



ANGEL KEEPERS DAYCARE & OUT OF SCHOOL CARE PARENT HANDBOOK

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Welcome

Welcome to Angel Keepers Daycare

At Angel Keepers Daycare, we believe every child deserves to feel safe, loved, and valued. Our centre provides a nurturing and loving environment where children can explore, learn, and grow through play.

We recognize that each child is unique and develops at their own pace. Our goal is to create a warm, inclusive space that supports children's social, emotional, physical, and cognitive development while fostering a lifelong love of learning.

Families are an important part of our community. We strive to build strong, trusting partnerships with parents and guardians through open communication, collaboration, and mutual respect.

Together, we create the best foundation for your child's early years.

Welcome to the Angel Keepers family — we're so happy you're here!

Mission Statement

Our mission is to provide safe, quality care for children in an open, non-judgmental environment that promotes physical and emotional development and learning through play.

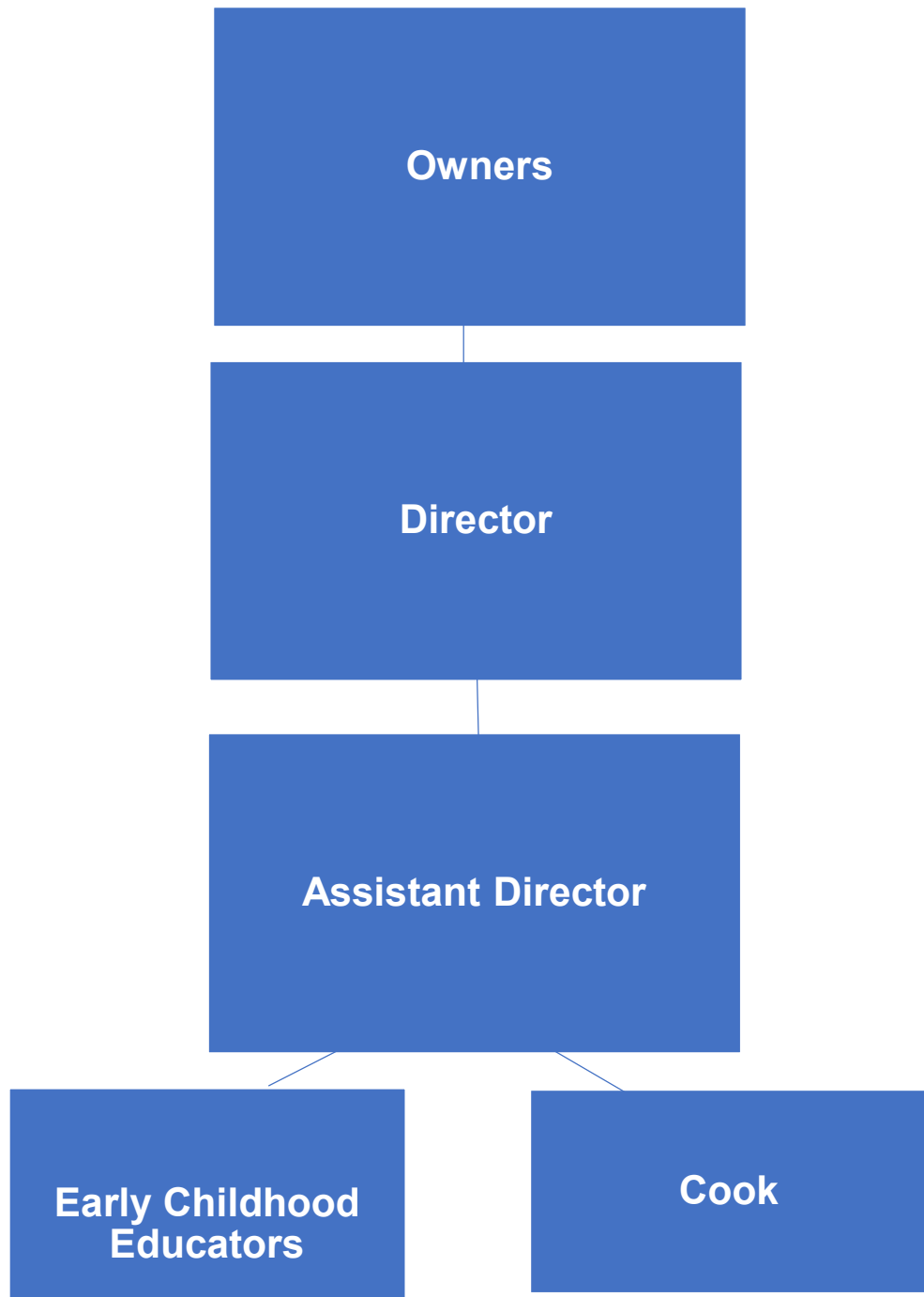
Our mission is to provide the best childcare we are capable of providing by: always questioning our practices and beliefs to further our understanding of children and their families. It is a 'home away from home' where children can grow as individuals, develop new and positive relationships and form secure attachments. This will allow parents to focus on work or school with peace of mind that their children are in good hands.

Philosophy

A busy child is a happy child! Children at Angel Keepers Day Care & OSC are given the opportunity to choose from a wide variety of activities. We provide an active schedule of field trips, art, and recreation activities. Our staff blends childcare experience with their unique talents to provide a rich program that highlights their personal strengths. Staff come to Angel Keepers day Care & OSC from education, music, fine art, drama, outdoor pursuits, and special needs backgrounds. Angel Keepers day care & OSC provide encouragement to children to work with their leaders and the contribution to monthly programming at their centers.

Our programs strive to encourage independence and positive decision-making skills among the children. Each day, we provide different free play and structured play activities to the children. We believe that identification of emotions is most important thing that every child should understand so that they would be able to resolve conflicts with their peers on their own or under the supervision of program staff. We believe that partnerships between families and the Center are essential to the growth and development of the individual child. We strive to create a strong bonding with families and sense of community in children

Organizational Structure



The following are the policies and procedures for Angel Keepers Daycare & Out of School Care. Questions or feedback regarding the policies and procedures contained in this manual should be directed to the Owner, Meenakshi Sahay.

