



GLENGARRY CHILD CARE SOCIETY DAYCARE/OUT OF SCHOOL CARE PARENT HANDBOOK

Glengarry Child Care

Glengarry Out of School Care

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WELCOME

Welcome to Glengarry Child Care Society!

Glengarry has been providing high quality childcare to families since 1969. Originally operated by the City of Edmonton, Glengarry served as a demonstration centre for Early Childhood Development students from Grant MacEwan College. In 1984, the City of Edmonton made the decision to no longer operate the centre. At that time, a group of committed parents and community members formed the first volunteer Board of Directors and on July 4, 1984, the new non-profit Glengarry Child Care Society opened its doors to children and families.

We employ a group of dedicated Educators that are committed to providing the highest quality care for your children. Weekly programming is based on the needs and interests of the children and provides activities that are fun, creative and help with the development of the whole child. Educators take on the role of Co-Learners, Co-Researchers and Co-Imaginer of Possibilities. Rather than “teaching” the children, Educators get involved in the children’s play, allow the children to take the lead in activities and explore and learn together. We are proud that we have an extremely low employee turnover with many of our Educators being employed more than 5 years and 4 have been employed 15 years or longer!

We value the input that we receive from our families. Your thoughts, ideas, and feedback help to make our program even stronger. We encourage you to discuss your child’s program with the Educators in your child’s room. The Executive Director and Program Supervisor are always available to discuss questions or concerns that you have about your child’s care. As part of our annual program evaluation, we send out parent satisfaction surveys that help us identify areas of the program that are doing well and areas that need improvement. Positive feedback is always appreciated and acts as a recognition to Educators. Negative feedback is valuable information for us, it helps us identify areas that need improvement to ensure that your family receives the highest quality care possible.

Social activities are planned throughout the year including Family Halloween Dance Party, Children’s Christmas Concert and Family Dinner, End of Summer BBQ as well as specific celebrations within each playroom for Mother’s Day, Father’s Day, Valentine’s Day etc. We encourage all our families to attend the social gatherings to get to know our Educators better and connect with other families.

As a non-profit Society, we are run by a volunteer Board of Directors, made up of current and past parents. The Board of Directors focuses on policy development and strategic planning for the Society. If you have an interest in becoming part of the Board of Directors, feel free to stop by my office.

Communication with our families is especially important to us. We use the Hi Mama App to maintain open communication with our families. As a new family, you will receive an invitation to install the App on your phone and your log in information. Once the App has been installed, you can use the App to communicate directly with the Educators in your child’s specific playroom. You will also receive photos of your child engaged in play experiences throughout the day as well as a report that will provide information on your child’s day.

Our management team includes me, our Program Supervisor Colleen Piper and our Out of School Care Supervisor and Alternate Program Supervisor Lisa Iwaskow. We are available to meet to answer questions or discuss concerns regarding our programs, do not hesitate to contact us.

We strive to have Glengarry take on a family atmosphere and would like to welcome you to the Glengarry Family and hope that your experience with us is positive.

Yours truly,

Brad West
Executive Director

MISSION STATEMENT

Glengarry Child Care Society ensures high quality care for children and support for families and the community by facilitating educational programs and services that enhance the development of each individual.

PRIMARY OBJECTIVES

To provide high quality childcare to the community that is accessible to all families regardless of income level

To provide care for children whose circumstances are assessed by other professionals to be in special need of child care

To provide a model of child care, which strengthens and supports the role of the family as the primary caretaker of the child

To nurture multicultural awareness, to ensure that differing needs of all families are recognized and met

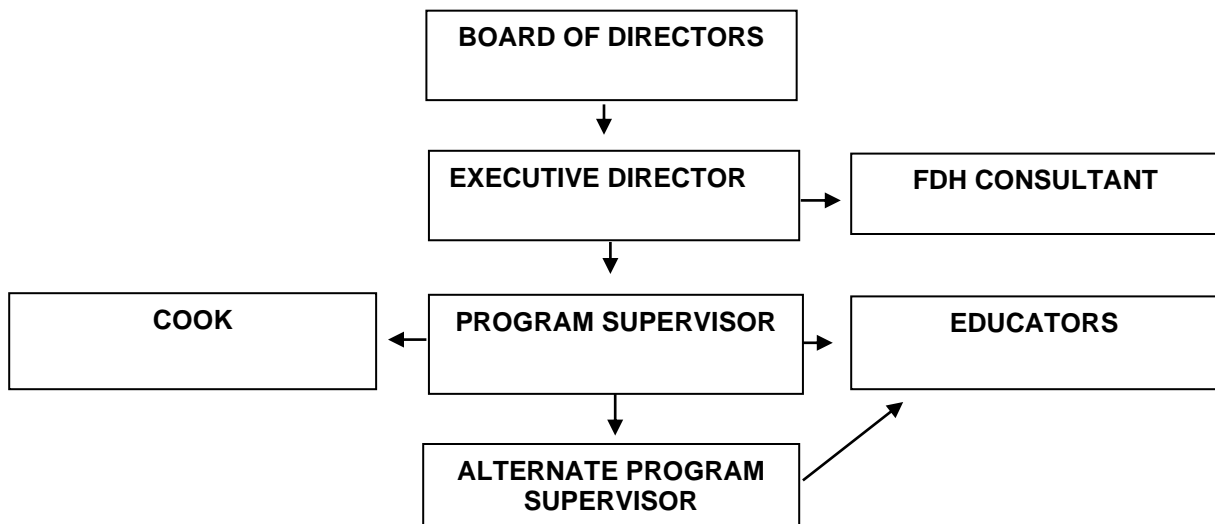
To provide integrated care for children with special needs and to advocate educational mainstreaming

To advocate on issues affecting the quality of life for all young children in the community at large

Developing creative approaches to learning which integrate the physical, social, emotional and intellectual needs of the child

Create an environment, which is child centered, supportive, non-competitive, trusting an individually paced

ORGANIZATIONAL STRUCTURE



ADMINISTRATIVE POLICIES

Parent Handbook

Procedure:

- Parents will be provided with a copy of the Daycare/Out Of School Care Parent Policies at the time of registration
- Parents will indicate in the registration package that they have received the registration package and they understand that they are responsible for reviewing the policies and forward any questions to the Executive Director or Program Supervisor

Policy Review

Procedure:

- Policy manuals will be reviewed by the Executive Director and Parents/Guardians
- The Board of Directors will review and approve all recommended changes annually
 - The Executive Director will make necessary changes to procedures and track those changes throughout the year. Procedure changes will be provided to the Board of Directors at a regular meeting
 - Changes to Policy statements must be approved by the Board of Directors
- Parents are encouraged to provide input into current policies, make suggestions for new policies or changes to current policies
 - Policies will be included in the monthly newsletter for parents to review and forward questions or concerns to the Executive Director or Program Supervisor
 - The full manual with proposed changes will be emailed to parents for review annually

Non-refundable Registration Fee

Procedure:

- A non-refundable registration fee of \$50.00 is required at the time of registration.
- The childcare space is not secured until the registration fee is paid
- Once paid, the registration fee will not be refunded

Children's Personal Files

Procedure:

- Children's files will be maintained by the Program Supervisor
- Children's files will be kept in a locked filing cabinet in the Program Supervisor's office
 - Only the Executive Director and the Program Supervisor will have keys to the locked filing cabinet
- Children's files will include the following documents:
 - Completed registration form
 - Confirmation of Orientation
 - Parents will complete an update of the portable emergency form every 6 months
 - Information of the child's preferences, eating habits, fears and past experiences
 - Family Profile

- Incident reports
- Signed confirmation and permission for the following:
 - Receipt of Manuals and Policies documents
 - Neighbourhood walks
 - Identifiable information
- Parent-Agency Agreement
 - This document will be verbally reviewed with the parent by the Program Supervisor, signed by the parent and either the Executive Director or Program Supervisor
- Confirmation of Family Password
- ASQ Consent

Refundable Space Deposit

Procedure:

- A Refundable space deposit is required at the time of registration:
 - **Daycare**
 - \$500.00 for the first child plus an additional \$100.00/child registered
 - **Out Of School Care**
 - \$250.00 for the first child plus an additional \$100.00/child registered
- The space deposit will be refunded to the parent by mail within 30 days or applied to the final month of care provided that adequate notice is given, and the parents account is up to date
- The space deposit can be made by monthly instalments upon approval by the Executive Director and a minimum payment of \$50.00/month

Child Care Fees

Procedure:

- All families must be on the PAD (Pre-Authorized Debit) plan for payment of monthly fees
 - The Society does not accept cash, cheque, debit, or email transfer
 - The main withdrawal date will be overnight on the last business day of the previous month
 - Example – March fees are withdrawn on the last business day of February
 - For parents that require a payment date that is later in the month, a second withdrawal will be completed on the 21st of each month.
 - No other withdrawal dates will be available
 - For parents, whose account is in arrears, the following applies
 - An agreement will be signed with the Executive Director outlining the payment requirements
 - Failure to meet the terms of the Arrears Payment Agreement will result in immediate termination of the childcare space
- If a PAD payment is returned NSF, the parent will be contacted and must pay the outstanding amount within 48 hours
 - Failure to cover the NSF payment will result in immediate suspension of care
 - The only exception to this is if alternate arrangements have been made with the Executive Director
- All outstanding accounts will be forwarded to an outside agency for collection if payment arrangements cannot be made
- There will be no refunds given for absent days from the program due to statutory holidays, personal vacation time, illness, or the Annual Educator Professional Development Days.

