00-2:30 pm	Sleep (rest time)
2:30-3:30 pm	Free play
2:30-3:00 pm	Diapering/toileting
3:00-3:30 pm	Snack
3:30-4:00 pm	Gross motor experiences (gym, playground, walk etc.) Infant end
4:00-4:30 pm	Diapering/toileting
3:30-4:45 pm	Gross motor experiences (gym, playground, walk etc.) Pre-school end
4:00-6:00 pm	Free play

Rest Times

Generally, sleep times for all rooms are from 12:00-2:30. Each room has developed a routine specific to the sleep needs of the children in their room. All children will be required to sleep/rest on their beds. If a child falls asleep, staff will not wake the child up early or try to keep a child awake unless the child is scheduled to be picked up. Children will not be forced to sleep or to stay awake. Sleep time is a very important aspect for the health of the child.

Out of Classroom Activities

The room staff will offer 90 minutes of physical activity during the day; using the playground, gym and going for walks.

Play will encourage the exploration of the environment and will include: water, sand, dirt, insects and various other objects that are naturally occurring and traditionally available, encouraging children to use their senses and imagination.

Parents will sign a waiver on the registration form giving permission for regular walks around the building, to the library, city hall, river valley, etc.

The preschool children will go outside unless the temperature is equal to or below -17 °C (including the wind chill).

- **Note:** *If your child is too sick to go outside, then your child is too sick to attend the program.*

The staff use the whiteboard (across from the front desk) to sign out when leaving the daycare to indicate where the rooms are going and what time they will be back.

- If rooms 2, 3, 4, 5, & 6 use the playground in the afternoon, all rooms will be back in the Centre by 4:30 pm, or 4:45 pm during the summer months. Those rooms going for a walk must be back in the Centre by 4:00 pm.
- Rooms 1, 2, & 3 will return to the Centre by 4:00 pm.

All rooms take a cell phone when they leave the Centre with children for emergencies or for contacting the Centre, and vice versa.

Room Cell Phone Numbers

Room 1 -587-985-7079

Room 2 – 587-985-7082

Room 3 – 587-985-7056

Room 4 – 587-985-7077

Room 5 – 587-986-8726

Room 6 – 587-985-7055

The staff will take backpack(s) containing all the emergency medications and emergency binders (portable records) for each child on all outings, emergency evacuations or field trips.

FIELD TRIPS

Field trips are an integral component of the program and to your child's learning process. It is the hands-on experience of our learning through play program.

We have regular field trips for each room, and all children in the rooms are expected to participate in the field trips.

If you do not wish your child to participate in a field trip, you will need to advise the Centre, and you will need to find alternative care for your child that day.

The Staff will give the parents at least two weeks' notice of a field trip.

The summer field trips are generally involving water, and require many parents (volunteers) to ensure a safe ratio and fun trip.

Waivers

Upon intake, all parents will be asked to sign a waiver giving permission to take their child(ren) on supervised outings, such as walks around the building, to the library, etc.

If a larger, more complicated field trip is planned, or alternative means of transportation are involved (e.g., bus, LRT, etc.), parents will be asked to sign a "We're Going on a Field Trip" form detailing the trip. Parents/guardians will be asked to indicate whether they can volunteer on the field trip, and are strongly encouraged to do so. Parents will also be asked to sign-in their child for the specific field trip described.

Cost

The cost of the field trip will be paid for by the Centre for the children, staff, and parents/volunteers needed for ratios.

Other

Children will return to the child care facility at the end of the field trip, unless a parent/guardian signs them out of the Centre.

Due to safety concerns and ratio needs we request that parents/volunteers do not bring siblings along on the field trips.

Parents/volunteers are expected to stay with the room throughout the field trip and follow the rules. The rules will be given to the parent the morning of the field trip.

Expectations for Volunteers Participating in Field Trips

Parents/volunteers will be responsible for **assisting with** one, or a group of children, as assigned by the staff.

Parents/volunteers must not give the children they are responsible for to other parents/volunteers to supervise. The children assigned to your group must stay with your group.

Parents/volunteers are expected to model appropriate behaviour as set out below.

- Smoking is not allowed.