ADMINISTRATIVE POLICIES

Policy: Code of Ethics

Procedure

- The Management and Staff strive to following a Code of Ethics
 - Promote the health and wellbeing of all children
 - Use developmentally appropriate practices when working with children
 - Demonstrate caring for all children
 - Work in partnership with parents, supporting them to meet their responsibilities to their children
 - Work in partnership with colleagues and other services providers in the community to support the well-being of families
 - Word in ways that enhance human dignity
 - Pursue an ongoing basis, the knowledge, skills and self awareness to be professionally competent
 - Demonstrate integrity in all professional relationships

Policy: Registration

Procedure

- Parents wishing to register their children with Angel Keepers Daycare & OSC
 - Visit www.angelkeepersdaycare.ca, click on the Enrollment tab and complete an online Enrollment form
 - Once we have received the online Admissions form, the Director will contact the parent to arrange a visit and tour of the program
 - Once the space has been confirmed
 - Registration forms will be completed
 - Emergency contact forms will be completed
 - Parents will be asked to update the registration form and emergency contact forms every 6 months
 - Payment of the \$100.00 registration fee
 - Payment of the refundable space deposit
 - Changes in contact information for parents or emergency contacts must be given to the Director immediately

Policy: Refundable Space Deposit

Procedure

- A \$200.00 refundable space deposit is required at the time of registration
- The space deposit will be refunded when care is terminated provided the required notice of termination is given
 - Failure to give the required notice of termination will result in the space deposit being forfeited and retained by the program

Policy: Notice of Termination

Procedure

- Parents wishing to terminate care must submit 1 month's written notice to the Director
 - Failure to provide the required written notice will result in the full monthly fee being charged to the parent

Policy: Hours of Operation

Procedure

- The centre is open Monday to Friday from 6:30 a.m. – 6:00 p.m.
- Infants under 12 months cannot be dropped off before 7:15 a.m.

Policy: Statutory Holidays

Procedure

- The centre will be closed on the following statutory holidays
 - New Year's Day (in lieu)
 - Family Day
 - Good Friday
 - Easter Monday
 - Victoria Day
 - Canada Day (in lieu)
 - Heritage Day
 - Labor Day
 - Thanksgiving Day
 - Remembrance Day (in lieu)
 - Christmas Day (in lieu)
 - Boxing Day (in lieu)
- For days marked "in lieu", when the holiday falls on a weekend, either the Friday before or the Monday after will be taken in lieu of the statutory holiday
 - No refunds will be given for statutory closure dates

Policy: Additional Closure Days

Procedure

- The centre will be closed for 2 days per year for staff Professional Development Days
- The centre will be closed annually from December 23rd – January 1st

Policy: Monthly Fees & Staff-To-Child Ratios

Procedure

- Fees are due on the 1st of the month
 - No refunds are given for absent days due to illness or vacation
 - Cheques can be made payable to Angel Keeper Ltd
 - Cheques returned NSF will be subject to a \$45.00 surcharge
- Fees paid after the fifth day of the month will be charged \$100.00/day
- The centre has the right to refuse care for non-payment of care
- Parents will be given 1 months' notice of an increase in fees
- Our fee schedule is as follows;

Age	Monthly Fee
0 – 12 months	\$326.25
12 to 19 months	\$326.25
19 to 35 months	\$326.25
36 to 54 months	\$326.25
Kindergarten (Full Day)	\$1000.27
Kindergarten (Half Day)	\$326.25
6 – 12 years (School Year)	\$650
6 – 12 years (July & August)	\$850
Van Service	\$70.00
Drop In (birth to 54 months)	\$90.00/day
Drop In (4.5 – 12 years)	\$75.00/day

Ratios are based on the age of the children in care

Group	Age	Staff/Child Ratio
Infant	0 months to 12 months	1:3
Infant	12 months to 19 months	1:4
Toddler	19 months to less than 36 months	1:6
Preschool	3 years to Kindergarten entry	1:8
Kindergarten	Kindergarten to grade one	1:10
Out of School Care	Grade one to grade six	1:15

Policy: Provincial Subsidy

Procedure

- The Provincial Subsidy Program provides financial assistance for families with childcare fees
- Initial applications, renewal applications and change of information forms can be submitted online by visiting <http://www.child.gov.ab.ca/childcaresubsidy>
- Applications **should not** be mailed or faxed
- It is the responsibility of the parent to ensure that their subsidy remains current
 - The parent will be responsible for the full fee for any month that subsidy is not approved
- Parents applying for subsidy will be required to pay the full fee at the time of registration
 - A subsidy conditional approval letter must be submitted within 5 days
 - Once the conditional approval letter is submitted, the approved subsidy portion will be refunded

Policy: Late Pick Up

Procedure

- The centre closes promptly at 6:00 p.m.
 - Parents are asked to arrive in sufficient time to dress their children and leave the centre by 6:00 p.m.
- Parents that arrive at the centre after 6:00 p.m. will be charged a late fee
 - \$20.00 for the 1st minute after 6:00 p.m.
 - \$1.00 per minute after that
 - Late fees must be paid at the time of pick and paid to the staff member that is present
- Staff will make every attempt to contact the parents and emergency contacts to have the child picked up
 - If the child is not picked up prior to 6:30 p.m.;
 - Staff will contact Human Services at 780-427-339 and the child will be placed in their care
 - Contact information for the HS worker will be posted on the front door of the centre should the parent show up
 - All staff that were present will complete a report of the actions that were taken and document the times and results of all phone calls
 - Situations of habitual lateness may result in termination of care

Policy: Attendance

Procedure

- Full-time and part time spaces are available as outlined in the Fee Schedule Contract
- Child-to-staff ratios are based on the number of children scheduled to be in attendance
- Angel Keepers Daycare & OSC is not a drop-in centre and will not accept children who are not scheduled to attend or have made arrangements for care 24 hours in advance with the centre Director
- Children that attend part time must submit their schedule for the following month before the end of the current month to the Director for approval
- If your child is absent on a day that they were scheduled to attend, parents are asked to call the centre no later than 9:00 a.m.
- Children that attend on a full-time basis will not be accepted after 10:00 a.m.
- Parents are asked to report any absence that is known in advance to staff in your child's room
 - No reduction in fees will be given for absent days due to illness or vacation
 - For subsidized families that take extended vacations,
 - The full unsubsidized fee will be required to hold your child's space

Policy: Professional Development Days

Procedure

- The centre will be closed for two days per year to allow staff Professional Development Days
- Professional Development Days will be held on:
 - {what days? The same days every year make it easier for parents}
 - Parents will be responsible for finding alternate care on these days

Policy: Police Clearance Checks & First Aid

Procedure

- All staff have a clear Police Clearance Check
- 1 in 2 staff members hold a valid First Aid in Child Care Certificate
- Our cook has certification in Safe Food Handling

Policy: Program Evaluation

Procedure

- An annual program evaluation will be completed that includes
 - Completion of parent surveys
 - Review of survey results and development of QEP goals
 - Discussions with the Advisory Committee to identify areas of improvement

- Completion and review of the Accreditation Self Evaluation
- Update of policies and procedures
- Regular review and update of QEP goals