- In the case of extended vacations of more than thirty (30) days, the full fee must be paid prior to the commencement of the extended leave to retain the child's space in the program. If the full fee is not received prior to the commencement of the extended leave, the child's space will be terminated and offered to another family from the waiting list
- Parents receiving government subsidy; as no subsidy will be paid for the month the child is absent; the full unsubsidized fee is due prior to the commencement of the extended leave to retain their child's space
- Monthly receipts for payment of childcare fees will not be issued unless requested by the parent.
 - Letters confirming the total annual childcare fees paid will be issued to each family by January 31st of the following year
 - Tax letters will not be mailed out to families that are no longer registered in the program and must be requested by the parent

NSF Fees

Procedure:

- There will be a \$50.00 service charge for all NSF PAD withdrawals

Notice of Termination

Procedure:

- One month's notice for termination of care must be given
 - Written notice can be hand delivered or emailed
 - **Verbal notice of termination will not be accepted**
 - **Written notice must be given on the 1st business day of the month**
 - **Notice will not be accepted at any other time of the month**
- In the case that one month's written notice of termination is not given, the space deposit will be retained by the Society

Late Pick Up Fee

Procedure:

- Parents are required to arrive at the centre to pick up their child(ren) prior to 6:00 p.m.
 - Educators will verify the time of arrival by the time indicated on the tablet in each playroom
- Late charges will be added to the parents account at a rate of \$25.00 for any portion of the first 10 minutes and \$1.00/minute consecutively thereafter
- The parent will be required to sign a late pick up form indicating the time that they arrived at the centre
- Educators will indicate on the form the total fees owing
- Educators are not permitted to remove the child from the premises to wait for parents to arrive or to meet the parent to drop off the child

The following steps will be taken if a child is not picked up prior to 6:00 p.m.:

- Educators will phone the parent at work and/or at home
- If unable to contact the parent, the Educator will phone the emergency contact(s) that was provided at the time of registration and request that they pick up the child

- Once the child has been picked up by the emergency contact, the Educator will leave a note on the front door of the centre letting the parent know who picked up their child
- If unable to contact the emergency contact, the Educator will contact the Program Supervisor or Executive Director to inform them of the situation
- If, by 7:00 p.m., neither the parent nor emergency contact have called or cannot be contacted, the Executive Director or Program Supervisor will contact Children's Services at (780) 427-3390 and the child(ren) will be placed in their care. Contact information for the worker will be left on the front door of the centre. The Edmonton City Police will also be advised of the situation
- All Educators involved will make a written report of what actions were taken and will keep a record of the times and results of all phone calls made
- The incident will be assessed by the Executive Director to determine the nature of the lateness
- Situations of habitual lateness will result in termination of the parent's childcare space

Fundraising/Volunteer Commitment

Procedure:

Fundraising Commitment

- All families are required to participate in the Society's fundraising efforts
- The fundraising year runs from January 1 – December 31
 - Each family will pay a monthly fundraising fee of \$19.25/month
 - As per CRA guidelines, the fee acts as a donation and a tax receipt will be issued to each family for the total paid annually by the end of January

Volunteer Commitment

- All families are required to complete 1 (one) volunteer commitment annually
 - Volunteer opportunities include
 - Accompany playrooms on 2 summer field trips
 - Months of July & August
 - Work a 4-hour shift at the KMS Fundraising BBQ
 - Dates vary from year to year
 - Held Thursday - Saturday
 - Help with the annual playground cleanup
 - Scheduled annually in June
 - Work 1 Casino shift
 - Shifts are 8 – 9 hours in length
 - 1 Casino shift will cover volunteer commitments for 2 years
 - Casinos are held every 18 – 24 months
 - Dates are assigned via random draw by the Alberta Gaming and Liquor Commission

Volunteer to help with clean up at the Halloween Family Dance Party and the Annual Christmas Concert and Family Dinner held in October & December

Posting of Identifiable Information

Procedure:

- Parents will be asked to sign the Permission to Post Identifiable Information section of the registration form at the time of registration
- Identifiable information will only be posted within the centre

- Identifiable information will not be posted outside the centre without additional signed permission given by the parent

Suspicious of Abuse or Neglect

Procedure:

- G.C.C.S. Educators are required by law to report any suspected child abuse or neglect
 - Suspicious of abuse or neglect will be documented by Educators and forwarded to the Executive Director, Program Supervisor or Alternate Program Supervisor
 - The documentation will then be forwarded to Children's Services
- All G.C.C.S. Educator are given a copy of, and are to become familiar with the contents of "Responding to Child Abuse Handbook"

Minimum Educator Requirements

Procedure:

- A minimum of 1 Child Development Supervisor will always be on site
 - The Executive Director, Program Supervisor, Alternate Program Supervisor , or appointed Child Development Supervisor will always be on site

Annual Professional Development Days

Procedure:

- The centre will be closed for two (2) Professional Development days per year to allow for Educator training
 - Professional Development Days shall be the first Friday in April and the fourth Friday in October each year
 - If Good Friday falls on the 1st Friday in April, the PD Day will be moved to the 2nd Friday in April

Annual General Meeting

Procedure:

- The Society's Annual General Meeting (AGM) will be held in May of each year
- All families are welcomed and encouraged to attend
- Parents are required to become members of the Society by paying the membership fee of \$1/person
 - Only 1 parent/guardian per family is required to become a member of the Society.
 - Membership provides voting privileges at the AGM and any special resolution meeting of the membership of the Society
 - Membership fees are due in the month of May
- The meeting will consist of:
 - Report from the Chairperson or Vice Chairperson of the Board of Directors
 - Report from the Executive Director
 - Presentation of the Society's Financial Review
 - Recognition awards presented to Educators and Family Day Home Providers
 - Nominations and elections for vacant Executive Committee and Director positions

Confidentiality - Social Media Sites

Procedure:

- Social Media websites include Facebook, Instagram, Twitter, and any other website that promotes social interactions between individuals
- Parents are expected to maintain confidentiality and security of information regarding other families, volunteers, employees, and the Society when accessing various social media sites
- Parents shall not disclose, post, or share any details regarding outings/field trips or any other information that identifies specific locations when the children are away from the centre
- Parents are not permitted to post photos or videos of any children or families registered with Glengarry Child Care Society and its programs on social media sites
- Parents have the responsibility to notify the Executive Director of confidentiality concerns regarding use of social media websites

Temporary Closure

Procedure:

- In the event of loss of power, water or heat, the Executive Director, Program Supervisor or Alternate Program Supervisor will assess the situation to determine if childcare can be continued
- The appropriate company will be contacted (EPCOR, City of Edmonton etc) to determine the length of time the service will be unavailable, and this information will be used to determine if childcare can be continued
- If it is determined that childcare cannot be continued
 - The Executive Director, Program Supervisor and Alternate Program Supervisor will contact parents and request that they pick up their children
- Refer to the Emergency portion of this manual for more details

Parent Participation

Procedure:

- Parents and other family members are welcomed and encouraged to spend time in the program. Parents can participate in the program in a variety of ways including
 - Volunteering for field trips
 - Becoming a member of the Board of Directors
 - Assisting with small renovations and maintenance to help keep our costs down
 - Spending time directly in their child's room assisting with program implementation and prep work

PROGRAM POLICIES

Open Door

Procedure:

- The centre maintains an open-door policy and parents are welcome at the centre at anytime
- Parents are welcomed and encouraged to spend time in the program with their children at drop off and pick up times
- Parents are welcomed and encouraged to volunteer for field trips with their children
- New parents are encouraged to spend time in the program with their child prior to their official start date
 - Parents must remain in the building when visiting prior to their official start date

Program Planning

Procedure:

- Our philosophy follows Flight: Albertas Early Learning and Care Framework
- We recognize children as Mighty Learners & Citizens. Educators take on the role of Co-Learner, Co-Researcher and Co-Imaginer of Possibilities rather than “Teacher”. Educators become part of the children’s play and take their cues from children
- Educators will document children’s play experiences and interests for use when planning ways to enhance their interest and extend their learning opportunities
- Educators will receive 2 hours every two weeks, away from the children to review the observations of children’s interests, engage in conversation about how they can enhance the environment to expand on the children’s interests and plan additional materials and experiences that will enhance the playrooms and extend the children’s learning
- A planning board is in each playroom that acts as a “working document”, Educators will document spontaneous play activities based on the cues and interests of the children on the planning board
- Educators will develop documentation in the form of Learning Stories using photos and written documentation to tell the “story” of what learning is taking place

