



# Churchill Park

FAMILY CARE SOCIETY

## PARENT MANUAL

### The PlayPenn Child Care Centre

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**Welcome to Churchill Park Family Care Society.**

We are very happy that you have chosen to enrol your child at this Churchill Park Family Care Society childcare centre. We know that the experience will be positive for both you and your child. Although this booklet will provide the answers to many of your questions, you are reminded that our staff will always be available to address your individual concerns, as we have an open door policy at Churchill Park Family Care Society.

After your child has settled at the centre, you are encouraged to visit as often as possible, and to become involved in our daily activities. We recognize that many of you have special skills, and you are invited to share these skills with all the children through our parent volunteer program.

**Mission Statement**

The mission of Churchill Park Family Care Society is to be a leader in delivering a range of exceptional, quality, educational childcare programs and services to families in Calgary.

**Vision Statement**

Churchill Park Family Care Society is a society where all children and families reach their full potential.

**Our Values**

- Passionate Professionalism
- Quality
- Respect
- Collaboration
- Integrity

**At Churchill Park Family Care Society, we believe that:**

Your children need to be in a place where they feel good about themselves, make friends and learn new skills. They need to be in a place that respects and appreciates their culture, language and unique abilities.

You need to be involved in a meaningful way in the care and education of your child. You need to know that your child is cared for while you are at work or at home.

Our educators need to work in a place that recognizes and respects their training, skills and commitment to early learning and child care by providing competitive wages, benefits and working conditions.

Churchill Park Family Care Society is a non-profit organization incorporated in 1970.

**Churchill Park Family Care Society operates the following programs:**

**Early Learning and Care Centres**

- Pump-Kin Patch Day Care (assumed management in 1998)
- BabyWorks - A Division of Churchill Park Family Care Society (est. 2008)
- The PlayPenn Child Care Centre (est. 2010)
- Bright Lights Child Care Centre (assumed management in 2012)
- Discover Y Child Care Centre (assumed management in 2017)

- Connaught School-Age & Family Centre (est. 1997)
- Mount View School-Age & Family Centre (est. 2001)

**Family Child Care Program:** licensed for 60 day homes throughout Calgary

The volunteer Board of Directors of Churchill Park Family Care Society is from the Calgary community. The board hires and directs the Executive Director, sets policy and oversees the overall financial administration of the organization. The Executive Director manages the operations of Churchill Park Family Care Society.

The managers of the child care centre, with the support of the Executive and Management Teams and the Board of Directors of Churchill Park, are solely responsible for the day to day operation of the centres.

Qualified, early childhood educators, a cook, a program manager and an administrative manager make up the total regular staff complement at the daycare. Early childhood professionals have early childhood education diplomas, certificates of related education, current first aid and CPR, as well as additional specializations. Continuing education funding is provided to all staff to enhance their specific skills. Volunteers are recruited and trained to provide one-to-one contact and additional support for children.

### **Philosophy**

Churchill Park Family Care Society is a non-profit society providing a quality learning environment for children and their families. This service accommodates the needs of families by ensuring a high standard of care. Churchill Park Family Care Society is a leader within the childcare field through its advocacy for recognition of the importance of quality childcare.

Churchill Park Family Care Society welcomes children who are “at risk”, and children who have developmental delays or behaviour concerns.

At Churchill Park Family Care Society, we recognize that each child is an individual and that, as individuals, they will develop at different rates. We feel that it is important to plan activities that are open ended and that allow each child to participate at his or her level. Room will be left for the child to be challenged. We believe that daycare should be play based, since children learn best by doing. Children need to be able to touch and manipulate the world around them in order to learn how things work and how they relate to each other. We believe that children are naturally curious and that they want to learn. Our objective is to provide opportunities for them to safely explore their environment and use their curiosity and imagination to learn and develop.

Play is a natural activity for children of all ages. It helps children to learn, make friends and find out about the world around them. Play is good for the body and for the mind. When children play, they learn more about themselves, other people and their environment. They become more creative thinkers who can cope with challenge and change. Research shows that children learn a lot through play. This is why many educators and researchers refer to play as “the work of childhood.”