Policy: Community Involvement

Procedure

- Community members are welcome to be part of the program to volunteer and to act as a link between the program and the community
- Staff are encouraged to volunteer in the community and may do so during work hours as long as prior permission has been given by the Director and staff: child ratios can be maintained at the centre

Policy: Community Consultation

Procedure

- The program will connect with community organizations by;
 - Face-to-face meetings with schools and other organizations
 - Community agencies will be accessed to provide support to children and families
 - Sharing newsletters with schools
 - Maintaining a strong relationship with schools and other organizations that support families

Policy: Positive Rapport with Parents

Procedure

- It is important that parents feel comfortable leaving their children in our care
- We will provide an environment where children feel safe, secured and loved
- Parents are free to speak to the owners, Director or staff should there be any questions or concerns
- Parent feedback is important to us, both positive and negative
 - We use parent feedback to make necessary changes to improve our programs

Policy: Parent-Staff Communication

Procedure

- It is important to keep good communication between staff and parents
- Staff will write notes to parents about their children's daily activities
- Staff will try and make themselves available to parents at both drop off and pick-up times, however, it is important to remember that the first priority of staff is the children and a time may need to be scheduled to meet with parents

Policy: Parent & Community Grievance

Procedure

- We believe in resolving parent/guardian complaints and concerns related to the care provided in a prompt and equitable manner
- Complaints and concerns can be made without fear of retaliation or reprisal
- Parents are encouraged to speak to the staff in their children room if there are concerns about the children's programs
- If the complaint or concern cannot be resolved, it will be forwarded to the Director and/or owners
- Should complaints or concerns be received from a community member;
 - The staff receiving the complaint will document the following information on the Community Complaint Form
 - Date
 - Time
 - Name of individual
 - Contact numbers
 - Details of the complaint
 - This information will then be forwarded to the Director and owners for follow up
 - The complaint will be investigated and documented
 - The Director or owners will follow up with the community member

Policy: Confidentiality & Release of Information

Procedure

- Personal information regarding the families and children will always be kept confidential
- Children's files will be kept in a locked cabinet in the Directors office
- Information regarding the children will not be shared without a Consent to Share Information form signed by the parents
 - The consent form will include the names of individuals or organizations authorized to received information about the children

Policy: Inspection Reports

Procedure

- The centre is Licensed through the Province of Alberta, Child Care Services, Daycare Licensing
- The centre follows regulations for
 - Daycare Licensing
 - Fire Regulations
 - Health Regulations
- Inspection reports are posted for parents to review

Policy: Photographs & Videos

Procedure:

- Pictures and videos taken at the centre will be for program purposes
- Pictures and videos will not be used outside the centre without written consent of the parent
- Parents will consent to photos and videos in the registration package

Policy: Handbook Review**Procedure**

- The Parent Handbook will be reviewed at a minimum annually or as needed
- Policies and Procedures will be reviewed for accuracy and updated as needed
 - Parents will be asked for input into proposed policy changes and updates
- Parents will be provided with a copy of new and revised policies once completed

Policy: Program Review**Procedure**

- A program will be completed annually and will include
 - Parent and staff satisfaction surveys
 - Survey results will be reviewed and action plans created to address areas of improvement
 - QEP goals will be updated and new goals added when necessary

Policy: Verbal Abuse of Staff**Procedure**

- We have a zero tolerance for the verbal abuse of staff and reserves the right to terminate care in response to incidents of verbal abuse towards staff
 - Abuse includes;
 - Profanity
 - Abusive and threatening language
 - Discriminatory or derogatory comments directed to a staff's sex, cultural or religious background
 - Any interaction that causes a staff to feel unsafe, fearful or embarrassed
 - Incidents of verbal abuse will result in immediate termination of care

PROGRAM POLICIES

Policy: Transitioning Your Child into the Centre

Procedure:

- To allow transitions to be smooth, a child needs time to adjust to the new environment. We recommend following the transition schedule as closely as possible while still recognizing and respecting the child's needs
 - Day 1 – Child visits for 2 hours in the morning
 - Day 2 – Child visits and stays for lunch
 - Day 3 – Child visits and remains for afternoon nap
 - Day 4 – Child visits and remains until free play in the afternoon
 - Day 5 – Child visits and remains for the whole day

Policy: Arrival & Departure

Procedure

- Parents are required to sign their children in and out on the App
 - This is important so that we have an accurate number of children in care and that we report accurate monthly hours for children to report to the Provincial Subsidy program
- Parents are asked to escort their children into their playroom
 - Assisting children with the removal of outerwear, putting on their indoor shoes, and generally unpacking is a positive way to start the day

- Parents should notify staff of any special instructions or messages
 - If your child requires medication, please ensure that a medication form is filled out and signed

Policy: Alternate Pick Up

Procedure

- Parents are required to list individuals that have permission to pick up their children on the registration form
 - In the event that an individual is picking up the child who does not appear on the registration form, parents must provide prior notice, preferable in writing, to the program
- The children will not be released to anyone that does not appear on the registration form or is authorized by the parent
 - Individuals not known to the staff will be required to provide picture ID to the staff before the child will be released
- In the case of custody arrangements, a copy of the custody agreement must be given to the program to be kept in the child's file

Policy: First Day of Care

Procedure

- To ensure that your child is ready for their first day of care, the following items should be brought to the centre
 - Indoor shoes
 - Change of clothes
 - Blanket, if your child naps
 - Proper outdoor clothing
 - Please ensure that all items are labelled with the child's name
 - Water bottle or sippy cup clearly labelled with the child's name
 - Registration forms and first months payment
 - Diapers, pull ups, wipes, diaper rash cream
 - We suggest bringing a one month supply of diapers, pull ups and wipes
 - Staff will notify parents when the supply is down to 10 diapers or pull ups
 - A readiness to learn and explore!

Policy: Equality & Diversity

Procedure:

- The centre is committed to providing equality of opportunity and anti-discriminatory practices for all children and families
- We strive to provide a secure environment in which all children can flourish and where all contributions are valued

- We include and value the contributions of all our families to our understanding of equality and diversity
- All children are welcomed into the program no matter of their race, culture, ability or socio-economic status

Policy: Extra Clothing

Procedure

- All children should come to the centre properly dressed for both indoors and outdoors and in all weather
 - Children need to have indoor shoes at the centre
 - We ask that shoes do not have black soles
 - Slippers should not be worn in case of fire or evacuation
 - Indoor shoes should be kept at the centre
- Parents should bring a minimum of 1 set of extra clothes in case of accidents or messy play. Extra clothing should include;
 - Shirt
 - Pants
 - Underwear
 - Socks
 - Children that are in the process of potty training should have a minimum of 2 sets of extra clothes as accidents happen more frequently during potty training