Daily Outdoor Play

Procedure:

- We recognize the importance of outdoor and gross motor play on the growth and development of children
- All children will participate in outdoor play daily
 - Educators will take children outside to play in most weather conditions, including rain, and parents should ensure that their children dressed appropriately for the weather
- The following are the temperature, wind chill/humidex, UV Index and Air Quality Index guidelines for outdoor play
- Guidelines provided by Alberta Health Services
 - Temperature/Humidex & Windchill
 - Children (all rooms) will not go outdoors when the temperature is higher than +30 including the humidex
 - Children in the Jr Infant room that are under 12 months of age will be kept in the shade when outdoors in warm weather

- The Jr Infant room will not go outdoors when the temperature is below -5C including the wind chill
- The Sr Infant room will not go outdoors when the temperature is below -10C including the wind chill
- The Toddler room will not go outdoors when the temperature is below -15C including the wind chill
- The Jr Preschool, Sr Preschool and Out Of School Care children will not go outside when the temperature is below -18C including the wind chill
 - The children must wear helmets when riding bikes or other ride on toys, scooters, roller blades, skateboards, riding in wagons or at any time that the Educators feel it necessary

○ **UV Index**

UV Index Level	Guidelines
Less than 3	Sunscreen is not required
3 – 5	Sunscreen to be applied 30 minutes before going outside Hats must be worn Shade and hydration break every 30 minutes
5 – 7	Sunscreen to be applied 30 minutes before going outside Hats must be worn Shade and hydration break every 15 minutes
8 - 10	No outdoor play between the hours of 10:00 a.m. – 4:00 p.m. Outdoor play limited to 30 minutes outside of hours above Sunscreen to be applied 30 minutes prior to going outside Hats must be worn Shade and hydration break every 15 minutes
11	No outdoor play

• **Air Quality Index**

Air Quality Index	Guidelines
1 – 3	Low Risk No restrictions on outdoor play
4 – 6	Moderate Risk Monitor children for coughing or breathing difficulties
7 – 10	High Risk Outdoor play limited to one 30-minute period in the morning and one 30-minute period in the afternoon Monitor children for coughing or breathing difficulties
Above 10	Very High Risk No outdoor play

- The children will be provided with indoor gross motor activities when the weather does not permit outdoor play
- Educators will provide the children with additional activities over and above the existing toys and equipment for any outdoor play period that extends more than thirty (30) minutes. Parents are required to ensure that their children are always dressed appropriately for the weather
 - Children will spend time outdoors during all weather excluding temperature restrictions as outlined above. Children will get wet and muddy as they enjoy outdoor play
 - Parents should provide appropriate clothing and be prepared for extra laundry during these times

Inclusion and Diversity

Procedure:

- All families and children, regardless of culture, ability, or economic status will be accepted into all programs at GCCS
- Diversity will be included in weekly programming for all age groups
- Activities will be planned to help the children see past barriers to the uniqueness of each individual
- Parents will be asked to complete the “Family Profile” at the time of registration and will include
 - Cultural heritage
 - Traditions
 - Celebrations
 - Cultural recipes
 - Artifacts that can be shown to the children
 - Skills/talents
- Support will be provided to children that experience challenges and special needs. These can include behavioral, emotional, physical, or cognitive challenges
 - Outside agencies will be accessed to provide support to children through additional Educators to enhance the room ratio and strategies to help the child experience success in their daily activities and interactions with peers
 - Modifications to the environment will be made that best support the child including providing quiet spaces when the child feels overstimulated in areas both in and out of their playroom
 - Children will have access to the sensory room when physical activity is needed or a safe place to express strong emotions
 - Parents will be an integral part of the support that is provided for children with special needs.
 - Parents will be respected as the child’s primary caregiver and the person that “knows them the best”
 - Parent consent will be obtained prior to discussion or sharing of information with any outside agencies
 - Parents will be involved in all meetings, case conferences and phone calls regarding their child
 - Parent input will be included in the development of any goals or changes to the child’s routine, environment or strategies implemented to support their child

Exchange of Information

Procedure

- Educators
 - Educator meetings are held monthly, excluding July, August and December
 - Information regarding workshops, conferences and best practices are posted in the Educator break/planning room.
- Parents
 - Educators will have daily contact with parents/guardians and will share informal information during drop off and pick up times
 - Formal information will be relayed to parents/guardians using monthly newsletters and the Hi Mama App
 - The Executive Director, Program Supervisor and Alternate Program Supervisor are available to discuss concerns and answer questions
 - The main form of communication with parents is through the Hi Mama App. Parents receive the following types of communication through the Hi Mama App
 - Updates on the activities that their children participate in during the day

- Reminders, requests for additional supplies (diapers etc)
 - upcoming events
 - Information from Management
 - Photos of their children
- Information regarding financial, attendance and children's development will only be released to individuals listed as Parent/Guardian on the registration form
- Schools
 - Educators will maintain regular contact with school admin and teachers
 - Information regarding children will be shared between the program and the school when a release of information has been signed by the parent identifying all individuals involved
- Outside agencies
 - After meeting with parents, outside agencies may be contacted to access supports for children with special needs
 - All information shared between schools and outside agencies will be documented, shared with the parents, and maintained in the child's file
 - Information will only be shared when a release of information form has been signed by the parent identifying all individuals involved

Child Guidance Policy

Procedure:

- Child Guidance Practices follow the beliefs and philosophies of the Positive Discipline Parenting Program. In a nurturing environment, people feel a sense of belonging and significance. They feel capable and know they can make a positive difference. They have many opportunities to learn valuable life skills and to use mistakes as wonderful opportunities for learning. Children are treated with respect, no matter what happens during the day. They feel safe both physically and emotionally. Positive Discipline defines quality care as providing an environment where everyone feels nurtured and supported, able to grow and blossom to his or her full potential.,
- Educators will use the following techniques
 - Quality Care
 - An environment where children feel nurtured and supported, able to grow and blossom to their full potential
 - Children feel a sense of belonging and significance
 - Children will have many opportunities to learn life skills and to use mistakes and wonderful learning opportunities
 - Routine Charts
 - Visual routine charts will be used to guide children through a variety of daily routines and transitions. Routine charts will also bring children's focus back to the current routine.
 - Wheel of Choice
 - Educators will create a wheel of choice with the children's input that will include a variety of activities or actions that would help make the children feel better. Examples – say STOP, take some time alone, read a book, play with Lego
 - Curiosity Questions
 - Curiosity questions are used to help both the Educator and the child to identify how and why they are experiencing a specific feeling without being confrontational or making assumptions
 - “you look really angry; I wonder what happened to make you feel angry?”
 - Positive “Time Out”:
 - Each playroom will develop a “Positive Time Out” space within the playroom with the children's help

- The children will help decide where to create the space, what items should be in it that might make them feel better (pillows, stuffed animals, books), what the space could be called and in what situations they might use the space
 - The space will be used as a calming space for children
 - The space will not be used as a punishment or consequence
 - Children will not be “sent” to the space but instead, Educators may suggest the space as an option
 - Natural Consequences
 - Children will be permitted to experience natural consequences of their choices, **only if the natural consequence does not pose a health or safety risk to the child**
 - I.e. A child does not want to put on their coat to play outside on a winter day. The child will be permitted to step outside to feel the temperature of the air and then make the decision about their coat.
 - The three criteria for effective discipline are
 - Is it respectful?
 - Is it effective long term?
 - Does it teach valuable life skills for good character?
 - Positive Discipline techniques are designed to be effective long term because they are respectful and because they teach life skills
 - Kind and Firm
 - Limits and expectations will be communicated to children using the Kind and Firm method
 - “You are kind because you respect the inherent worth and dignity of each child, and firm because you respect yourself and the needs of the situation”
 - Being Kind and Firm means
 - There is no need to yell or use a harsh tone of voice
 - Say what you mean and mean what you say
 - Follow through with dignity and respect
 - Encouragement
 - Encouragement is directed at what the child has accomplished, not how the adult feels about what the child did
 - Helps the child to gain the ability to give self-praise
 - Eliminates the child’s need for external praise
 - I.e. “You did it! You should be very proud of yourself!”
- GCCS prohibits the use of any of the following
 - Any form of physical punishment
 - Time Out (location and length of time is decided by the Educator)
 - Any form of restraint
 - Deprivation of food or drink
 - Any form of isolation
 - Any interaction with children that causes humility, degradation, or a loss of self esteem
- Issues of ongoing negative behaviors will be handled by
 - Scheduling of a meeting with parents
 - Assisting the parents with strategies or with accessing outside agency support
 - GCCS has the right to terminate care if ongoing behaviors cannot be resolved

Bullying

Procedure:

- Bullying will not be tolerated
 - Bullying includes teasing, name calling, threatening, physical aggression or any other interaction that causes a child to feel unsafe within the program
- The following steps will be taken in progression for all incidents of bullying
 - Educators will facilitate a discussion between all children involved and all parents will be notified of the incident(s)
 - Removal of distal supervision privileges
 - A meeting with the offending child(ren), their parents, Executive Director and Program Supervisor to discuss solutions
 - An agreement with the offending child outlining what actions the child is going to take to resolve the issue
- If the situation cannot be resolved through the steps above, GCCS has the right to terminate care

Notice of Late Arrival

Procedure:

- Parents are required to notify the centre prior to 9:00 a.m. if their children will be arriving later than 10:00 a.m.
- In the Jr Infant, Sr Infant, Toddler and Jr Preschool rooms, parents are discouraged from dropping their children off between the hours of 10:00 a.m. – 2:00 p.m.