All children play. Yet, depending on their age personality, abilities and/or special needs, and

experiences, children play in a variety of ways. Adults can encourage children to try many

different kinds of play activities, while also respecting their individual needs, skills, interests and choices. While every child’s play is unique, play typically includes the following stages:

Type of Play	Description
Solitary	Children may be very content and involved in looking at a book or doing a puzzle by themselves.
Parallel	Children may sit on the floor or at a table, near a friend as they play.
Cooperative	Children may enjoy group play as they dig together in the sandbox or build with blocks.
Complex	Playing with others as in cooperative play, but usually including more imaginary themes, longer time and more detailed agreements and rules. Children may adopt roles from a favourite story or theme, such as community helpers or space exploration, and continue this play over days or weeks.

**Play Activities and Learning**

Children enjoy and learn from play - indoors and outdoors, at home, in child care settings, and in community programs. Here are some examples of what children learn from various play activities offered at Churchill Park Centres:

Activities	Learning
Water, sand, outdoor play	Science and math concepts
	Appreciation of the natural world
Dress-up, dramatic play	Social skills
	Creativity
	Imagination and self-expression
Listening, talking, reading, writing	Language and literacy skills
Art, music, literature, dance	Art appreciation
	Creative expression
	Physical coordination
Puzzles, blocks, computers	Science and math concepts
	Eye-hand coordination
	Spatial awareness
	Problem solving
Games and sports	Physical skills
	Analytical thinking and cooperation

**Play Provides opportunities for children to:**

- Feel good about themselves;
- Discover, learn and develop specific skills, abilities and talents;
- Learn about and cooperate with others;
- Gain awareness of, and appreciation for human diversity;
- Explore the physical and natural world;
- Express feelings and ideas;

- Relieve tension or frustration;
- Try out imaginary roles and activities;
- Be spontaneous and creative;
- Explore interests, likes and dislikes;
- Take risks, practice problem-solving and learn from making mistakes;
- Have fun!

### **What to Bring on the First Day**

It is helpful to know what items you should bring along on the first day of child care. Please pack the following:

- Change of clothing
- Outdoor clothing appropriate for the weather
- Labelled bottle or cup
- Favourite blanket
- Special object for transitions
- Sunscreen and hat
- Diapers, wipes and creams
- Indoor shoes
- Bottles, formula
- Photos of the family to post in the room for your child to see through the day

### **Coping with Separation Anxiety**

Entering into a new child care arrangement can be an emotional experience for both parent and child. However, careful planning and the knowledge that some separation anxiety and tears are normal can make the transition from parent to educator as pleasant as possible. How quickly your child adapts depends upon a number of factors including: the child's age and stage of development; the child's past experiences in the care of others; the skills of the new educator and appropriateness of the new setting; and the adults' ability to prepare themselves and the child for the separation. Here are some strategies to help the process go smoothly.

#### Share information with the educator

By utilizing our registration form and by verbal interaction with our staff, share your child's unique likes, dislikes, fears, eating/sleeping habits and anything else that will help the educators to understand your child, ease the transition and provide care that is reasonably consistent with yours.

#### Visit the centre with your child

Show children where they will be eating, sleeping and playing and introduce the new educator. Familiarity will make the actual separation easier. Older children may enjoy having a book read to them about "going to child care". Visit as often as you can and join in the activities at the centre. Parent/child visits should be arranged with your educator. After your child has been integrated into the program, shorten the first few days of care. Shorter days will give your child more time to adjust and will allow him/her to learn by the experience that you will return.

#### Build trust

Let your child see you and the educator building a friendly relationship. If your child is older,

engage the three of you in a brief conversation or play activity. Children often use their parents as a “bridge” for developing a relationship of trust with a new adult.

#### Prepare the night before

An unhurried, pleasant start to the day is crucial to successful separations. If your child is old enough, involve him/her in the preparations or in the selection and laying out of clothes for the next day. Offer children simple choices (e.g., white or blue socks).

#### Something from home

Young children often use an object from home (such as a favourite teddy-bear or blanket) to comfort themselves. Other children prefer to put a family photo or parent’s familiar glove, or some other personal item in their pocket or backpack. Eventually, the need for these transition objects diminishes.