Policy: Daily Routine

Procedure

- Routines are very important for children and help to develop feelings of security.
- Each classroom has a general schedule that includes time for indoor and outdoor play, lunch, snack, hygiene, self directed and group play activities
 - The schedule is posted for parents in each playroom

Policy: Weekly Programming

Procedure

- Program planning is based on weekly or monthly themes
 - Activities are planned in the areas of;
 - Creative art
 - Science
 - Dramatic play
 - Cognitive
 - Gross motor
 - Sensory
 - Music

- Drama
- Social/emotional
 - In addition to themes, activities are based on the children's observed interests
- Programming aims to support children's development of communication, thinking/reasoning, problem solving and fine and gross motor
- Learning activities are set up in separate interest centres that support the weekly theme
- Programming is posed in each playroom for parents to view
- Parents are encouraged to make suggestions for planned activities
- Parents are welcome to discuss their child's development with the staff

Policy: Physical Environment Design

Procedure

- We are committed to providing safe and comfortable physical environments that promote children's well being and learning and developmental outcomes
- Play environments promote children's competence and independent exploration and enrich the children's learning and development through play
- Indoor and outdoor spaces, furniture, equipment and toys are safe, well maintained and clean
- A variety of toys and equipment are accessible to the children
- Spaces for small and large group, individual and active play
- Photographs, posters and pictures, including the children's own art work are displayed at their eye level
- Windows in each room provide natural light

Policy: Physical Wellness

Procedure

- To ensure that children meet national recommendations for daily physical activity;
 - Children will have the opportunity to play actively for at least 60 minutes per day
 - Weather permitting, children will play outdoors daily
 - Active play will be planned indoors during inclement weather
 - Both structured and unstructured physical activities will be available regularly for children of all ages
 - Infants will have "tummy time" two to three times a day
 - Physical activity will be neither denied or required as a form of punishment

Policy: Technology

Procedure

- Screen time, including videos and computers will be limited and based upon intentional learning goals
- Videos will not be shown more than once per month
- Computer time will be limited to 30 minutes per day
- Children under the age of 2 years will not participate in any form of technology

- Alternate activities will be available for children that do not want to participate in technology play

Policy: Rest/Nap Time

Procedure

- Rest/Nap time is from approximately 12:00 p.m. – 2:30 p.m.
- Children are not required to nap, however, they are expected to rest quietly on their mat for 20 – 30 minutes to allow their bodies to rest
 - After the 20 – 30 minute rest period, children will be given quiet activities to do including books, table top toys

Policy: Supervision

Procedure

- Staff will actively monitor children at all time to ensure that they are safe
- Staff may divide the children into smaller groups to allow for smoother transitions and minimize wait times
- Staff will conduct regular head counts, including transition times and school departure/arrival times
- A head count sheet is in each playroom and is completed every 15 minutes
- Staff will position themselves in the playroom to enable them to interact with the children and maintain supervision of the playroom
- Staff will position themselves on the outdoor playground to provide effective supervision and monitor for safety concerns

Policy: Child Guidance

Procedure

- We believe that each child should be treated with respect and dignity and that all children have the right to self-expression
- To discipline is to teach appropriate social behavior
- Many behaviors can be prevented by ;
 - Acknowledging positive behaviors
 - Setting clear expectations for acceptable behavior
 - Provide a program that is fun, interesting and keeps the children involved
 - Respect the rights and feelings of others

- Show respect for personal and centre property
 - Play safely with others
 - Take responsibility for their own actions and accept the consequences of their behavior
- Children need to learn that there are consequences for negative behavior
- Staff will take a problem-solving approach to help children work through conflicts
- Limits and guidelines will be created to provide a safe and organized environment, they are explained to children and the reasons for them
- Logical consequences are used to help children understand that there are consequences for negative behaviors
 - If a child throws sand from the sand table, they may be asked to find a different area to play in
- If a child is physically or verbally aggressive, they will be guided away from the situation
 - The staff will talk to the child about the behavior and what needs to change so they can return to the play area
- Significant behavioral concerns will be brought to the attention of the child's parents
 - A meeting will be scheduled with the staff, Director and parents to discuss the behaviors and develop a plan to address them
- The centre has the right to terminate care should the behaviors become dangerous to themselves or others
- Staff are prohibited from the following and will result in immediate termination;
 - Interactions that cause humiliation or degradation
 - Any form of physical punishment
 - Any actions that cause fear, danger or are psychologically damaging to the child
 - The use of time out, isolation or deprivation of meals or snacks

Policy: Open Door

Procedure

- The program has an open door policy and welcomes parents and extended families to visit the program at any time
- Parents are encouraged to spend time with their child during drop off, pick up or visits
-

Policy: Family Involvement

Procedure

- Families are welcome to visit the centre at any time
- Parents are encouraged to be actively involved in the centre
- Suggestions for changes or additions to the program can be directed to room staff or the Director
- The Director and staff will strive to maintain a positive and open level of communication with all families
 - Concerns or questions can be forwarded to the Director
- Parents are welcome to accompany any field trips or outings and to attend special events

Policy: Child Involvement

Procedure

- Staff plan activities based on the children's interests
- Children will have input into community field trips
- Children will assist the staff, where developmentally appropriate, to create rules and limits for each playroom

Policy: Staff/Child Interactions

Procedure

- The centre ensures that each child is safe and well cared for

Policy: Child Interaction

Procedure

- The children will be cared for in an environment that is safe and that they are well cared for
- Staff will show genuine warmth and affection to the children
- Children will be encouraged to express themselves and staff will support the development of self-reliance and self esteem
- Staff will use an acceptable voice tone and level and use language that is developmentally appropriate for the age of the children
- Staff will support children as they interact with each other and build positive and respectful relationships with each other

Policy: Aggressive Behavior and Bullying

Procedure

- We have a zero tolerance for bullying including
 - Verbal or aggressive language targeted towards another child or a group of child
 - Physical aggression targeted toward another child or group of children
 - Racial slurs or derogatory comments
 - Any behaviors, either verbal or physical that are targeted to another child or group of children and cause another child or group of children to feel ashamed, embarrassed, afraid or singled out
- All incidents of bullying will be deal with immediately

- A meeting will be scheduled including the Director, room staff, child/ren involved in the incident and their parents
- The meeting will include an open discussion of the behaviors that have been exhibited
- An action plan will be developed with the input of the child/ren involved and their parents to stop the behaviors immediately
- A behavioral Expectations Contract will be completed with the children involved and the parents
- The program has the right to terminate care when incidents of bullying cannot be resolved

Policy: Items From Home

Procedure

- We ask that children do not bring items from home except for the purpose of “Show & Share” or as requested by staff
- Items brought for Show & Share may be brought out during the activity and then put away until the child is picked up at the end of the day
- The centre, staff and other children are not responsible for the loss, damage or destruction of personal materials