Children's Developmental Information

Procedure:

- Children's developmental information is monitored using the ASQ – Ages & Stages Tool
- Parents will be introduced to the ASQ tool and given access to the online system
- Parents will complete the ASQ tool on their children

Distal Supervision

Procedures:

- Children 9 years of age and older may participate in activities under a distal supervision agreement
 - The agreement allows children to participate in specific activities, for a specific length of time, in a specific area with periodic supervision of an adult
- Educators and parent must agree that the child is mature enough to handle the responsibility of participating in activities without direct supervision
- The distal supervision agreement may be cancelled if at any time the child's actions show that they are not capable of indirect supervision

Videos

Procedure:

The use of videos is restricted under the following guidelines:

- The Daycare & OSC programs are technology free
- The children will have no access to videos or technology play
 - Each playroom will be equipped with a tablet for the purpose of documentation of children's play experiences to share with families through the Hi Mama App and taking photos for Learning Stories
- There will be no videos shown to any age group for any purpose
- Educators will not show videos on their cell phones, laptops and/or tablets

Computers/Electronics/Cell Phones

Procedure:

- There will be no computer use by the children in any room for any reason
- Each playroom will have a laptop for Educators to use to document observations, program planning and store photos for Learning Stories
- Children are not permitted to bring cell phones or electronic devices
 - If a child brings a cell phone or electronic device, it will be kept by Educators until the parent arrives and then returned to the parent
- Exceptions can be made by the Executive Director based on health or school restrictions

Program Evaluation

Procedure:

- Ongoing program evaluation is an important component of the program to ensure that we continue to provide high quality care to families
- The program evaluation will include
 - Submission of the Annual Critical Incident Summary to Daycare Licensing
 - Critical incidents will be reviewed for any areas that need to be improved on to prevent further incidents from occurring
 - Annual Parent and Staff Evaluations
 - Survey results will be reviewed, compiled, and shared with parents and staff
 - Goals and action plans will be developed to address areas that require improvement
 - Positive feedback from parents will be shared with staff
 - Goals and action plans will be reviewed annually to ensure they have been completed or to update the goal if not completed
 - Suggestion Boxes
 - Suggestion boxes for staff and parents will always be available
 - Suggestions will be reviewed monthly
 - Goals will be set to address any areas that require improvement

SAFETY POLICIES

Release of Children

Procedure:

- **Children will not be released to any individual under the age of 16 years old**
- **Parents must sign a waiver form for any individual under the age of 18 years old to pick up their child**
- Educators will only release children to either the parent(s) or individual(s) listed on the authorized pick up section of the registration form
- At the time of registration, all parents will provide the centre with a family password
 - Any individual authorized by the parent to pick up their child(ren) must know the password
 - Educators will not release the child(ren) to anyone that does not know the password and/or who is not known to the Educator
 - If the parent telephones the centre to inquire about their child's day or to notify the Educator that an individual other than the parents will be picking up their child, the Educators will ask for the family password to verify that they are speaking to the parent prior to releasing any information regarding the child
- All individuals picking up the child(ren) that are unknown to the Educators will be required to show picture identification

Centre Access

Procedure:

Individuals with the Authorized Access Code:

- The centre will be secured using a push button lock at the main entrance
- Unrestricted access will be limited to Educators and current families of GCCS
- Educators and current families of GCCS will be provided with a 4-digit numeric code to gain entrance to the centre
- The 4-digit code will change annually or as circumstances warrant the need for change
- **The 4-digit code is not to be released to any individual that does not pick up or drop off a child from the centre on a daily basis**
- In the event that more than one family arrives at the centre to drop off or pick up their child(ren), it is expected that parents will verify with each other that the 4-digit code is known prior to allowing entrance to the building. If the code is unknown by an individual, it is expected that parents will explain that the individual must utilize the doorbell to gain access
- Access to the centre and exiting the centre will strictly be through the main entrance. Individuals will not be permitted to enter or leave the building via surrounding doors and will always be locked

Individuals without the Authorized Access Code:

- Located to the right of the door of the main entrance is a doorbell
- Utilizing this, Educators will be notified that individuals are awaiting access
 - Educators must take the list of children's passwords with them to answer the door
 - A copy of the family passwords is located in the Program Supervisors office and in the Educator break/planning room
- Educators will utilize the door viewer and intercom system to communicate with visitors
- Educators will ask visitors their reason for their visit
 - If they are picking up a child, the Educator will ask for the family password and grant access if they know the password
- Visitors for the purpose of registration, or other matters will be asked by the Educator with whom they have an appointment

- Educators will use their discretion whether access will be granted
- Once access is granted, the Educator will escort the visitor to the room, office or individual they are there to see
- Prior to 8:00 a.m. and after 5:00 p.m., Educators working in the playrooms will answer the door when necessary
- Between the hours of 8:00 a.m. – 5:00 p.m., either the Executive Director, Program Supervisor, FDH Consultant or Educators will be responsible for answering the door

Daily Sign In and Out

Procedure:

- Educators will sign children in and out daily through the Hi Mama App on a tablet located in each playroom

Current Emergency Information

Procedure:

- Emergency information for each child will be maintained in the Portable Emergency Record binder
- The Portable Emergency Record binder will contain the following information:
 - Child's name and date of birth (DOB)
 - Child's home address
 - Parents names, home addresses and telephone numbers
 - Name, telephone numbers, addresses with postal codes of all emergency contacts
 - Any ongoing medication
- The information contained within the Portable Emergency Record binder will be updated, re-signed, and re-dated every 6 months

Appropriate Footwear (indoors and outdoors)

Procedure:

- All children must have appropriate footwear while at the centre
- Appropriate indoor footwear consists of running shoes, sandals with non-slip soles or any other type of footwear that can be worn comfortably while participating in daily activities
- Appropriate outdoor footwear consists of any closed toe type that can be worn comfortably while participating in outdoor activities
- No open toed shoes are permitted while outdoors for either children or Educators or any footwear that the Educators considers to be unsafe

School Bus Pick Up/Drop Off

Procedure:

- Educators will ensure that children taking the bus to outside programs are taken to the bus stop five (5) minutes prior to the scheduled pick up time

- Before placing the child on the bus, the Educator will verify with the driver that the bus is there to pick up the correct child
- Educators picking children up from the bus will arrive at the bus stop five (5) minutes prior to the scheduled drop off time
- If a child misses their bus, the Educator will notify the Program Supervisor, Executive Director or Alternate Director that the child missed their bus
 - Educators will contact the parent to notify them that their child has missed their bus and will be taken to school via the centre's 15-passenger van
 - The child will be dropped off at school once all other children that ride the van on a daily basis have been taken to school
 - Parents understand that this creates the potential for the child that missed their bus to be late for School
- Children will not, under any circumstances, be transported to school in personal vehicles of Educators or Management
- Parents will be required to sign a school bus transportation agreement or a Van Transportation Agreement

School Transportation

Procedure:

- Children attending St. Matthew Elementary School will be walked to and from school by Educators
- Educators will ensure that the children walk to and from school in a manner that keeps them safe
- Educators will ensure that children arrive at school prior to the start of classes
 - Educators will remain at the school until the bell rings and all children proceed into the school
 - Once at school, Educators will walk Kindergarten children to their classroom and remain with them until the Teacher arrives
 - All other children will proceed to their classrooms unescorted
- When picking the children up from school
 - Educators will arrive at the designated meeting spot prior to dismissal
 - Kindergarten children will be picked up at their classroom and escorted to the designated meeting spot
- Educators responsible for walking the children to and from school will ensure that they are signed in and out
- Parents will be required to sign a school transportation agreement

Safety Inspection Reports (Indoor/Outdoor)

Procedure:

- To ensure the safety of the children, Educators will complete a daily safety checklist after inspecting both indoor and outdoor areas
- Indoor Safety Check
 - The first Educator in each room will perform a daily inspection of the indoor space prior to the children arriving
- Outdoor Safety Check
 - The enclosed playground will be inspected prior to the children entering in the morning
 - The Out of School Care children will use the field behind the centre as their main outdoor play space
 - A radius of 300 feet around the rear of the building will be inspected to ensure that it is safe for the children's play

- The Executive Director and Program Supervisor will monitor the checklists to ensure that they are completed daily

Child Outdoor Checklist

Procedure:

- Educators will use the Child Outdoor Checklist whenever children are in the outdoor playground or on a field trip away from the centre
- The following are the Child Outdoor Checklist procedures:
 - Children are to be gathered in one area prior to getting ready to go outside
 - A list of children that are present must be recorded on the Child Outdoor Checklist using the Hi Mama App
 - During each transition (room to hallway, hallway to back door, backdoor to playground) the children are to be checked off on the Child Outdoor Checklist to ensure that everyone has made the transition from one area to another
 - Once the group is outside a visual check must be done and each child must be checked off on the Child Outdoor Checklist
 - A visual check of the children must be completed every fifteen (15) minutes and checked off on the Child Outdoor Checklist
 - **A visual check of the children must be completed every 10 minutes when on field trips or outings away from the centre**
 - The same procedure is followed when transitioning from the playground back into the building and during supervised outings and field trips

Safety of Outdoor Play Equipment

Procedure:

- All outdoor play equipment complies with the standards outlined in the Guideline on Children's Play Spaces and Equipment and of the CSA Standards
- The outdoor play space is free of toxic plants
- A daily outdoor safety inspection report will be completed to ensure that the space is free of hazards
- Outdoor sandboxes will have tight fitting covers that are kept on when not in use

First Aid training

Procedure:

- All Educators will be certified in First Aid in Child Care through St John Ambulance
- Certification will be renewed every three (3) year

Aerosol Products

Procedure:

- Aerosol products will not be used in any area where the children are present

Pesticides

Procedure:

- Usage of pesticides will be avoided when children are present
- Children will be kept away from areas where pesticides have been used for a period of twenty-four (24) hours after application
- The City of Edmonton provides a map and schedule of where pesticides will be applied in and around the community

Toxic Plants

Procedure:

- All playrooms, including the outdoor play area, and areas that children regularly spend time will remain free of toxic plants

Hot Beverages

Procedure:

- To ensure the safety of the children, no person shall take hot beverages into any playroom where there are children present
- This includes Educators, parents, and visitors
- Should the situation arise that an individual enters a playroom with a hot beverage, the Educator will inform the individual of the policy and request that they leave their beverage in the hallway

HEALTH POLICIES

Health and Disease Chart

Procedure:

- 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 Educator 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 Educator or member knows or believes may indicate that a child poses a health risk to other children, or Educators; Educators 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 Educator
- 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
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
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 the first treatment. 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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Critical Incidents

Procedure:

- A critical incident, as defined by Alberta Child Care Services, is:
 - Emergency evacuation
 - Unexpected program closure
 - An intruder on premises
 - A serious illness or injury that requires the program to conduct first aid
 - A serious illness or injury that requires the program to request emergency health and/or requires the child to remain in the hospital overnight
 - An error in administration of medication by a program employee or volunteer resulting in a child becoming seriously injured or ill
 - Death of a child
 - An unexpected absence of a child from the program (ie. Lost child)
 - A child removed from the program by a non-custodial parent or guardian
 - An allegation of physical, sexual, emotional abuse and/or neglect of a child by a program employee or volunteer
 - The commission by a child of an offense under an Act of Canada or Alberta
 - A child left on premises outside of the program's operating hours
- Critical incidents will be handled only by an Educator that hold a valid First Aid in Child Care Certificate
- All critical incidents will be reported to Daycare Licensing immediately
- All critical incidents will be immediately reported to the Executive Director, Program Supervisor or Alternate Program Supervisor who will in turn contact the parent or emergency contact
- In the event of a non-emergency critical incident where medical attention by a physician is required, an Educator will accompany the child by Taxi to the Northeast Health Centre located at 14007 – 50 Street, Edmonton, Alberta.
- If immediate medical attention is required, 9-1-1 will be called and the child will be transported via ambulance to the Hospital. The Executive Director, Program Supervisor or Alternate Program Supervisor will take the child's registration file and accompany the child until the parent or emergency contact arrives
 - All ambulance costs incurred will be the responsibility of the parent
- All persons involved in the critical incident will complete a written report
- A copy of all reports will be kept in the child's file and one copy will be forwarded to Daycare Licensing

Non-Critical Incidents

Procedure:

- Noncritical incidents will only be dealt with by and Educator holding a valid First Aid in Child Care Certificate
- Once the incident has been dealt with, the Educator will complete an incident report
- Once the incident report has been completed, the report must be read and signed by either the Executive Director, Program Supervisor or Alternate Program Supervisor
- The parent will be asked to read and sign the incident report when they arrive to pick up their child

Proper Hand Washing Procedures

Procedure:

- Hand washing procedures approved by Alberta Health Services are posted by each sink in all rooms
- Educators and children will use proper hand washing procedures
- Educators will wash hands thoroughly:
 - Prior to diaper changing.
 - After diaper changing
 - Must wash hands even if wearing gloves
 - Prior to handling food.
 - After dealing with bodily fluids (blood, vomit etc.)
 - After wiping children's noses.
- Children will wash hands thoroughly:
 - After diaper changing or using the washroom
 - Prior to eating
 - After eating

Hand Sanitizers

Procedure:

- The preferred method of hand washing is soap and water
- When water is unavailable, Educators are permitted to use hand sanitizers up to three (3) times before hands will need to be washed with soap and water
- Only hand sanitizers that are alcohol free can be used on the children

Diaper Changing Procedures

Procedure:

- Diaper changing procedures, as approved by Alberta Health Services, will be posted by each diaper changing table
- Educators will always follow proper diaper changing procedures
- Diapering surfaces will be disinfected after each use
- Soiled diapers are kept in a closed container
- Soiled clothing will be placed in a closed plastic bag and placed in the child's backpack or cubby
- The centre does not use potty chairs

Personal Grooming Items

Procedure:

- Parents will provide a toothbrush and any other items particular to their child
- The centre will provide enough face cloths for each infant and toddler to use
 - Hand towels will be used for all other age groups
- Face clothes are used only once and laundered daily
- Disposable paper towels are used for hand drying
- Each child will use their own labeled personal grooming items, blankets, pillows, bottles, toothbrush

Bottles and Sippy Cups

Procedure:

The use of sippy cups and bottles must meet the following guidelines:

- Be clearly labeled with the child's name
- Have been purchased by the parent
- Not be given to the child at naptime
- Children must always be seated when drinking from a sippy cup
- Children must be held by an adult when drinking from a bottle at naptime
- Must be cleaned and sanitized daily
- Checked periodically for valve damage
- Replaced by the parent when looking worn or broken

Pacifiers

Procedure:

Pacifiers will only be used in the following situations:

- If the child is having difficulty transitioning from home to the centre
- If the child is hurt and needs to be comforted
- At naptime

Emergency Contact Numbers

Procedure:

- All emergency contact numbers will be posted by telephones in all playrooms and offices
- Emergency contact numbers will be easily accessible to all Educators and volunteers
- An afterhours emergency contact number will be posted at the front door to the centre and visible from the outside of the premises

Emerging Health and Safety Practices

Procedure:

- The centre understands the importance of having current and emerging information on health and safety practices available to Educators and parents
- Current and up to date information will be maintained in a binder in the Educator break/planning room bulletin board and on the Parent Information shelf in the entrance to the centre

Proper Hydration

Procedure:

- Children will have access to water to maintain proper hydration when playing both indoors and outdoors
- Parents will ensure that their children bring a refillable water bottle from home
 - When on field trips and excursions, Educators will ensure that the children take water bottles
- All snacks will include ample fluids (milk or water) for the number of children in attendance

Non-Toxic Art Materials

Procedure:

- All art materials used by the children will be clearly labeled as non-toxic

Wading Pools

Procedure:

- Wading pools will not be used in programming for the children

Toy and Equipment Disinfecting

Procedure:

- Cleaning of toys, furnishings and equipment will be scheduled and completed regularly
- “Mouthed” toys will be cleaned and disinfected daily
- Educators will complete a checklist verifying when toys and equipment have been cleaned and disinfected
- Sleeping cots and mats will be disinfected weekly
- A solution of 200 ppm of bleach and water will be used to disinfect all surfaces

Bug Spray and Sunscreen

Procedure:

- Educators are not permitted to apply bug spray or sunscreen without written parent consent
 - Bug spray and sunscreen must be supplied by the parent and cannot be shared between children

