



CAMROSE LITTLE ANGELS DAYCARE & OSC

PARENT HANDBOOK



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Our Philosophy

Camrose Little Angels Daycare believes that children are resourceful, capable and active learners whose learning, growth and development are profoundly influenced by the quality care and relationships they receive. It is every child's right to have an open, engaging, and responsive environment where they explore the world through play.

Camrose Little Angels Daycare provides children's experience in a safe and nurturing environment where their social, emotional, physical, and cognitive development is supported. These environments are intended to promote positive self-identity and a sense of belonging. Children will have open and flexible environments where playful exploration, problem solving, and creativity are encouraged and purposely planned by the educators. Environments will reflect a sense of belonging where children feel nurtured and supported.

Play is integral to children's learning and richly formative in their capacity for relationship. Play is the work of children. Camrose Little Angels believes that children experience the world through play and educators play a pivotal role in providing these positive play experiences, and becoming co-learners, co-researchers, and co-imagineers of possibilities.

Program

Camrose Little Angels implements Flight- Alberta's Early Learning and Care Framework Curriculum Framework. Children are provided with an environment which is open, engaging, safe and nurturing for their growth and development. Activities are planned based on the Interest of the child. All planned and unplanned activities are **Child- centered, Interest based and Open ended**. Camrose Little Angels Daycare believes in providing an open, welcoming, and inclusive environment for the children and staff where individual beliefs and values are as important as collective ones and everyone is free to believe, practice and follow their spiritual, religious and cultural values.

Educators actively listen to children's questions and bend at their level to explore possibilities together with them as co-learners and co-researchers. Open ended, inclusive and

developmentally appropriate activities are planned, and observations are made. All aspects of growth and development are considered during program planning. Educators extend children's learning and experiences by planning and extending the activities based on the observations made. Learning stories are used as a reflection to document their competencies and dispositions to learn within the healthy and positive play environments.

1. Hours of Operation: Regular hours of operation are from 6:00 a.m. to 6:30 p.m. Monday to Friday.

The Centre will be closed on the following days annually:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Remembrance Day
Good Friday	Civic Holiday	Christmas Day
Labor Day	-----	Boxing Day

2. Arrival and Departure: Each day upon arriving, parents are required to sign their children, noting the time of arrival. This is to be followed by signing the child out when leaving the Center at the end of the day. Please initial each day; this gives us a written record of the children's attendance at all times. Please do not drop your child off at the daycare between the hours of 11:30am and 2:30pm since the children are transitioning to nap or are already napping. If you drop off your child when the children are outside either in the outdoor play area or on an excursion, we require that you come to the Center to sign your child in and deliver your child to join the group.

3. Notification of Absence or Late Arrival Policy: Please provide written or e-mail notification of any absences whenever possible. If an absence is unexpected or if your child is going to be late, please notify us by phone as soon as possible.

4. Late Pick-Up Policy: If a child is not picked up by 6:30 p.m., the parent will be charged a late fee of \$15.00 every 10 minutes or portion thereof. This fee is payable immediately directly to the

staff member that stayed late to care for your child. If the centre has not been contacted by 6:45pm, the staff member responsible for the child will make the following phone calls:

- **Parent/Guardian's Work/ Home phone number**
- **Emergency Contact Person**

If there is no response at any of the numbers, the centre staff will contact the Director who would consider this abandonment and will contact Social Services. Please remember this final step will be taken **ONLY** after all other contact attempts have been made.

5. Release of Children Policy: Only the authorized parent(s) or others identified by the parents can pick up a child. Parents can provide the names of authorized pick-up persons on the child's enrollment form. Parents are asked to call the Center when an alternate person will pick up their child, even when they are listed on the enrollment form. Parents may provide written notice of alternate pick-up persons at any time. If written notice cannot be provided, we will accept a phone call from parents. Staff are required to ask for identification if they do not know the person picking up the child. Under no circumstances can a child be released to an alternate person unless the parent has informed the Center. Daycare children will not be released to anyone under the age of 18 years unless the individual is the parent of the child. If a staff member suspects the person picking up the child is under the influence of alcohol or drugs, the parent/guardian will be referred to the designated person in charge who will offer suggestions for alternate transportation (i.e. a taxi). If the parent/guardian is uncooperative, the police will be called to make a report of a person suspected of driving under the influence of alcohol or drugs.