#### On the way, the first day

Have a calm, positive attitude. Babies and toddlers are especially sensitive to your moods and are quick to pick up any tension in your voice, face, touch or mannerisms. Sing a favourite song or talk about what the child or you will be doing during the day. A specific detail (“I will be taking the elevator upstairs to talk to my boss”) is more interesting than a vague comment (“I will be working at the office all day”). In terms the child will understand, explain when and where you will be picking him/her up, (“After lunch and sleep, I will come back. You will probably be playing outside then. I will know where to find you”). A common fear is that you will not return or that you will not find each other.

#### Develop a goodbye ritual

Rituals are reassuring, especially during stressful times. Plan a special way to say goodbye, such as a wave through the window or a lipstick kiss stamped on the back of the child’s hand. You might ask your older child, “How shall we say goodbye? A kiss or a hug? One hug or two?” Giving the child choices in little matters helps them to feel that they have some control over what is happening.

#### Take time to say goodbye

Leave your child with a positive picture of what you will do together at the end of the day. (“Save a big hug for me when I pick you up! Then we’ll collect your brother at school”). Teachers may redirect your infant when you indicate that you are ready to leave the daycare. Once you say “I’m leaving now”, and go through the established goodbye ritual, then go. Stalling can make the child more fearful and anxious.

#### Accept and listen to negative feelings

If you or your child are feeling upset about the separation, reassure yourself that you have taken all the required steps to place your child in a safe, nurturing and stimulating setting. Telling children that they are too big to cry or that they are making a fuss over “nothing” only aggravates their fears and fails to help them to understand their true feelings. Saying, “I know you are feeling sad. I will miss you too,” is more helpful. Accept the fact that a temporary period of adjustment and some feelings of parental guilt or worry are normal. Please feel free to call the daycare at any time during the day to see how things are going. Stress from separations and adjusting to new situations can be a real strain for parents and their children. However, with careful planning, the adjustment period can be brief.



Transition from room to room can also pose challenges for some children as well as parents. Churchill Park provides families one month's notice when transitioning children to another room, whenever possible. Transition times are thoughtfully planned and genuinely executed with care and attention to the child's individual needs by ensuring the child's experiences in the room are positive and practiced before full time enrolment in the next room.

### **Program Registration**

The ages of the children at the time of enrolment shall range from 0 - 6 years or from 19 months to 6 years depending upon the licensed capacity of each individual daycare centre. The admission of any child will depend upon the space available, according to the age groupings organized within the centre. The admissions policy will be guided by the government licensing regulations, and the decisions of the board of directors. A waiting list has been established for parents and expectant parents, and children will be enrolled in accordance with their place on the list. Refusal to take advantage of a vacant space in the centre while on the waiting list may affect the priority level of the child on the waiting list.

Parents are required to fully complete all sections of page one and two of the registration form. This is a licensing requirement. Please inform us promptly if any of this information should change. Every six months, parents will be required to review the information on their child's registration form and to make adjustments if necessary. Families registering with any Churchill Park program will pay a \$45 non-refundable registration fee. One month's (30 days) written notice of intent to withdraw the child from the child care centre or an amendment to the contract attendance is required or payment in lieu of notice. The following records will be maintained on the program premises an up-to-date record containing the required information as per S.22 (1) of the Childcare Licensing Regulations.

Children's records: A licence holder must, in respect of each child, maintain on the program premises an up-to-date record containing the following information:

- (a) The child's name, date of birth and home address;
- (b) A completed enrolment form;
- (c) The parent's name, home address and telephone number;
- (d) The name, address and telephone number of a person who can be contacted in case of an emergency;
- (e) If medication is administered: (i) the written consent of the parent required under Schedule 10(1) of licensing regulation, and (ii) the information required under Schedule 10(2) of licensing regulation;
- (f) The particulars of any health care provided to the child, including the written consent of the child's parent required under Schedule 11 (Health Care) of licensing regulations;
- (g) Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

Family emergency contact information will be updated bi-annually.

A licence holder must ensure that a record referred to in Schedule (1) of the licensing regulation is available for inspection by licensing at all times, and by the child's parent at reasonable times.

A licence holder must maintain a portable record of emergency information, including the following: in respect of each child, the information referred to in section 22(1)(a), (c), (d) and (g) of the licensing regulation and the telephone numbers of the local emergency response service and poison control centre.