- Eat only food or drinks provided by the daycare.
- All parents/volunteers are to follow instructions from the staff.
- Parent/volunteers will refrain from using cell phones when supervising the children.
- Volunteers will participate in a volunteer orientation prior to the field trip as well as review expectations at that time

Identification tags or matching T-shirts with the name, address, and phone number of the centre will be worn on all children at all times (wet or dry). Staff will also wear identifying Field Trip T-shirts. Parents/volunteers are not required to be identified in this way.

Lost Child

In the event of a lost child on a field trip, parent volunteers should be prepared to:

- Stay Calm. Inform the staff and/or person in charge that a child is missing;
- Decide who will conduct a brief search and who will stay with the remaining children;
- Report back to the person in charge;
- Designate someone to call the police (911), child's parents and the centre at 780-429-3033. At the same time, implement a more detailed search;
- Give a description (and picture, if available) of the child and their clothing;
- Contact Edmonton & Area Child & Family Services Authority – Child Care Licensing Office at 780-427-0444 to report the incident;
- Care for other children. Make a decision to care for remaining children on site or to return to Centre; and,
- Have a paper and pen to record information.

Once a child is found, ensure staff, children, and parents have all had a chance to debrief and discuss their thoughts about the incident. Provide additional counselling or support if needed.

Review the incident and identify what may have led to the occurrence. Review procedures and make necessary changes to avoid future incidents.

Guidelines for Children on Field Trips

Children should be made aware of the following three guidelines to follow if they become separated from the group:

- Stay put.
- Talk to a "safe adult" (store or park employees, security or police officers - generally people who are wearing name badges or uniforms).
- Don't go anywhere with someone you don't know.

Transportation

The summer field trips involve rooms 4, 5, and 6 and the transportation will be yellow school buses.

Field Trips Involving Water

Adult to child ratios for field trips involving water:

- 0 to 3 years: one adult to one child
- 3 to 4 years: One adult to two children
- 4 to 6 years: One adult to two to three children

Field Trips for Infants

Infants will participate in age appropriate field trips. The field trips for the infants will take place only in the City of Edmonton. The transportation will be walking or the use of the Edmonton Transit Service. The Infants seated in strollers must be secured in the wheelchair safety mounts on the buses or LRT.

NUTRITION

We have a full-time cook, who works with the Executive Director and a Public Health nutritionist to provide a series of balanced menus of two snacks and a lunch per day.

Your child will receive two-thirds of the Canada Food Guide requirements daily, and we want the children to enjoy great variety in their meals.

There is a four week rotating menu. Please feel comfortable reviewing the menus on the parent information board by the kitchen.

Morning snack is offered from 8:00-9:00am. Lunch is available from approximately 11:00-11:45 am (depending on the length of time it takes for children to finish). Afternoon snack is offered from 2:30—3:30 pm.

All infant formulas are to be provided and prepared by the parents, and must be properly labelled and given directly to staff for refrigeration.

Homogenized (3%) milk is served in the infant rooms (1, 2 and 3), and 2% milk is served in the preschool rooms (4, 5, and 6).

Solid foods to infants under six months of age will only be provided with a physician's approval. Pureed foods are prepared on site.

Please advise us if your child has allergies or strict religious beliefs regarding nutrition. We will do our best to work with you in providing alternative meals to accommodate his or her needs. Parents may be required to provide a doctor's note for allergies.

Children will be seated while eating and drinking.

No bottles or beverages are provided to children while they are in their crib or on their beds at naptime.

HEALTH

Canada Place Child Care program is committed to protecting, maintaining and improving the health of each child.

All staff have First Aid and Infant C.P.R. training. They are well versed in emergency procedures, and have ready access to your emergency information.

Staff can refuse to give medications or do a procedure for which there is no expertise or training.

The centre is responsible to ensure the staff is trained in the proper method of administering the type of health care in the nature of first aid required by the child and have the written consent of the parents prior to administering and procedure or special medication.

Contagious Diseases

Please notify the Centre if your child has a contagious disease. A notice will then be posted. The notice is required by the Provincial Public Health standards to inform parents to be more vigilant in the containment of the disease. Individual children will not be identified by this notice.

We contact a Public Health nurse for guidance and assistance in all health matters when needed.

When your Child is Sick

Take action when your child is sick!