Policy: Homework

Procedure

- The children in the OSC will be provided with a designated area to study or finish homework
 - It is the child’s choice as to whether they complete their homework in the OSC
- Children are responsible for their own school materials
- Staff are not permitted to sign agendas, report cards, homework, tests or permission slips

Policy: Transportation to School

Procedure

- Children will be transported to and from school by;
 - Walked to school by staff
 - School Bus
 - Van/Bus owned and operated by Angel Keepers Daycare & OSC
- The following procedures apply to each form of transportation to school
 - Walked by staff
 - The School will be given a list of names of children that attend the centre
 - Names of staff that will be walking the children to school
 - The centre phone number
 - Children will not be released until school supervision has started
 - After school, children will meet staff at a pre-determined meeting place

- School Bus
 - School bus drivers are given a list of children that attend the centre and ride the school bus
 - Drivers are given the centre phone number
- Van
 - The centre van is inspected and certified to transport children to and from school
 - The van is kept in good repair and undergoes regular service and inspections
 - Drivers must possess a valid class 4 license
 - Drivers will carry a cell phone, First Aid Kit and the children's emergency information
 - Drivers will enforce safety rules on the van at all times
 - Incidents of ongoing disruptive behavior on the van may result in suspension or termination of van service
 - If booster seats and car seats are needed, they will be the responsibility of the parent to supply
 - Parents must contact the centre if their child does not need to be picked up at school

Policy: Failure of a Child to Show up After School

Procedure

- If a child fails to show up after school and has not been reported absent by the parent, the following procedure will be followed
 - Staff will call the School, if the child cannot be located
 - Staff will call the program, if the child cannot be located
 - The Director will contact the parent, if the children still cannot be located
 - Staff will call 9-1-1 and inform the dispatcher that a child is missing

Policy: Outdoor Play Policy

Procedure

- All children will have daily outdoor play a minimum of once daily
- The following temperature guidelines will be followed
 - Heat
 - Children will not play outside when the temperature is 30 F including the humidex
 - Children under 12 months of age will be kept in the shade at all times when outside
 - Cold
 - Children under the age of 12 months will not spend time outdoors when the temperature is colder than minus 5 including the windchill

- Children under the age of 19 months will not spend time outdoors when the temperature is colder than minus 10 including the windchill
- Children under 3 years will not spend time outdoors when the temperature is colder than minus 15 including the windchill
- Children over 3 years will not spend time outdoors when the temperature is colder than minus 18 including the windchill
- Parents are asked to bring their children dressed appropriately for the weather including hat, mittens, warm coat, snow pants

Policy: Sun Safe

Procedure

- Outdoor play is essential for children's mental and physical health
- Over exposure to the sun, which radiates ultraviolet (UV) rays can cause sunburn, immune suppression and skin damage
- To avoid overexposure, the following UV guidelines will be followed;
 - Avoid being in direct sun between the hours of 11:00 a.m. – 4:00 p.m. when the sun's rays are strongest
 - Apply a generous amount of sunscreen on all exposed body parts 20 minutes before going outside and every two hours after
 - Parents must supply sunscreen for their child and sign off on the sun safe policy
 - Sunscreen will not be provided by the program nor shared between children
 - Dress children in loose fitting, long sleeved clothing to protect against the sun's rays
 - Wear a hat with a wide brim or flap that covers the back of each child's neck
 - Seek shade whenever possible
 - Stay hydrated, drink lots of fluids
 - Check the weather to determine the UV index is for the day and use the following guidelines when planning outdoor play

UV Index	Protection Tips
0 – 2	If outside for longer than one hour, wear sunglasses and sunscreen
3 – 5	If outside more than 30 minutes, look for shade midday. Wear long-sleeved clothing, hat, sunglasses and sunscreen
6 – 7	Unprotected skin may become sunburned in only 30 minutes. Reduce time in the sun and seek shade when possible. Wear long-sleeved clothing, hat and sunscreen
8 – 10	Unprotected skin will burn in less than 15 minutes. Avoid the sun at midday and seek shade when possible. Wear long-sleeved clothing, hat, sunglasses and sunscreen
11 or higher	Unprotected skin will burn in minutes. Avoid the sun and remain in the shade. Wear long-sleeved clothing, hat and sunscreen

Policy: Field Trips & Off-Site Excursions

Procedure

- Children will be taken on field trips and off-site excursions during the summer and non-school periods
- Parents are invited and encouraged to join the children on field trips and off-site excursions
- Parents will be notified no less than 1 week in advance of the field trip
- Parents will be asked to sign a permission form that will include the following information
 - Date of trip
 - Departure and return time
 - Destination
 - Adults and volunteers
- For centre-wide field trips, parents opting out of the trip will need to make alternate care arrangements

Policy: Suspicions of Child Abuse

Procedure

- Suspicions or disclosures of child abuse will be reported to the authorities

- Educators will forward suspicions of abuse to the Director immediately
- Each playroom will have a copy of the Protocols for Handling Child Abuse and Neglect in Child Care Services

Policy: Children's Development

Procedure

- Daily programming and activities will promote children's development
- Staff will monitor the children's development using observations and the Nipissing Developmental Screening Tool
 - The Screening Tool will be completed on all children once per year
 - Results of the Screening Tool will be shared with parents
- Staff will keep developmental portfolios on each of the children
 - Portfolios will include
 - Art samples
 - Observations
 - Photos
 - Portfolios will be available for parents to review
- If developmental concerns are identified
 - A meeting will be scheduled with the parents to review the Screening Tool and discuss the next steps
 - Parents will be assisted with accessing additional assessments for their child

Policy: Graduating Playrooms

Procedure

- Children will graduate to the next room when they are at the appropriate age and developmental level
 - Should there be no space available in the next room when children should be transitioned
 - Preschool room children that start Kindergarten but there is no space in the OSC program, may remain the Preschool Room until a space in the OSC becomes available
 - Parents will be charged the Preschool room rate
- Prior to June each year, we will request that parents let us know if they intent to re-enroll their children for the upcoming year
- Transitions to new playrooms will happen annually at the end of June

Policy: T.V., Video and Computer Use

Procedure

- The use of T.V., videos and computer by the children will be limited and be purposeful and related to the weekly planning
- Staff will ensure that videos and computer games are developmentally appropriate, unbiased, culturally sensitive and do not contain violence or sexually explicit material
- Staff will review all material before children are permitted to view them
- Usage will be monitored by staff at all times
- Alternate activities will be available for those children that do not want to participate
- Children under 2 years of age will not participate in any form of technology play

Policy: Toys From Home

Procedure

- Except for toys that are needed to help ease a child's transition from home to the centre, parents are asked to leave toys at home or in their vehicle
- When toys are brought, the child's name should be clearly labelled