- Parent consent to apply sunscreen and bug spray will be given in the Parent – Agency Agreement
- Sunscreen will be applied to the children a minimum of thirty (30) minutes prior to going outside
- Bug spray and sunscreen will not be used on children 0 – 6 months. The following guidelines, as per Health Canada regarding the concentration of DEET in bug spray for children. GCCS will follow these guidelines when applying bug spray
 - When outdoors, infants 6 months and under will be kept in the shade always
 - 0 – 6 months – no bug spray will be used
 - 6 months – 2 years – up to 10% DEET, applied no more than once per day
 - 2 years – 12 years – up to 10% DEET, applied no more than 3 times per day
- Bug Spray and Sunscreen must be **non-aerosol**

Nut Free Environment

Procedure:

- Menu's will not offer items that contain nuts, tree nuts or peanuts
- When children bring snacks and lunches from home, Educators will check the items prior to allowing the children to eat them to ensure that they do not contain nuts or peanuts

Smoke-Free Environment

Procedure:

- Smoking is not permitted anywhere inside the building
- Smoking is not permitted outside of any entrance
 - Smoking is to be done at the picnic tables and benches at the front of the building
- No smoking within 10 meters of any doorway or air intake valve

Scent Reduced Work Environment

Procedure:

- Although scented products are often enjoyed, their overuse can be detrimental to the health and workplace enjoyment of many people. Glengarry Child Care Society (GCCS) has adopted this policy to address health concerns related to the use of scented products
- Allergic and asthmatic patients, individuals with environmental sensitivities as well as those with other conditions report that certain odors, specifically of a strong nature, can trigger an attack.
- GCCS is not a scent-free environment; however, we do ask that parents and visitors avoid the use of strong perfumes and heavily scented products while dropping off/picking up children or spending time at the centre. We ask for everyone's cooperation in our efforts to accommodate employee health concerns and minimize unnecessary workplace discomfort.
- This policy applies to all Educators, parents and visitors without exception.
- GCCS requires parents to avoid the use of perfumes, colognes and other scented products before entering the centre
- It may be difficult to gauge the level of scent you may be wearing as it is common to become desensitized.
 - Please exercise restraint when using scented products such as colognes, perfumes, body sprays and body lotions.

- Scented products may adversely affect a person's health, and some or all the following symptoms may occur:
- Headaches
- Dizziness
- Light-headedness
- Nausea
- Fatigue
- Weakness
- Insomnia
- Malaise
- Confusion
- Loss of appetite
- Depression
- Anxiety
- Numbness
- Upper respiratory symptoms
- Shortness of breath
- Difficulty with concentration
- Skin irritation
 - We ask for all parent co-operation and reduce or avoid the use of scented products before entering the centre
 - This policy will be enforced by the Executive Director, Program Supervisor & Alternate Program Supervisor

MEDICATION POLICIES

Medication Administration

Procedure:

- Medication can only be administered by an Educator that holds a valid First Aid in Child Care Certificate
- All non-emergency prescription medications will be kept in a locked container in the refrigerator or in a locked cupboard in the playroom
- 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
- Educators must document and initial the following information on the medication consent form:
 - Time of administration
 - Dosage
 - Name of medication
 - Initials of the Educator who administered the medication
- Once the medication has been administered, Educators 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

Emergency Medication

Procedure:

- A list of all children who use emergency medications will be posted in each playroom and distributed to all rooms and offices
- Parents will be required to complete a medication consent form prior to them receiving the medication
- **All children under the age of 3 years that use inhalers must have an air chamber for medication administration**
- Parents will be required to provide the following information
 - Instructions for the administration of the medication
 - Symptoms of the child's illness
 - Contact information for the parents
 - Contact information for the child's physician
 - Instructions for after the medication has been administered
- All emergency medication will be kept in an unlocked cupboard where it is easily accessible
- Educators will receive the necessary training on the use of the emergency medication by the parent or a trained professional
- When the emergency medication is administered, the Educator will record the time, date, and dosage
- If a child requires Tylenol to prevent seizures, a letter from a physician will be required that indicates the following:

- temperature for Tylenol to be administered
- Dosage
- Follow up instructions
- The physician's letter must be updated every 6 months

Non-Emergency Prescription Medication

Procedure:

- Non-emergency prescription medication will only be administered by an Educator holding a valid First Aid in Child Care Certificate
- All non-emergency prescription medications will be kept in a locked container in the refrigerator or in a locked cupboard in the playroom
- The medication must be, prescribed by a physician, be in the original container with a pharmacist's label indicating the child's name, the dosage, and the number of times per day the medication is to be administered
- The parent must complete a medication consent form indicating
 - Name of the medication
 - Specific times for administration ("after lunch" is not acceptable)
 - Specific start and finish dates
 - Dosage to be given
 - Any special instructions (side effects, storage instructions etc.)
 - Indicate daily if the medication is administered at home
- Educators will document the date, time, and dosage and initial that the medication has been administered
- Once the medication has been administered, the child will be monitored for an allergic reaction every 10 minutes for a total thirty (30) minutes
- All unused medication to the parent when the authorized period has ended

Non-Emergency, Non-Prescription Medications

Procedure:

- Over the counter medications (Tylenol, cough syrup etc.) **will not be administered**
 - **The only exception is when a child requires Tylenol to prevent seizures. See Emergency Medication Policy**
- Parents will be contacted when their children's fever exceeds 38 C/100.4 F

Herbal and/or Homeopathic Remedies

Procedure:

- Educators will not, under any circumstances administer herbal and/or homeopathic remedies to children

NUTRITION POLICIES

Menus

Procedure:

- The centre will provide two (2) snacks and one (1) hot lunch to the children daily
- Menus will be reviewed every six (6) months by the Executive Director and the Cook to ensure that they meet the changing nutritional guidelines of Canada's Food Guide
- Menus for meals and snacks will be posted in each playroom and the kitchen
- Snacks will be provided in sufficient quantities to meet the needs of each child between the hours of
 - 6:30 a.m – 9:00 a.m. (Daycare & Out of School Care)
 - 1:30 p.m. – 3:30 p.m. (Daycare)
 - OSC afternoon snack will be available from the arrival of the first group of children from school and 45 minutes after the last group of children have arrived so that children can eat when they are hungry
- Lunch will be served between 10:45 a.m. and 12:00 p.m.
- Children will remain seated when eating or drinking
- No beverages will be provided to the children while they are napping
- If the parent chooses to supply meals and/or snacks for their child, they will be encouraged to follow the recommendations of the Canada Food Guide
- If the food item brought from home contains nut or peanuts or indicates that it may have come into contact with nuts or peanuts, it will be kept by the Educator and returned to the parent at the end of the day
- Parents will be responsible for providing all meals and snacks for children under 12 months of age

Safe Food Handling Training

Procedure:

- All employees that are responsible for food storage and preparation will complete a Safe Food Handling Course
 - The Cook and Executive Director will have the 2-day Food Handling Course or the online Food Safety Course
 - All others will have the Basic Food Safety Course
- Serving containers are used to ensure that hot foods remain hot and cold foods remain cold
- All serving utensils and dishes are sterilized after each use

FIELD TRIP POLICIES

Adult to Child Ratios for Field Trips

Procedure:

- The required adult to child ratio will be exceeded as follows for all field trips and outings away from the centre
 - Junior Infant Room – 1:2
 - Senior Infant Room – 1:2
 - Toddler Room – 1:3
 - Junior Preschool – 1:4
 - Senior Preschool – 1:4
 - Out Of School Care – 1:8
- The field trip preparation form will be completed by Educators and submitted to the Program Supervisor prior to the day of the field trip
- Parents are invited and encouraged to volunteer for all field trips
- Children will not be transported in the personal vehicles of any employee of GCCS
 - In the case of a medical emergency, the child will be transported via ambulance to the nearest medical facility
- Educators will enforce car safety rules that comply with Transport Canada guidelines when using school buses or public transportation
- Volunteers are provided with written instructions and expectations of them while on the field trip
- The children will be prepared for the field trip by reviewing where they are going, what will happen, what they will see and who they need to listen to during the trip
- A group permission form will be used for every field trip and will indicate the destination, approximate departure, and return times and the Educators attending
 - Each parent will be required to sign the permission form, indicating that they give permission for their child to attend the field trip
- If a parent has not signed the permission form, an Educator may contact the parent via telephone, verify the family password and receive verbal permission for the child to attend the field trip. Educators will indicate on the permission form that the parent gave verbal permission
- Depending on the number of children and the location of the field trip, children may be transported in the centre's 15-passenger van
 - Parent will be asked to sign a Van Transportation Agreement

Volunteer/Student Screening

Procedure:

- All volunteers/students must provide a security clearance
 - Students under the age of 16 and Parents that attend summer field trips are excluded from this requirement.
 - Parents and students under the age of 16 will not be left alone with the children at any time
- Volunteers/students will not be left alone with the children at any time
- Volunteers/students are not permitted to do the following:
 - Administer First Aide
 - Deal with children's inappropriate behavior (use child guidance)
 - Change children's clothing
 - Change diapers