Do not bring your child to the centre if they have:

Diarrhea,

A fever of 100 °F or 38 °C,

Discharge from the eyes,

Vomiting or unexplained vomiting,

Unexplained rash,

Persistent pain,

Cough (frequent bouts 2-3 times/hour especially if choking or vomiting, or projectile vomiting)

Please make sure you have a backup child care system in place. Should your child become ill at the facility, he or she will be taken to the office and you will be contacted. If you are not available, your emergency or office contact will be accessed. Please arrange for your child to be taken home as soon as possible (within an hour of being contacted).

The Centre has the right to request a doctor's note stating that the child is healthy enough to return to the Program.

The staff are responsible for administering first aid.

If your child must be transported to a hospital, the Royal Alexandra Hospital is the designated hospital. You will be contacted immediately. Children with serious injuries/illness will be transported to the hospital by ambulance. If an ambulance is used, parents are responsible for ambulance charges.

All accidents will be reported, reviewed, analysed and tracked to identify trends or issues.

Medication

If your child needs to take medication while they are attending the program, you will need to complete the Medication form (available in each room).

Information regarding the potential side effects of medication must be given to the designated staff administering the medication. Information including medication that has been administered by the parent before the child arrives at the Centre, medication during the day, and medication administered at the Centre just prior to the child leaving the facility will be recorded on the medication form.

All medications will be stored in a locked box.

Prescribed Medication will be administered only:

- When the Medication Form is completed and signed by the parent;
- By a staff member that has a valid first aid certificate;
- When medication is provided in its original container;
- When showing the name of the physician;
- When labelled with child's name, and date of issue;
- When labelled with instructions and time period;
- Labelled with symptoms of administering medication and
- According to the labelled directions.

The staff members who administer the medication shall complete the medication record with their signature each time medication is administered.

Over the counter medications will be administered for no more than five days at the facility without a physician's order to the contrary. All over the counter medications must be in the original container and labelled with child's name. All medications will be accompanied with a completed medication form that requires the Executive Director's signature prior to first administration.

Emergency medication is stored in the backpack in the child's homeroom and will follow the children wherever they go. This includes Ventolin, and adrenaline/epinephrine-based medication. Parents will complete Allergy or Asthma action plans with instructions on how the staff can administer emergency medication.

Note: Aspirin will not be administered to children due to the risk of Reye's syndrome without doctors note.

STAFF

The Executive Director is hired by the Board of Directors and is responsible for the running and operations of the program including the hiring and supervision of all staff. In addition to the Executive Director, the organization's staffing is comprised of:

- Two Supervisors;
- Twelve (12) Trained Early Childhood Education ("ECE") Teachers (Level 1, 2, 3);
- Six (6) Program Leads (Child Care Supervisor certificate), and
- A full-time cook

Staff Responsibilities

The CPCCS staff are responsible for:

- Conducting themselves in a professional manner;
- Promoting a safe, supporting and caring environment;
- Maintaining communication with parents; and
- Teaching, supporting and recognizing appropriate behavior.
- Planning activities based on current Interests

If staff members fail to uphold their responsibilities/obligations regarding their behavior or the care of the children in the CPCCS program, CPCCS may exercise its right to terminate the member's employment.

Our trained Early Childhood Educators observe and document how the children interact with the materials provided, and set the learning plan based on the children's interest and experiences. Through observation and documentation, individual goals are set for the children to meet their social, emotional, intellectual and physical development. Each child is provided a Learning Stories binder which follows their development through each of the classrooms.

Educators will demonstrate appropriate behaviour in interactions with children, parents and fellow co-workers. Educators will act as role models in the classroom for their co-workers as well as the children in their care.

The Educator assists and guides the child's development in areas such as:

- Language, communication, critical thinking and problem solving, and development of positive self-esteem.
- Assist children in making choices and work with children on the consequences of their choices.
- Independence amongst boys and girls is encouraged equally (responsibility for their belongings, creations, and maintenance of playroom materials).
- Children learn the consequences of their choices/actions and share in responsibilities.

Supervision

It is the responsibility of all staff to ensure that all children in their programs are supervised at all times.

Staff will continually engage in supervision and observation.

Staff should always know how many children are in their care and should be completing head counts regularly.

Staff will position themselves so they can scan the entire play area while being involved with children in their immediate area.

Staff should always be within range to easily communicate with children without the need to raise their voice.