**Arrival and Departure**

The child care centres are closed for statutory holidays. In addition, the daycares will close for one day each year for staff development. For the closure dates specific to your centre, please speak with the Program Manager. A listing will be made available to you at the time of registration.

Churchill Park Family Care Society recognizes the following holidays:

**Legal Statutory Holidays**

1. New Year’s Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. Labour Day
7. Thanksgiving Day
8. Remembrance Day
9. Christmas Day

Children may be in attendance at the daycare for a period not exceeding 10 hours, in each day. The daycare centres are licensed to care for children during the following hours:

<b>Daycare Centre</b>	<b>Open</b>	<b>Close</b>
Discover Y Child Care Centre	7:00 a.m.	5:30 p.m.
Pump-Kin Patch Daycare	7:15 a.m.	5:30 p.m.
BabyWorks	7:00 a.m.	5:30 p.m.
Bright Lights	7:00 a.m.	5:30 p.m.
The PlayPenn Child care centre	7:00 a.m.	6:00 p.m.

Each centre is licensed to care for children between the hours noted above. Failure to collect your child promptly when the centre closes will cause the daycare to be in violation of licensing regulations.

The parent, or person authorised to drop off and pick up your child, will sign the child in and out on a daily record sheet. Times of arrival and departure must be indicated. This also applies to parents removing children from the centre for “visits”. If someone other than a parent or the parent designate will be picking up your child, please let the centre know. Please note, once a child is signed out on the timesheet by parent or designate pick up the child is no longer considered to be under the supervision of Churchill Park educators. Parents accept full responsibility for supervision of the child upon sign out. Picture ID will be required of anyone unknown to the staff. Designates will be named on your child’s registration form or on subsequent registration update forms. Day care staff will use your child’s sign in sheet to calculate your child’s hours of attendance on a daily basis. Parents receiving day care subsidy are responsible to ensure that their child is in care for the minimum number of required hours

If someone other than a parent or the parent designate will be picking up your child, please let the centre know. Picture ID will be required of anyone unknown to the staff. Designates will be named on your child's registration form or on subsequent registration update forms. Daycare staff will use your child's sign in sheet to calculate your child's hours of attendance on a daily basis. Parents receiving daycare subsidy are responsible to ensure that their child is in care for the minimum number of required hours in each month.

If you are unable to collect your child prior to closing in the afternoon, due to an emergency situation occurring, the day care staff must be informed. If your child is not picked up when the centre closes, and you have not contacted the day care, then every effort will be made to reach you, or the emergency contact persons listed on your child's registration form. Programs must remain in compliance with the operating hours for regulations and insurance purposes. If tardiness continues after the initial warning, the centre will charge the family \$1 per each minute you are late. The staff have the right to contact Alberta Social Services to have them collect children left fifteen minutes after the centre closes, unless alternate arrangements have been made with childcare staff. It is important to let us know if you plan to be away from the place where we would normally contact you during working hours.

### **Attendance**

Programming at Churchill Park Family Care Society daycare centres includes daily outings for the children. These outings will be delayed if teachers are waiting for late children. Therefore, we ask that all children arrive at the centre by 9:30 a.m. If your child will be arriving late at the centre, or will not be attending because of sickness, please call to let us know. Educator may leave the program with their class as early as 9:30am. If you arrive late, you may be requested to meet up with your child's class at the off-site location. If no one is on hand to take your call, you may leave a message. Please call as early in the morning as possible. If you are picking up your child earlier than is usual, please let the educator know in the morning when you bring your children into the centre. Mornings can be very busy; the "parent communication book" is on hand for you to use to ensure that the teacher has a record of your special instructions for any day.

### **Fees**

The monthly fee is to be paid on the first working day each month that your child is in care. Parents can either sign up for Pre-Authorized Payments or post-dated cheques must be left at the office. Families may revoke your Pre- Authorization payment or change your banking information at any time subject to providing **not less than 30 days notice in writing** directly to the Manager of the program. Childcare fees are tax deductible. No reduction will be made in the monthly fee because of absenteeism; i.e. vacations, sickness, agency professional development days etc. Fees for "drop-in" childcare services are payable on a day-to-day basis, unless alternate arrangements are made with the administrative manager. The PlayPenn has the option of charging parents a late fee (\$1.00 per minute) if there is an ongoing concern at the discretion of the Manager. Churchill Park closes its programs annually for agency-wide Professional Development Training for all staff. Parents will be given 6 months' notice of this closure. Churchill Park Family Care Society will evaluate child care fees on an annual basis and consider increases to child care fees upon completion of the evaluation.