Policy: Open Door

Procedure

- Our programs have an open door policy
- Parents are welcomed and encouraged to call or drop by the centre to visit with their child

Policy: Parent Grievance

Procedure

- Grievances that relate to parent and staff will be handled in the following manner
 - The parent is asked to try and resolve the grievance directly with the staff
 - If the grievance is not able to be resolved, the Director will be notified and a meeting with the parent and the staff involved will be scheduled
 - During this meeting, the grievance will be openly discussed and a solution that is acceptable to both will be reached

Policy: Community Complaints

Procedure

- When a complaint is received from a community member, the following procedure will be followed
 - The staff receiving the complaint will document the details on the Grievance/Complaint Form including
 - Name
 - Email address
 - Phone number
 - Detailed description of the issue
 - Action taken
 - The staff will sign the Grievance/Complaint Form and forward it to the Director
 - The Director will;
 - Review the complaint
 - Complete an investigation if needed
 - Document details of all meetings, conversations, phone calls and investigation outcome
 - Follow up with the individual that filed the complaint

Policy: Biting

Procedure

- Biting is a typical part of young children's development and can occur for numerous reasons;
 - Teething
 - Frustration
 - Attention seeking
- Staff will provide immediate, firm but not angry feedback
- Staff will provide attention to the child that has been bitten to avoid reinforcing the negative behavior
- Staff will help the child who bit to understand the cause and effect relationship
- Staff will encourage children to use their words to express frustration
- Staff will validate children's feelings and problem solve conflicts
- Staff will minimize wait times in the younger groups and will divide children into smaller groups to prevent frustration, fatigue and conflicts
- Staff will pay close attention to the child that has bitten and also understand the reasons for the biting behavior by paying attention to what happens immediately before the incident

HEALTH & SAFETY POLICIES

- The Health and Disease Policy will address common childhood diseases and conditions, their symptoms and the length of absence from the centre
 - Effective September 1, 2011 amendments to the *Child Care Licensing Regulation and Family Day Home Standards Manual for Alberta* will be implemented related to the identification, response and management of children who are ill.
 - If a child arrives at the center and the staff observes that he or she is vomiting, has a fever, diarrhea or a new unexplained rash or cough; requires greater attention than can be provided without compromising the care of other children in the program; or displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children, caregivers or staff; the staff will ensure that a parent arranges for the ill child to be immediately removed from the program.
 - A child can return to the program if the child's parent provides a written notice from a physician indicating that the child does not pose a health risk or if the license holder/provider is satisfied that the child no longer poses a health risk to other children, caregivers or staff
- The Health and Disease Chart outlines common childhood diseases, incubation periods, symptoms and general guidelines
- This chart is intended to help minimize the spread of disease

Health and Disease Policy Chart

Disease Name	Incubation Period	Symptoms	General Guidelines
Chicken Pox	13 - 17 days	~low grade fever for 1 or 2 days before the rash appears ~ achiness, cranky and feeling unwell for 1-2 days before rash appears ~ rash usually appears on the head, neck and body ~ new spots will continue to appear over the next 5 days ~ flat red spots become raised then within a few hours change to clear or cloudy fluid filled blisters ~	Child can return once they are well enough to participate in all activities and all blisters have scabbed over
Colds		~stuffy or runny nose ~ watery eyes ~ sneezing ~ coughing ~ fever may be present ~	Child must remain at home if feeling unwell ~ Child must be able to participate in all daily activities
Croup		~begins like a cold ~ child then develops a fever, "barking cough" and hoarse voice ~ child will breath more quickly and will have trouble breathing ~ any activity makes the condition worse ~ when child is asleep or quiet, noise is minimal ~	Child must remain at home if feeling unwell ~ Child must be able to participate in all daily activities
Diarrhea		~uncontrolled bowel movements that are more watery than normal~	Parents should be contacted if more than 2 watery bowel movements in an hour or less. Child can return once symptom free, without the aid of medications, for 24 hours

Fever		~ normal body temperature is 36.5°C to 38°C (97.5°F to 100°F) ~ temperature to be taken after child has been resting for a minimum of 15 minutes ~	Child must remain at home until temperature drops below 38°C (100.4°F) without pain reliever for a period of 24 hours
Fifth's Disease	4 - 14 days	~in children, the disease is very mild ~ illness starts with a mild fever, headache and achiness ~ red rash starts on the face that looks like a "slapped cheek" ~ 1-4 days later a red rash appears in the arms, legs and body ~ rash comes and goes over the next 3 weeks ~ child will feel better once the rash appears ~	Child may return once the red rash appears
German Measles (Rubella)	5 days before rash appears	~slight fever ~ achiness ~ small swollen glands at the back of the neck and behind the ears ~ pink rash that starts on the face and moves down over the body and onto the arms and legs ~ rash lasts 2-5 days ~ *REPORTABLE DISEASE*	Child must remain home for 4 days after the rash appears
Hand Foot and Mouth	7 - 10 days	~mild fever ~ headache ~ sore throat ~ loss of appetite ~ lack of energy ~ sores that develop in the mouth, on the tongue, and sometimes on the gums and lips ~ approx. 2 days after the sores develop, a red rash with blisters appear on the palms of the hands and soles of the feet ~ rash may also appear in the diaper area of children who wear diapers ~	Child must remain at home if feeling unwell ~ Child must be able to participate in the daily centre activities A Dr's note indicating that the child is able to return to the program is required
Disease Name	Incubation Period	Symptoms	General Guidelines
Impetigo	2 - 6 weeks	~a rash of small red spots ~ rash generally appears around the mouth, nose and ears but can appear anywhere on the body ~ blisters which form over the spots and then burst, forming brownish - yellow scabs ~	Child can return after they have completed 24 hours of antibiotic treatment. <i>IF ANTIBIOTICS ARE NOT USED, CHILD CANNOT RETURN UNTIL THE RASH IS CLEAR</i>
Influenza	1 - 5 days	~high fever ~ frequent chills ~ headache ~ muscle pain ~ loss of appetite ~ cough ~ sore throat ~ extreme tiredness ~ H1N1 is a reportable condition	Child can return once all symptoms are no longer present