Volunteers and students are never to be left alone with children under any circumstances and they cannot be included in the ratio count as an Educator.

If it is necessary for a child to be separated from a group, make arrangements with another staff to accompany the child.

When children are taken outside, it is important that staff position themselves in order to appropriately supervise the children at all times.

The staff will always be aware of the physical environment of the program: The staff will conduct daily room, gym and playground safety checks of the program premises and equipment to remove hazards; position equipment and arrange the environment to allow caregivers to supervise the children's play, rest, and toilet areas.

The staff will refrain from using personal cell phones or text messaging for personal use while working.

The staff will know which individuals are authorized to pick-up a child from the program in place of a parent by utilizing the emergency contact lists and the written consent from parents. Staff will always ask for ID from unfamiliar people.

The staff will notice when children arrive and leave the program, ensuring that both arrival and departure times are accurately recorded by the parents.

The staff will remember where emergency medications, first aid kits, and emergency contact number are kept.

Staff are responsible to monitor children at all times.

Children will not be tethered when entering or exiting elevators; escalators will not be used with the children.

Each classroom will take a cell phone on all outings.

Staff will write on the white board to notify where they are taking the children and what time they will return to the Centre.

Each classroom has a phone for emergencies

Each classroom will take the backpacks with the portable records, first aid kits and emergency medication(s) on all outings.

EMERGENCY PROCEDURES

At CPCCS we take the safety of the children very seriously and have in place a number of policies and procedures, outlined below. To ensure the safety of all children, regular fire drills are practiced on a monthly basis.

Once the fire bells are in effect NO ONE should enter the Facility. Parents can meet us at the official meeting point.

Official Meeting Points

- **Before 8:00 a.m. - Sun Life Building Lobby (10123-99 Street)**
- **After 8:00 a.m. - Citadel Theatre Box Office (9828-101A Avenue)**

In the event that the facility cannot be reoccupied (Closure), the parents or the alternate emergency contact will be called and children will need to be picked up from the meeting point as soon as possible (within the hour of being contacted).

CODE YELLOW - Shelter-in-Place

There may be emergency situations where an evacuation of a building, room and/or office area is not advisable (a "Shelter-in-Place" situation). Shelter-in-place means remaining in and securing the current location in an emergency situation when it would be more dangerous to be outside trying to evacuate than it would be to stay where you are.

For Canada Place, when a Shelter-in-Place situation occurs it is there:

- For protection from the elements and away from falling objects and debris during severe weather/environmental conditions.
- To limit the danger from contact with hazardous material(s).
- To keep the children and staff sheltered and out of sight of any unsafe situations.

As a parent, if you are in the Centre during a Code Yellow, follow the directions from staff for all Code procedures. If you are trying to get in during the Code, you will not be admitted until after the Code has been cancelled, or otherwise notified.

INCIDENT REPORTING

The Executive Director or designate will report the following incidents immediately to the Edmonton & Area Child & Family Services Authority – Child Care Licensing Office at 780-427-0444.

- an emergency evacuation;
- unexpected program closure;
- an intruder on the premises;
- an illness or injury to a child that requires emergency health care or requires the child to remain in the hospital overnight;
- an error in the administration of medication;
- death of child;
- lost child;
- sexual, physical, or emotional abuse; or,
- neglect of a child.

All incidents are analyzed annually and a report is submitted to Alberta Family and Social Services Day Care Licensing, Edmonton Region Licence Office.

PARENT'S RESPONSIBILITIES

Clothing

Please provide the program with two complete changes of labelled clothing for your child (seasonal tops, bottoms, underpants, socks, etc.), indoor and outdoor shoes (no flip-flops), seasonally appropriate outerwear (sweater, coat, splash pants, snow pants, shoes, rubber boots, winter boots, sun hat, winter hat, mittens, etc.), extra diapers, wipes and diaper cream.

You and your child will be happiest if comfortable, washable and seasonal play clothing is worn; play can be a “dirty job” at times.

If your child soils his or her clothes while at the program, these will be sent home for laundering.

CPCCS participates in the Mabel’s Labels fundraising program. Dishwasher, microwave and laundry safe labels can be purchased online and a percentage of your purchase will automatically go towards fundraising activities at CPCCS. Shop online at www.cpsc.mabelslabels.com.