6. Child Custody and Access Policy: Children will be released to parents and emergency contacts listed on the child's registration form. Parents are required to inform the Center of any

custody and access arrangements that are relevant during the hours the child is at the center. If parental access is restricted in any way during daycare/OSC hours, legal documentation must be provided. Without a copy of a legal document detailing parental access, we cannot deny access to children by parents. It is important that parents have regular and clear communication with the Director regarding custody and access. If one parent or a guardian has sole custody of a child and provides a legal document that clearly defines that the non-custodial parent does not have access during our operating hours, we will not release the child to a non-custodial parent. Should the situation arise where the non-custodial parent comes to pick the child up, we will ask for supporting documentation for access and contact the sole custodial parent and the police if necessary.

7. Medication and Health Care

Camrose Little Angels Daycare has a Policy stating that **medication is only administered to a child when Written consent has been provided by the parent of the child**. Medication will be stored in locked containers, in a bag that includes the paperwork as well, that is inaccessible to children but is easily accessible to the staff. When going offsite, staff will be carrying the portable backpack that has First aid kits, Emergency contact information and the medication that will be administered to the child. All the records will be received by the Director or the primary staff and on completion will be saved and recorded in the child's file.

Medication will be administered to the child by ONE ASSIGNED PERSON only. All staff must hold a current First aid certificate before they administer the medication. Medication can only be administered to the child when:

- The Written Consent of the child's parent has been given
- The medication is in its original labeled container.

The medication is administered according to the labeled directions. Once medication is administered to the child, staff must ensure that the following information has been recorded:

- The name of the medication
- The time when medication was administered
- The amount of medication administered
- The initials of the person who administers.

Without this information staff must **NOT** administer any medication.

8. Termination of Childcare

If the centre gives termination of childcare service, the centre will and **MUST GIVE TWO WEEKS** written notice.

*Consistent violation of centre policies and procedures, parent handbook and program expectations

*Failure to make childcare payment for more than **ten working days** after payment is due.

*Failure to pay subsidy fees due to loss of subsidy status.

*Uncontrolled child's aggressive behaviors with potential danger to self and others

Challenging Behaviors are sometimes difficult; however, we will make every attempt to work with a child. If there are continual problems with severe disruptive or aggressive behaviors, in which child is a danger to self and to others, parents will be invited for a conference to work out a plan of action. Unsuccessful attempts will lead to removal of a child from our program.

Other reasons for a child's exclusion from our Program

We are unable to list all existing communicable illnesses. We will seek advice from a public health nurse on any communicable illnesses we are not familiar with. Parents would be informed to seek alternate child care or keep their child at home if the child is not well enough to participate in the regular activities of our program, if the illness requires greater care from the

child care staff than can be provided without compromising the care of the other children in the program, or their child has received one or more of the following diagnoses from a physician or other health professional:

***Chickenpox** (the child can be permitted to return to the program when he or she feels well enough to participate in all activities, regardless of the state of the rash and as long as the child returns to the same group they were with one to two days before the onset of the rash);

***Diarrhea or loose stool** (the child would be excluded for 24 hours until symptoms are resolved or assessed by a physician);

***Hepatitis A** (the child would be excluded until 14 days after onset of illness or seven days after onset of jaundice);

***Impetigo** (the child would be excluded until 24 hours after antibiotic treatment has been initiated);

***Wheezing/Persistent Coughing**; (the child would be excluded until assessed by a physician or the symptoms are resolved);

***Measles** (the child would be excluded until four days after the appearance of a rash);

***Mouth** sores with drooling (the child would be excluded until a physician has determined that the symptoms are non-infectious);

***Mumps** (the child would be excluded until nine days after onset of parotid gland swelling);

***Pertussis, or “Whooping Cough”** (the child would be excluded until five days after antibiotic treatment has been completed, until three weeks after onset of symptoms, or until the coughing has stopped);

***Purulent conjunctivitis, or “Red/Pink Eye”** (the child would be excluded until 24 hours after antibiotic treatment has been initiated);

***Rash, with fever or behavioral change** (the child would be excluded until a physician has determined that the symptoms are non-infectious)

9. Inclusive Rights of Children/Parents/Staff

- Camrose Little Angels is an inclusive program accepting children of varying abilities.
- We welcome families from all income level, ethnic, religious, and lifestyle backgrounds.

- Camrose Little Angels is an equal opportunity employer encouraging diversity and gender.
- Any staff found to violate this policy with demonstrated harassment or rejection of a child/parent or fellow staff member will be terminated.
- Any parent displaying negative actions toward a staff member will be terminated from the program.