Measles	10 - 12 days	~cough, runny nose, high fever ~ eyes are puffy, watery and sensitive to light ~ may see small white patches in the mouth ~ red blotchy rash appearing first on the face then spreading down body, arms and legs ~ child is usually sick for 10-14 days ~	Child MUST stay home for 4 days after the rash appears
Mumps	12 - 25 days	~fever ~ swollen glands ~ difficulty swallowing ~	Child MUST stay home for 9 days after the swelling starts
Pink Eye (Conjunctivitis)	2 - 3 days	~bacterial and viral conjunctivitis can be easily spread to others ~ allergic conjunctivitis cannot be spread to others ~ white part of the eye looks red and the eye lid may be puffy ~ eye may burn or itch, feels like there is sand in the eye ~ puss in the eye which can cause the eyelids to stick together during sleep ~	Child can return after on full day (24 hours) of treatment
Pin Worms		~may not sleep well at night ~ have trouble sitting still because of itching ~ may experience loss of appetite ~ weight loss ~ redness and swelling around the anus ~	No exclusion from the centre is necessary ~ Proper hand washing is essential to prevent spread. Child must be seen by a physician for treatment
Respiratory Syncytial Virus (RSV)		~runny nose with thick, sticky mucous ~ cough ~ mild fever ~ sore throat ~ mild irritability and discomfort ~ wheezing ~	Child must remain at home if feeling unwell ~ Child must be able to participate in the daily centre activities
Ringworm	4 - 14 days	~in ringworm of the scalp, begins as a small pimple that spreads in a circle ~ hair in the infected area falls out leaving a temporary bald patch ~ scalp is itchy and scaly ~ in ringworm of the body, develops as a rash in the shape of a ring with raised edges ~ as the rash spreads the centre clears ~ area is itchy and flaky and may become moist and crusted ~ in ringworm of the foot, the skin on the feet, usually around the toes, will get itchy and flaky, which may crack between the toes~	Child may return after treatment has started ~ Sores not covered by clothing must be covered with a band aid
Roseola (Baby Measles)	10 days	~fever for several days ~ fever may be mild or high but otherwise child is well ~ after 3-5 days, the fever drops suddenly and a short while later the child develops a rash ~ rash is red and blotchy and first appears on the body then spreads to the limbs and face ~ usually lasts 1-2 days ~ child is not ill when the rash is present ~	Child can return once the rash appears and fever is gone for 24 hours
Scabies		~tiny red bumps ~ small blisters ~ white, curvy lines (burrows) ~ scratch marks ~ small scales	Child MUST remain at home until treatment is finished
Disease Name	Incubation Period	Symptoms	General Guidelines

Strep Throat	12 hours - 4 days	~fever ~ headache ~ stomach ache ~ very sore throat ~ throat and tonsils are red and swollen and usually have whitish yellowish patches ~ swollen, tender glands in the neck ~	Child can return 24 hours after antibiotics have started and is feeling well
Scarlet Fever	12 hours	~red "sandpapery" rash appears in the body ~ red, swollen lips ~ tongue may be red and flecked like a strawberry ~ 5 days after the rash appears, skin may begin to peel at the tips of the fingers and toes, on the palms of the hands and soles of the feet ~	Child can return 24 hours after antibiotics have started and is feeling well
Whooping Cough		<i>Illness occurs in 3 stages ~ Stage 1: cold like symptoms ~ Stage 2: cough worsens and becomes dry and constant. Child has coughing fits which can last several minutes and occur many times per day. Child may cough so hard as to induce vomiting or turn blue in the face. A "whoop" may be heard while coughing. This stage may last 2-3 weeks ~ Stage 3: no longer has coughing fits but has a persistent, dry cough. This stage can last for 4 weeks ~</i>	Child MUST stay home until their physician indicates that they are well enough to return ~ A physician's note will be required before returning
Vomiting	Sudden onset	May be accompanied by fever, body aches	Child can return once symptom free, without the aid of medication for a period of 24 hours
Lice		Small White Eggs seen on the scalp. Live lice may be seen in the hair. Scalp may show pustules and scabs due to itching	Treat with medicated shampoo. All clothing and bedding must be dry cleaned, washed in very hot water or disinfected by freezing. Stuffed animals should be sealed in a plastic bag and kept out of reach for 3 weeks Child may return after he/she has been lice free for 48 hours. It is vital that the parent check the child's hair and scalp every night and remove eggs. Eggs that are not removed will hatch and re-infect.
Bed Bugs		Red itchy welts that appear on areas of exposed skin during sleep, typically will appear around ankles	Where there is a confirmed case of bed bugs in the child's home, the parent will provide enough complete changes of clothing to last 5 days to the Provider. The Provider will wash the clothing in hot water and dry on the hottest setting. When the child arrives at the Providers home, they will immediately be changed into one

			of the changes of clothing given to the Provider, the parent will take the clothing that the child arrived in with them. At the end of the day, the child will be changed into a set of clothing brought by the parent. The set of clothes that the child wore during their time in the Dayhome will be left with the Provider to be laundered.
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Policy: Documentation of Illness

Procedure

- All incidents of sick children will be documented on the Illness Incident Log Sheet
- Situations where 2 or more children have the same symptoms in a period of 48 hours, it will be reported to Alberta Health Services

Policy: Incidents, Critical Injury & Critical Illness

Procedure

- Injuries that do not require medical attention
 - Staff will administer First Aid as needed
 - Details of the incident will be recorded on an incident report form and parents will be asked to sign it at the end of the day
- Illness or injury that require medical attention will be reported to the parent immediately
 - Parents must ensure that changes to contact information are submitted to the program
- Incidents of critical injury or illness, children will be transported to the Northeast - Medical Centre, 14007 – 50 Street, Edmonton via ambulance
 - A staff member will remain with the child until the parent arrives
 - The staff will take the child's file including the registration package
- Incidents of critical illness or injury, children will be transported via ambulance to the Emergency Department of the Hospital as decided by EMT's
 - The parents will be contacted immediately, given details of the injury or illness and the location of the Hospital Emergency Department
 - A staff member will follow the ambulance and remain with the child until the parents arrive
 - Staff will take the child's file including the registration package
 - All ambulance costs are the responsibility of the parent
 - All staff involved will document their part

Policy: Handwashing

Procedure

- Children and staff will follow proper hand washing procedures
 - Before and after serving food
 - After wiping noses
 - Before and after changing diapers
 - Before and after eating
 - After playing outside
- Handwashing procedures will be posted by every sink and change table

Policy: Proper Hydration

Procedure

- Parents are asked to provide a sippy cup or water bottle to be kept at the centre
 - Parents are asked not to send disposable water bottles as they are not meant for repeated use and frequent washing as advised by the Canadian Bottled Water Association
- Children will always have access to water during the day
- When outside, staff will ensure that children's water bottles are filled and available to them
- Children must be seated when drinking

Policy: Safety of Equipment

Procedure

- Toys and equipment are inspected frequently to ensure safety
- All appliances used in the centre meet safety requirements and are in good repair
- Only non-toxic art materials will be used
- Parents are asked to report any equipment that is in disrepair or has become a safety hazard
- Outdoor play equipment will be inspected daily to ensure safety