Cloth Diapering

In order to ensure the success of cloth diapering in a day care environment, it is important to make it as easy as possible for the caregivers. For example, provide the diapers pre-lined with a disposable liner at the beginning of each day when dropping of your child. Many of our cloth diapering parents have found it simpler to use disposable wipes to ensure an adequate supply is on hand at all times.

You should also bring a wet bag to show where the caregivers can place the soiled diapers and how you will be bringing the diapers home each night. Soiled diapers will be placed in the wet bag and it is the parent’s responsibility to dispose of the fecal matter appropriately.

Supplies to Provide:

- Cloth diapers
- Wet bags – most parents find having 3 works well
- Disposable liners (e.g. Bummi Bio-Soft Flushable liners).
- A few disposable diapers
- Cloth diaper friendly diaper cream
- Pre-moistened cloth wipes (if applicable)
- Disposable wipes (if applicable)

Nap Specific Items

If your child enjoys a pillow at nap time, please provide a small one plus a blanket, soft toy, or other comfort object. Please let us know as to the special significance of any item that your child brings to the facility.

TOYS FROM HOME

There are occasionally specific days in each room when children may bring a toy from home. Otherwise, please do not bring toys into the Centre on any other day, as they can be a distraction. We discourage toys that encourage violence (guns, swords, rifles, etc.), and ask that these kinds of toys not be brought in for toy day. If children bring in toys to the Centre, they must be stored in the hallway cubbies. The toys will not be stored in the room cubbies.

We believe it is important to learn about the child's favorite things, interests, fears, joys, hopes, culture and traditions. Our goal is to obtain a blending between a family's beliefs and values and the philosophy of the program. Staff and families work together to discover and celebrate each child's uniqueness.

BEHAVIOUR OBLIGATIONS OF PARENTS

The CPCCS believes that children's care and development require the involvement of parents, teachers and all childcare staff in an environment that is positive, cooperative, respectful and safe.

At CPCCS, any issue or concern will focus on problem solving with the belief that no problem is so great that it cannot be solved when we work together.

Two agreements define the CPCCS's expectations of parent/guardian and staff behavior:

- Respect self, others and property; and
- Be responsible for what you say and do.

Parent/Guardian responsibilities:

- Be aware of the Board policy and procedures and the Society's expectations for parent, staff and children;
- Discuss issues with staff as they arise and attend scheduled meetings;
- Follow the "Steps for Resolving Grievances" (listed below);
- Take an active role in your child(ren)'s care;
- Cooperate with the program staff in finding solutions to ongoing problems; and
- Maintain respectful communication with the program staff.

If a parent/guardian fails to uphold their responsibilities/obligations regarding their behavior or the care of their children in the CPCCS, a warning letter will be given. If the behavior continues, then CPCCS may exercise its right to cancel the child care agreement.

Parents will be provided with a copy of the Parent and Child Code of Conduct upon enrollment.

Steps for resolving grievances

We hope you will not have any concerns during the course of your child(ren)'s care at CPCCS; however, if a situation arises, we are committed to finding a solution at the classroom level.

If a conflict arises, CPCCS's goal is to find a solution everyone can accept.

The steps to follow to communicate your concern are outlined below. Please note that beyond Step 1, details about the situation will be shared with the relevant staff, Board members and/or outside experts in order to resolve the concern.

STEP 1: Resolve the concern with the staff member closest to the situation.

If you are unsatisfied, go to next step.

STEP 2: Contact the Executive Director. 780-429-3033

If you are unsatisfied, go to next step.

STEP 3: Submit a letter itemizing concerns, and why they are unable to be resolved with the Executive Director and staff, to the CPCCS Board President or other member of the Executive Committee (Vice President, Secretary or Treasurer).

The Board's decision regarding how to resolve the issue will be final; however, if the parent has concerns regarding the compliance with Provincial regulations or best practices, then go to step 4.

STEP 4: Contact the Edmonton & Area Child & Family Services Authority – Child Care Licensing Office at 780-427-0444. As a department of the Provincial Government, they ensure that licensed facilities comply with provincial regulations and standards.

Note: The CPCCS Board is the employer of the Executive Director and responsible for the governance and stewardship (the leadership, management and fiduciary duties) of the CPCCS as a non-profit organization.