10. Abuse/Sexual Harassment of Children.

Camrose Little Angels will take all allegations of abuse seriously and investigate thoroughly. All employees are asked to agree to the following as a condition of employment:

- Agree not to harm a child/client physically, sexually, or emotionally.
- Agree not to use corporal punishment as a means of child guidance as defined by the Alberta Provincial Licensing Standards, section 11. Section 11 reads:

“Corporal Punishment” is defined as any type of physical punishment. It includes shaking, pushing, slapping or spanking. Any form of contact that is intended to ridicule, humiliate, degrade, insult or undermine the dignity and self worth of a child is also a form of “Corporal Punishment”.

Report immediately any form of abuse that I may witness to a senior staff member.

- Understand that if I am observed harming a child, it would result in instant dismissal.
- Understand that all allegations of abuse will be taken seriously and investigated thoroughly.
- Understand that in all cases of witnessed or alleged abuse, the appropriate authorities will be notified, i.e. police, child welfare, licensing.

11. Health Issues:

Our program may provide or allow for the provision of health care to a child only if the written consent of the child’s parent has been obtained. A section in our registration form will be

provided for parents to provide this consent. When a child requires health care for minor or major injury, usually in the form of first aid, the caregiver will document on an Incident/Accident Form and sign. Parents will be informed and required to sign form on arrival. Completed form is stored in the child's file. Only staff with valid first aid/CPR/AED training will be allowed to provide health.

12. Supervised Care for Sick Children

All sick children will be cared for in a quiet area of their classroom and kept as far away as is practicable from the other children. A child will be removed from other children if the child is believed to be ill from an infectious disease and supervised by a primary staff until the arrival of parents or guardians. Our program will ensure that the sick child is directly supervised by a primary caregiver, who will provide the appropriate care needed to keep the child comfortable until their parents /guardian arrives.

Head Lice

We will immediately remove all play materials that may spread head lice to prevent spread. All such materials will be washed and then bagged away until the lice situation is fully dealt with. Parents will be notified if their child is found to be with head lice and advised about treatment options. Other parents will also be notified of confirmed cases of head lice. A child will not be allowed admittance into our program if staff confirms the presence of eggs, or live bugs.

Biting

Staff will be alert and ready to watch for any bites. If a child continues to bite after several attempts to stop, a parent conference would be set up to work out achievable strategies. A child will be removed from the centre after unsuccessful attempts to stop or minimize biting.

13. Nutrition

We serve morning snacks about 9:00am and afternoon snacks at about 3:00pm. Parents are responsible for providing lunch for their children. All snacks and lunches will follow the Canada Food Guide , and are reviewed on a regular basis to support children's healthy development and food preferences. A note will be made on the snack calendar if a planned menu is not served. Parents are required to ensure that meal portions are well cut up in safe bites to avoid choking hazards. All lunches brought in will be checked by staff daily to ensure it is nut free. When necessary, a note with a list of healthy lunch ideas would be provided. We do not force children to eat; we only encourage more eating using different fun approaches.

- Lunches will be stored in the fridge and brought out just before lunch time and heated up using the microwave we have onsite. This ensures all lunches are kept cold until it is time to eat.
- Please label your child's lunch bowls and lunch boxes for easy identification.
- We will NOT serve any foods that may contain nuts.

- We will NOT serve leftover meals/snacks from the previous day to the children.
- We will post a monthly snack menu on the Parent Board, and in our monthly newsletter.
- We will never force a child to finish what is on his/her plate **BUT** encourage each child to try one or two bites of the food that they brought. Sometimes they are surprised by what they like!!

Program staff is responsible for food storage and all utensils will be sanitized after each use.

14. Manner of Feeding

All children will be seated while eating or drinking. All children will be encouraged to eat on their own, but if help is needed, we will use the hand over hand method.

No beverages will be provided to children while they are napping.

15. Outdoor Play Supervision

Staff will ensure that a head count is done before taking children out and at the end of playtime to account for all the children. Attendance sheets/ clipboards will be taken to avoid any confusion. While outside, head counts are done every 5 minutes to account for all the children. Also, staff must check play areas to ensure that no child is left behind after an outdoor play session. Outdoor safety checklists will be followed and signed before children will use the play area.

16. Child Guidance Policy

Camrose Little Angels Daycare strives to develop the social, emotional, physical, spiritual and cognitive growth of the child in an open, positive, inclusive and safe environment. Each child is encouraged to develop self-respect and self-control. Guidance techniques are used to assist the children as they develop the social skills needed in a group environment.

Guidance techniques:

- Staff model appropriate behavior
- Staff plan a program appropriate to the ages, levels of development and interests of the children.
- Staff recognizes difficult times during the day and plan accordingly to prevent problems.
- Staff set clear limits and assist the children to be successful.
- Staff encourage children to learn and practice problem solving techniques and provide assistance whenever needed.
- A staff member must not inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.
- A staff must not deny or threaten to deny any necessity to a child.