VAN POLICIES

Transportation of Children by Vehicle

Procedure

- **Transportation to and from school**
 - Children who do not attend St. Matthew Elementary and do not ride a school bus, will be transported daily to and from school via the 15-passenger van, owned and operated by Glengarry Child Care Society
 - A transportation fee of \$50.00/child/month will be invoiced to the parent
 - Children who attend St Matthew Elementary School will only be transported to and from school via a 15-passenger van, owned and operated by Glengarry Child Care Society, when the temperature reaches minus 35 or colder, including the windchill
 - A transportation fee of \$5.00/child/day will be invoiced to the parent for each day transportation is provided
 - Children will be transported once all children that ride the van daily have been dropped off at school.
 - There is the potential that children will be late for school
 - Children that regularly ride the school bus will only be transported to and from school via the 15-passenger van, owned and operated by Glengarry Child Care Society, should the child miss their scheduled school bus
 - A transportation fee of \$5.00/child/day will be invoiced
 - Children will be transported once all children that regularly ride the van daily have been dropped off at school
 - Parents will be required to sign a vehicle transportation agreement before the child can be transported
 - The 15-passenger van will follow all Alberta Transport guidelines
- **Transportation to and from field trips and off-site excursions**
 - Children may be transported to and from field trip destinations in the 15-passenger van, owned and operated by Glengarry Child Care Society
 - No children will be permitted to ride in the front passenger seat
 - All children will have their own seat and own seat belt when riding in the van
 - The number of children riding the van will not exceed the number of seat belts, excluding the front passenger seat

Safety Requirements for 15-Passenger Van Use

Procedure

- Only individuals that have the following are permitted to drive the van
 - Valid Class 4 drivers license
 - Valid First Aid Certificate
- The 15-passenger van will undergo regular maintenance checks at Kentwood Ford Service
- A visual inspection will be completed by the driver on a daily basis and logged on a checklist
- The 15-passenger van will be equipped with summer and winter tires and will be changed and rotated by Kentwood Ford Service
- A First Aid kit, flares and a fire extinguisher will always be kept on the 15-passenger van
- No authorized driver will operate the 15-passenger van while under the influence of alcohol, drugs or cannabis
- Authorized drivers will always abide to all traffic laws

15-Passenger Van – General Use

Procedure

- The van may only be driven by authorized drivers that have completed the necessary upgrade to a Class 4 License and has provided a 3-year Drivers Abstract
- The van may not be used for personal use by any employee of Glengarry Child Care Society
- Employees and children are not permitted to eat or drink on the van
- The driver is not permitted to eat or drink while driving the van
- The driver must have a working cell phone to be used in emergency situations
- The driver may not use a cell phone while driving
- The van will be cleaned and vacuumed weekly and documented in a log

School Drop Off & Pick Up

Procedure

Drop Off

- Children will only be dropped off at school once school is providing outdoor supervision
 - Schools will be contacted to obtain outdoor supervision times
- Children will be dropped off in a location and manner that ensures the safe exiting of the children
- The van driver will leave the centre in time to ensure that children arrive prior to the first bell ringing
 - Extenuating circumstances such as weather, traffic delays or accidents may result in late arrival
- The driver will document the names of the children and drop off time for each school
- The driver will maintain an accurate list of the children on the van and will do a head count at each drop off point to ensure all children are present
- When returning to the centre, the driver will do a visual check of all seats to ensure that no children are left alone of the bus

Pick Up

- The van driver will make every attempt to arrive at the school prior to dismissal time
 - Extenuating circumstances such as weather, traffic delays or late children from the previous school may result in late arrival
- The driver will park in a location that ensures the safe loading of the children
 - The driver will document the names of the children and pick up time for each school
- The driver will drop the children off at the centre at a location that ensures the safe exiting of the van
 - Children will be escorted into the centre by the van driver or an OSC Educator
- When children from more than one school are being transported and dismissal times do not allow enough time for between school dismissal times;
 - An OSC Educator will be dropped off at either the furthest school from the centre or the school with the latest dismissal time to wait with the children for the van to arrive
- The driver will maintain an accurate list of all children on the van and will do a head count prior to leaving each school to ensure all children are accounted for
- When returning to the centre;
 - The driver will do a headcount as children are exiting the van
 - After all children have left the van, the driver will do a visual check of all seats to ensure that no children are left alone on the bus

Failure of a child to Show up After School

Procedure

- Should a child not show up at the van after school, the following procedure will be followed
 - The driver will not leave the school until the location of the missing child is determined
 - The driver will not leave children on the bus alone to look for the child
 - The driver will contact the school office by phone to determine if the child was in school
 - The driver will have the school page the child
 - Should the child not be located
 - The driver will contact the Executive Director, Program Supervisor or OSC Supervisor/Alternate Program Supervisor and have the parent contacted to determine the location of the child
 - Once the child has been located, the driver will proceed to the next school
 - If the child cannot be located, the Executive Director, Program Supervisor or OSC Supervisor/Alternate Program Supervisor will go to the school to continue to locate the child
 - Once they have arrived, the driver will proceed to the next school
 - The driver will contact the next school(s) to inform them that they will be late and ask that the children be paged and wait in the school office

Behavioral Expectations

Procedure

- Children are expected to have appropriate behavior while riding the van that includes
 - Always remain seated with the safety belt fastened until the van comes to a complete stop and the driver indicates that it is safe to remove the safety belt
- The following behaviors are unacceptable when riding the van.
 - Yelling, throwing items, fighting with other children, swearing, name calling or any other behaviors that would be distracting to the driver or create a safety hazard to the other children
- In the event that the driver must address a behavioral issue or tend to an injury caused by another child's behavior, the van must come to a complete stop and placed in "P" in a location that is out of direct traffic and that ensures the safety of the children
- Incidents of ongoing behavior that cannot be resolved may result in suspension or termination of transportation services

Vehicle Emergencies

Procedure

- Emergency situations include
 - Flat tire
 - Traffic offenses involving the Police
 - Collisions
 - Vehicle mechanical issues that render the van inoperable
- In the event of a vehicle mechanical issue or flat tire
 - The driver will pull the vehicle to a safe location that is out of the line of traffic if possible
 - The hazard lights will be turned on
 - The driver will assure the children that they are safe

- The driver will contact the Executive Director, Program Supervisor or Alternate Program Supervisor and notify them of the situation
- The driver and the children will remain in the van
 - The children will remain seated with their safety belt on
- The Executive Director, Program Supervisor or Alternate Program Supervisor will travel to the van's location to provide direction to the driver and the children
- The children will be transported to school or to the centre via taxi
 - Children may not be transported in the personal vehicle of the Executive Director, Program Supervisor, Alternate Program Supervisor or any other employee of Glengarry Child Care Society
- In the event of a traffic offense
 - The driver will pull over as directed by the EPS Officer
 - Children will remain seated with their seat belts on until the driver has been given the "ok" to proceed
- In the event of a collision
 - The driver will ensure that all of the children are uninjured
 - The children will remain seated with their safety belts on
 - The driver will contact the Executive Director, Program Supervisor or Alternate Program Supervisor to inform them of the situation who will then travel to the location
 - The driver is not permitted to leave the vehicle if there are children present

EMERGENCY PROCEDURES

Overview

The Safety of the children in our care is our top priority. Thunderstorms, power outages and other emergencies can often be very frightening for children. It is important that all adults remain calm and re-assure the children that they are safe.

Natural disasters and other emergencies are always possible. These policies provide detailed procedures to be followed by Educator, volunteers, and children to ensure that everyone remains safe if the need arises.

Types of Disasters & Emergencies

The types of disasters/emergencies that will be covered in this manual are:

- FIRE
- LOSS OF UTILITIES
- THUNDERSTORM
- DANGEROUS INDIVIDUAL
- LOCKDOWN
- LOST CHILD

Emergency Evacuation Procedure

- Emergency evacuation routes and procedures will be posted in all offices, playrooms and hallways
- All Educators will be informed of the emergency evacuation procedure and their roles and responsibilities in case of an emergency
- Copies of the children's emergency contact information will be kept in a binder in each playroom
- Copies of the children's emergency contact information will be kept in the First Aid kit and will be taken on any outings away from the centre
- Fire drills will be completed monthly
- Modified fire drills will be completed monthly during extreme cold weather
- Fire drills will be recorded and maintained by the Executive Director

Fire

- Immediately activate the building fire alarm system. This will automatically notify the fire department and get help on the way. It will also sound the fire alarm bells to evacuate the building and shut down the air handling units to prevent the spread of smoke. It is best to have the fire department respond and not be needed than to have them arrive too late for potential rescue. Fire bell pull stations are located inside the locked door at the front entrance, at the double doors at the OSC and Infant room end of the main hallway and at the outside door at the back of the kitchen
- If the fire is small enough, use a fire extinguisher (inside each playroom, offices and the kitchen) to control and extinguish the fire. Do not fight a fire if the following conditions exist:
 - You do not know what's burning.
 - The fire is spreading rapidly.
 - You do not have the proper equipment.
 - You cannot do so with your back to an exit.
 - The fire might block your means of escape.
 - You might inhale toxic smoke.
 - Your instincts tell you not to do so.