The CPCCS Board is engaged in this resolution of grievances process only when:

- a) The parental concern is with the decisions or performance of the Executive Director; and/or
- b) The parental concern cannot be resolved with the Executive Director.

When the Board (Executive) receives a letter itemizing the parent's concern(s), an investigation will be conducted to collect information from all parties involved.

The Board (Executive) will then convene to review the information and concerns and decide on the best course of action in light of the Board's responsibility to the CPCCS.

The Board's decision will then be communicated to the parent and Executive Director in writing and in person (when feasible). This decision will be final.

FEES

Pre-registration Fees

An initial deposit equal to the first month of childcare fees will be paid upon confirmation of acceptance of the childcare space at the Society's facility. In the case that you have more than one child commencing, the initial deposit is equal to the first month of the childcare fee of your youngest child.

The Society agrees to refund the deposit provided a full calendar month's written notice of termination is forwarded to the Executive Director and all other fees and obligations have been paid or satisfied in full.

Monthly Fees

Fees are payable in advance on the first Wednesday of the month via EFT. Continued failure to pay fees will result in a cancellation of your child(ren)'s enrolment at this facility.

Fees are not prorated for absences due to holiday or illness. Parents must pay the full monthly fee to ensure the child(ren)'s placement is reserved.

Please discuss any financial problems with the Executive Director and we may be able to reach a mutually satisfactory solution.

For more information on the fee schedule, please refer to the CPCCS website: www.cpccs.org

Non-Sufficient Funds (NSF) Fee

There is a \$20.00 fee for NSF returned cheques.

Subsidy

A child care subsidy is available through the Province of Alberta. Please refer to the following website to determine if you qualify and how to apply: www.child.gov.ab/childcaresubsidy.

WITHDRAWAL OF CHILD

No less than a full calendar months' written notice of withdrawing a child needs to be provided to the Executive Director. Withdrawing a child without such notice will result in the loss of the pre-registration fee. Withdrawing a child prior to the end of the month will not result in a refund of childcare fees for days not used during that month.

PART TIME

Part-time Status: The Society will strive to meet the need for part-time spaces, if possible, according to the length of the waiting list for Federal employees only.

SMOKING

No person shall smoke at any time or place where childcare is being provided.

GET INVOLVED

The CPCCS is a non-profit charitable organization. As such, fundraising and volunteering is critical to ensuring the daycare continues to deliver a high level of care for our children. The purposes of the fundraising and volunteering activities of the daycare are as follows:

1. To meet the Charitable Societies Act obligations.
2. To raise additional revenue to help with: replacement of toys and equipment, programming expenses (such as special programs like yoga, music, educational field trips and arts & crafts supplies), some operational expenses and continued quality care for the children.
3. To help build a sense of community and involvement among members of the daycare.
4. To help increase the profile of the daycare in the greater community of the Canada Place building and the City of Edmonton.
5. To assist with the day to day running of the facility and keep parental cost down, for example assisting with summer field trips, office work, sewing and maintenance of the facility and playground.

****It is mandatory that ALL families participate in the Casino fundraiser that is held approximately every 2nd year.**

Parent involvement is encouraged through:

- Volunteering on field trips;
- Assisting in Fund Development, activities and Casino;
- Volunteering on the Board of Directors and/or various committees;
- Volunteering time in another appropriate manner; technical assistance, sewing, handyman, maintenance, additional cleaning, etc.
- Actively participating in the classroom's planned program activities;
- Frequent, friendly and positive parent-staff and staff-parent verbal interactions; and
- Sharing skills and knowledge that contributes to the exploration of the classroom curriculum.

PARENT RESOURCES

We have a variety of resources available for parents in the reception area of the Centre. Parents can borrow or photocopy the resources at anytime. Please notify the room staff or office staff if you are looking for any resources needed. If you find any articles worth sharing please share them with us.

OTHER RESOURCES

Alberta Association for the Accreditation of Early Learning and Care: www.abcccaced.ca

Alberta Resource Centre for Quality Enhancement (ARCQE): www.arcqe.ca

Edmonton & Area Child & Family Services Authority – Child Care Licensing:
www.edmontonandareacfsa.gov.ab.ca

Health Link: www.albertahealthservices.ca

Health Canada: www.hc-sc.gc.ca