- A staff must not use or permit to use any sort of physical restraint, confinement, or isolation to a child.

Intervention: Intervention techniques vary based on the developmental level of the children and on the issues being addressed.

Redirection: When a child persists in an unacceptable behavior, he can be encouraged to choose a safer activity in the room. Staff will engage the child in play and encourage interactions with peers.

Natural Consequences: staff will allow the child to experience the natural consequences of actions when appropriate—i.e. When artwork is left on the floor, it may be put in the recycle.

Logical Consequences: Staff will direct the child toward a consequence connected to the action—i.e., Children are expected to put the toys back in the bins after they are done playing with them.

Problem Solving: Staff will help the children to discuss issues, express feelings, and make choices with peers.

If a child's behavior is putting himself/ others at risk, he will be helped to leave the playroom and spend some time with an educator. As the child regains control, the situation will be discussed, and the child will be helped to re-enter into positive play experience in his room.

17. Accident or Illness.

An accident or illness is reported to the parent immediately through phone contact and each room will have an emergency response procedure located by the phone in their room along with emergency contact numbers for the EMS (EMERGENCY MEDICAL SERVICES), The Fire Department, The Police Station, Poison Control, Child Abuse Hotline, and the nearest Hospital. 911 is called immediately when required.

Once the child is taken care of, the incident is reported to the Director and then they will be reporting it to the Licensing.

Staff must immediately call 911 if warranted - this occurs prior to consultation with the program supervisor or consultation with parents. If a serious accident occurs, parents/guardians will be contacted immediately. If unreachable, we will contact the emergency contact people listed on the child's emergency card. If necessary, we will call 911 and an ambulance will take the child to the Hospital. While waiting for medical help, we will have a program staff trained in first aid, administer basic first aid treatment to comfort children. If the emergency is of an allergic reaction where we must administer an Epi-Pen or other prescribed emergency medical treatments, parents/guardians will be notified, and the child will be taken to the hospital by an ambulance. Our program requires parents to provide us with an up-to-date contact for themselves and alternate contacts in case of an emergency.

18. Transportation Policy:

Camrose Little Angels Staff will walk children to school. Written consent from parents/guardians is required in order to walk children to school. During adverse weather conditions (-20 degree Celcius or below), transportation will be suspended temporarily until the weather is favorable for walking. Parents will be notified ahead of time about the weather forecast so that they can arrange alternate pick up and drop off for their children. It is the responsibility of the parents to inform the program of any changes in their schedule. They can do so by calling/emailing the centre. Educators are responsible to ensure that the following measures are taken regarding the transition of the out of school care children during the school days.

Morning before school resumes: Staff will ensure all children signed into the care are escorted to the school before the morning bell rings. Camrose Daycare staff will remain with children until the school teachers on duty take the responsibility for the children and allow them to enter the school building. Staff will take the attendance before all the transitions (drop off and pick up).

Afternoon dismissal: Camrose Little Angels Daycare & OSC staff will be located at the designated pick-up location (TBD). Staff will sign in the children as they show up at the pick-up location. If a child is missing, staff must follow up with:

1. The parent/guardian to let them know that the child was not in school when staff went to pick them up from school.
2. If the child was not picked up by the parent/guardian, the police will be contacted to report a missing child.
3. Director will contact Childcare Licensing to inform about the incident.



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CHECKLIST FOR PARENTS

- **When arriving and collecting your child each day make sure that a staff member knows your child is arriving/leaving, and you sign your child IN/OUT.**
- **Make sure that your child is properly dressed for the weather.**
- **Be sure all clothing is properly labeled with your child's name.**
- **Have a pair of indoor shoes to be left permanently at the Centre for your child.**
- **Do not send your child to the center if he/she is sick.**
- **Please remember that we cannot administer any medication to your child unless we have a WRITTEN APPROVAL from you.**
- **Staff must be informed immediately of any change in your home address, place and hours of employment, and home and work phone numbers.**
- **Parents receiving subsidy must submit a change of information form to the subsidy office informing them of any changes to the employment or school enrolment.**
- **Make sure you have an emergency contact number with us (not your own)**
- **If someone else is picking up your child, please phone and double check that they have done so and not forgotten.**
- **Pay fees regularly on the first day of each month. Arrears may involve exclusion of your child from the centre.**
- **Let us know at least four weeks in advance if your child will be leaving the Centre. If this is not complied with, the parent is still obliged to pay the fee for the next month.**