Policy: Use of Pesticides

Procedure

- Pesticides will not be used either indoors or outdoors at any time when the children are present

Policy: Safe Food Handling

Procedure

- All staff that handle food and prepare meals will complete training in Safe Food Handling
- Certification will be posted in the kitchen and kept in the staff's file

Policy: Sanitizing of Toys

Procedure

- Tables are sanitized before and after each meal
- Change tables are sanitized between each diaper change
- Shelves and toys are sanitized weekly

MEDICATION POLICIES

Policy: Administration of Medication

Procedure:

- Medication must be given to the staff and not left in the child's backpack
- Medication can only be administered by a staff that holds a valid First Aid in Child Care Certificate
- All non-emergency prescription medications will be kept in a locked container that is inaccessible by the children
- The medication must be prescribed by a Physician and be in the original container with a pharmacist's label indicating the following:
 - Child's name
 - Dosage
 - Number of times per day to be administered
- The parent must complete a medication consent form indicating the following:
 - Name of the medication
 - Specific times for administration
 - Must be a specific time – "lunch time" is not acceptable
 - Specific start and finish dates
 - Dosage
 - Any special instructions
 - Indicate daily if the medication has been administered at home
- Staff must document and initial the following information on the medication consent form:
 - Time of administration
 - Dosage
- Once the medication has been administered, the staff must monitor the child for an allergic reaction every ten (10) minutes for a total of thirty (30) minutes
- All unused medication must be returned to the parent when the authorized period has ended

Policy: Non-Prescription Medications

- Staff are not permitted to administer the following under any circumstances
 - Over the counter medications such as Tylenol or cough syrup
 - Herbal or Homeopathic remedies
 - Multi-vitamins
- Parents must inform staff if over the counter medication has been administered prior to arriving at the centre

Policy: Emergency Medications

Procedure

- Emergency medications can only be administered by a staff that holds a valid First Aid in Child Care Certificate
- Emergency medications must be stored in an unlocked cupboard or cabinet that is inaccessible by the children
- Parents are responsible for replacing expired emergency medications such as Epi-Pens

- The centre will not accept a child that is in need of emergency medication but is expired until the medication has been replaced

NUTRITION POLICIES

Policy: Allergies & Diet Restrictions

Procedure

- Parents will document allergies and diet restrictions on the registration form
- Children's allergies will be documented in each playroom and the kitchen
- Substitutions will be made to snacks and lunch based on children's allergies and diet restrictions
 - Diet restrictions are based on medical, religious or cultural beliefs
 - Substitutions will not be made based on children's likes and dislikes
- Angel Keepers Daycare and OSC is not legally defined as a nut-free, however, every effort is made to ensure that our menu items do not include nuts and do not permit children to bring food that contain nuts

Policy: Meals & Snacks

Procedure

- Children will receive morning snack, afternoon snack and a hot lunch
- Menus will follow the Canada Food Guide
- Food will be served in sufficient quantities for the number of children in each room
- Children are required to be seated at the table whenever eating and drinking
- We encourage good table manners
 - Staff will sit at the table with children and model good table manners
- Children will be encouraged to help clean up when they are finished eating
- Children will not be forced to finish the food on their plate, however, they will be encouraged to try all foods served

Policy: Special Snacks

Procedure

- Parents are welcome to send special snacks for events such as Birthdays and special day parties
 - Our Food Permit prohibits serving homemade food items
 - Food brought in must be store bought and have the ingredients listed

EMERGENCY PROCEDURES

Policy: Emergency Evacuation

Procedure

- When the fire alarm sounds
 - Staff will calmly gather the children and prepare to exit the centre
 - One staff member will gather the daily attendance sheets, First Aid Kit and Portable Emergency Records for each child
 - Children will be escorted from the building in a calm and well organized manner and will proceed to the Muster Point in the parking lot of Stella Place, closest to the Arby's Restaurant
 - Once all of the children have arrived
 - Attendance will be taken to ensure that all children are present
 - Children and staff will remain at the Muster Point until further direction is given by the Owner, Director or Emergency Personnel

Policy: Fire Drills

Procedure

- Monthly unannounced fire drills will be conducted and documented
- Staff and children will exit the centre in a calm and well organized manner
- Staff and children will proceed to the Muster Point at the parking lot of Stella Place, closest to the Arby's Restaurant
- Staff and children will remain at the Muster Point until instructed to return to the centre by the Owner or Director

Policy: Severe Thunderstorm or Tornado Warnings

Procedure

- If Indoors
 - **Stay indoors**
 - Do not exit the building
 - Staff will take the children to an enclosed, windowless area of the centre
 - Corners or building support columns are recommended
 - Stay away from all windows and large glass objects
 - Crouch down and cover your head
 - Demonstrate for children
 - Remain in the area until the warnings have been lifted
- If Outdoors
 - Move away from trees, buildings and power lines

- Remain together as a group and seek protective shelter immediately
 - Remain under shelter until warnings have been lifted and the storm has ended
- Lightning may strike miles from the parent cloud
 - At the first sound of thunder, staff and children will go immediately into the centre or find protective shelter
 - Should you feel your hair stand on end
 - Bend forward and put your hands on your knees
 - DO NOT LIE FLAT ON THE GROUND

Policy: Extreme Heat & Cold

Procedure

- Children will not play outdoors when the temperature is higher than +30 Celcius, including the humidex
- Children will not play outside in winter when the temperature reaches the following, including the windchill
 - Infant Room
 - -10 Celcius
 - Toddler Room
 - -15 Celcius
 - Preschool
 - - 18 Celcius
 - Kinder & OSC
 - -20 Celcius
- Children must be dressed appropriately for the weather

Policy: Natural Disasters

Procedure

- Natural disasters are defined as;
 - Fire
 - Flood
 - Chemical Spill
 - Any other incident that affects a wide area of the population
- When a natural disaster occurs
 - Staff will gather all children together and do a head count to ensure that all children are present
 - Staff will monitor radio communication for further details
 - Parents will be contacted to inform them of the situation
 - Staff and children will not leave the centre until instructed to do so by First Responders

Policy: Lockdown

Procedure:

- 1. All doors will be locked.**
- 2. All children will be moved away from windows where children can be involved in quiet activities.**
- 3. Lights will be turned off.**
- 4. Authorities will be contacted by dialing 911.**
- 5. This will remain in effect until we get any notification from police department.**
- 6. Parents will be informed of the situation, once it is safe to do so.**

Agreement to Comply with the Centre's Policies and Procedures

I/We, _____, hereby certify that I/We have read and fully understand the information provided in the Parent Handbook and agree to abide by all policies and procedures of Angel Keepers Daycare & OSC.

Parent/Guardian Signature

Dated

Director/Owner

Dated