- If the first attempts to put out the fire fail, evacuate the building immediately.
- Upon evacuation of the building, all should proceed to skate shack of Glengarry Hall
 - From there, each room will do a headcount to ensure that all children and Educators are present

Kitchen Fires

The kitchen is equipped with a fire suppression system that will spray foam to contain the fire quickly. The exhaust fan must be on for the fire suppression system to operate. **The exhaust fan must be on anytime the stove or oven is used.**

Never reenter the building without permission from the fire department.

Loss of Utilities

Loss of utilities including water, power and heat will result in closure of the centre until all utilities are fully restored.

- **Power Outage**
 - The Executive, Program Supervisor or Alternate Program Supervisor will contact EPCOR Power Trouble Line at 780-412-4500 (24 hours per day)
 - If the estimated outage time is less than 2 hours
 - The centre will remain open
 - If the estimated outage time is greater than 2 hours
 - Parents will be contacted and asked to pick their children up from the centre.
 - The centre will remain closed until the following business day, provided power service has been restored
- **Water Outage**
 - The Executive, Program or Alternate Director will contact EPCOR Water Trouble Line at 780-412-6800 (24 hours per day)
 - If the estimated outage time is less than 1 hour
 - The centre will remain open
 - If the estimated outage time is greater than 1 hour
 - Parents will be contacted and asked to pick their children up from the centre
 - The centre will remain closed until the following business day, provided water service has been restored
- **Loss of Heat**
 - This procedure applies when the outside temperature is below 0 degrees celcius
 - The Executive, Program or Alternate Director will contact ATCO Gas Emergency Line at 780-420-5585 (24 hours per day)
 - If the estimated outage time is less than 1 hour
 - The centre will remain open
 - If the estimated outage time is greater than 1 hour
 - Parents will be contacted and asked to pick their children up from the centre
 - The centre will remain closed until heat service has been restored and the inside temperature of the centre has reached a minimum of 15 degrees Celsius

Thunderstorm

All thunderstorms are dangerous, no matter how mild or severe they are. Every thunderstorm will produce lightning and immediate shelter must be sought.

When playing in the enclosed outdoor playground

- At the first sound of thunder;
 - Educators and children are to immediately go inside the centre
 - Ensure the outside door remains shut at all times
 - Close all window blinds to prevent injury if glass shatters
 - Keep children away from all outside windows
 - **Educators and children may not return outside for 30 minutes after the last sound of thunder**

When playing at neighborhood parks

- At the first sound of thunder;
 - Educator and children are to find immediate shelter
 - In a public building or by returning to the centre, whichever is closest
 - Ensure that children are kept away from outside windows
 - **Educators and children may not return outside for 30 minutes after the last sound of thunder**

When on community field trips

- At the first sound of thunder
 - Educators and children are to find immediate shelter in the closest public building
 - Ensure that children are kept away from outside windows
 - **Educators and children may not return outside for 30 minutes after the last sound of thunder**

Tornado

Definitions

“Tornado Watch” – weather conditions are favorable for the development of severe thunderstorms that may spawn tornados

“Tornado Warning” – severe thunderstorm is imminent or occurring and the conditions are right for the formation of tornados

During a thunderstorm, the Environment Canada website www.weather.gc.ca will be monitored by the Executive, Program Supervisor or Alternate Program Supervisor for Tornado Warnings

If a Tornado “Warning” for the City of Edmonton or the City of St. Albert is issued;

- Any Educators and children that are playing outside will return to the building immediately
 - The Child Outdoor Checklist will be used to ensure that everyone is accounted for
- Once inside, all window blinds will be closed
- Educators will gather the children in the main hallway of the centre and all playroom doors will be closed
- Educators will remain calm and re-assure children that they are safe

- Educators and children will remain in the main hallway until the “warning” has been dropped or reduced to a “watch” by Environment Canada

While the tornado warning is in effect;

- No Educator will be permitted to leave the building for any reason
- Any parents that arrive at the centre to pick up their children, will not be permitted to leave the centre until the warning has been lifted

Centre Lockdown

A lock down of the centre can occur when;

- Issued by the Edmonton City Police (EPS) or O’Leary High School
- Issued by the Executive Director, Program Supervisor or Alternate Program Supervisor when
 - An unauthorized parent/guardian attempts to access the centre and is perceived as dangerous
 - An individual is observed around the centre and is perceived or observed to be dangerous (carrying a weapon or suspicious package, uttering threats etc)
- There are 3 levels of lockdown
 - Lock Down Drill
 - This will be practiced monthly with the Educators and children
 - A sign will be placed on the inside secured door notifying parents and visitors that a drill is being completed
 - “On Alert”
 - This occurs if an indirect situation is occurring in the community that could potentially pose a safety hazard
 - Educators and children will remain inside the centre
 - A sign will be placed on the inside secured door notifying parents and visitors that the centre is on alert
 - The deadbolt on the inside secured door will be engaged to monitor access to the building
 - Parents and visitors will need to ring the doorbell to gain entrance to the centre
 - Full Lockdown
 - This occurs when a dangerous situation is occurring in the direct vicinity of the centre
 - See below for specific procedures for lockdown

When a threat is perceived;

- The Executive Director, Program Supervisor or Alternate Program Supervisor will inform all Educators that the centre is going into lockdown using the 2-way radios
- The Executive Director, Program Supervisor or Alternate Program Supervisor will call 9-1-1 and inform EPS of the situation
- Any Educators and children that are playing outside will return immediately inside the building
 - The Child Outdoor Checklist will be used to ensure that all children are present and accounted for
- Once all Educators and children are inside, the window blinds will be closed
- **Once everyone has been accounted for, all outside doors will be locked and the deadbolt engaged**
 - **A sign will be put on the outside of the secured entrance door to notify anyone arriving at the centre that we are in lockdown. The door will not be opened for any reason**
 - **No outside door will be opened for anyone until the threat has been dealt with and the EPS give the “ok” to re-open**

- **There is no exception to this, no outside door will be opened for any reason during the lockdown**

Once all Educator and children are inside and the building is secured;

- **Educators and children from the Out of School Care room will immediately proceed to the Sr Preschool Room**
- Educators will remain in their playrooms
 - Engage the pin to secure the two half doors together
 - Engage the dead bolt lock from the inside of the playroom
 - Engage the deadbolt on the secured door inside the front entrance
 - When the deadbolt is engaged, the door cannot be opened by using the door code
 - Window blinds will be closed
 - Gather the children in an area that is furthest from the outside windows and away from the door
- Educators will remain calm and re-assure the children that they are safe
- Educators and children will remain in their playrooms the situation has been dealt with and it is safe to re-open the centre or notification is received by EPS or O'Leary High School that it is safe to re-open
- Phones within each playroom will not be answered while in lockdown

Lost Child

Following the guidelines for the use of the Child Outdoor Checklist, upon completion of the routine count of children, a child cannot be located, the following steps will be taken

- Ensuring that enough adults remain with the rest of the children to meet adult:child ratios, at least one Educator will search the general vicinity of where the group is

If the child cannot be located, the following steps will be taken

- One Educator will call 9-1-1 and relay all pertinent information
 - Location
 - When the child was last seen
 - Age and description of the child
- Contact the Executive Director, Program Supervisor or Alternate Program Supervisor and inform them of the situation
- One Educator will continue to search for the lost child until the Police arrive
- Once the Police and the Executive Director Program Supervisor or Alternate Program Supervisor have arrived and all information has been relayed, the remaining Educators and children will return to the centre
- The Executive Director, Program Supervisor or Alternate Program Supervisor will contact
 - The child's parent
 - Child Care Services at 780-427-0444
- Once the child has been located, all Educators involved in the incident will write up a report
- The Executive Director will notify the Executive Committee of the Board of Directors of the incident, outcome and follow up
- **Only the Executive Director, Chairperson of the Board of Directors or their designate are authorized to discuss the matter with the media either in person, via telephone or email**

Natural Disasters

A Natural Disaster is defined as;

- any event or force of nature that has catastrophic consequences,

The following procedures will be followed in the event of a natural disaster

- Unless directed to evacuate, all children and Educators will remain in the centre
- Using a cell phone, monitor local news or radio stations for updates from local authorities
- Parents arriving at the centre to pick up their children will not be permitted to leave until local authorities advise that it is safe to do so

Additional Notes

- *The Executive Director has the authority to change the procedures for any policy without prior approval by the Board of Directors.*
- *For the purpose of this Handbook, Glengarry Child Care Society has been abbreviated as “GCCS”*