When the Provincial Government subsidizes childcare fees, then the parent/guardian shall

comply with the applicable subsidy policy set out by the provincial government regulation. In order to qualify for full daycare subsidy, your child must attend the daycare for at least the required number of hours specified on your child care subsidy approval notice. While the Administrative Manager will assist you as much as possible with the application process, the parent is solely responsible for ensuring that subsidy is in place for their child. If full or partial subsidy is denied for any reason, then the parent is responsible for the full fee payment to Churchill Park Family Care Society. Unpaid fees will be referred to a collection agency.

### **Emergent Programming**

Churchill Park Family Care Society understands the importance of early education through play. Churchill Park has adopted Emergent Programming as their early childhood curriculum with the understanding that “We do not know where the children are going, but we know how to get them there.” Emergent Programming has many benefits to the children. It builds children’s self confidence; encourages problem solving and conflict resolution; fosters social skills; involves families; creates an inquisitive nature through children’s interests, needs, and abilities. Effective Emergent Programming responds directly to each child’s needs, giving the children and families a voice in programming.

The goals and objectives of our program are to plan activities and experiences that will meet the developmental needs of all the children in the following areas - health and safety, physical, social, emotional, intellectual and creative.

The staff plan and implement activities to promote development in all areas. They encourage the children to challenge themselves and to try new things. The children make choices as to what activities they wish to participate in. The activities planned by the staff are structured to meet each child’s specific needs - i.e. many activities for 2 year olds will be different than those for 4 year olds. The children are given a chance to choose activities for themselves from the toys on the shelves or the activities set out on the tables. We do have extra toys and the groups trade amongst themselves, to ensure that there are different toys and learning materials available on a regular basis.

We celebrate uniqueness in all of our programs and incorporate experiences where diversity is explored and presented in a positive way. Our early childhood curriculum promotes the use of materials which expose children to learning about a wide range of diversity such as multi-abilities, gender identity, family composition, ethnicity and multi-generations.

The day is planned so that there is a balance of active play, such as gross motor games, outside play, dramatic play etc., and quiet play, such as books, play dough, snack and rest. The activities are open-ended, allowing each child to experience success and to be challenged to their own ability level. The staff will encourage and help the children to expand their play. Our daily routines are planned to ensure that children’s nutritional, toileting and rest needs are met.

As well as ongoing developmental screening, children undergo assessments bi-annually, using the “Nipissing District Development Screen” and “Ages and Stages” screening tools. Results will be reviewed with parents at bi-annual educator/parent interviews. These tools assist the Early Childhood Professionals in planning programs that will meet the individual needs of the

children. Parents have expert knowledge about their child's abilities and skills, parental involvement in developmental screening is important. Several research studies have shown that parents observations and report of their children's development are predictive of developmental delays. Parent completed tools help educate people about typical child development and strengthen communication between educators/programs and families. All screenings are filed confidentially in the office. If a concern is documented about a child's development, staff would then review the concern with the Program Manager. The Program Manager would discuss with families, and any referrals made would be documented. Should you have questions or concerns about the use of these educational tools, please feel free to discuss them with your Program Manager. The **Kin-Dir Education Foundation** is a team of professionals that has partnered with Churchill Park Family Care Society. They will focus on screening children within the program to identify early on those children with developmental delays to ensure they receive the resources they require to reach their full potential.

Churchill Park does not support children playing with toy weapons or toy figures that have weapons as part of their play. There is no real play value gained from gunplay and it contradicts the Society's desire to help develop children with excellent communication skills and self-control. A limited use of superheroes (without weapons) is acceptable.

Food containing nutritional values (rice, pasta, fruit, vegetables, eggs) should not be used in art activities with children aged preschool or older. Babies are excluded from this policy because at their developmental stage they would be eating the food. Ingredients, such as flour and cornstarch, have no nutritional value alone so they are not included in this policy.

Outdoor play is an integral part of our early learning curriculum. Educators plan outdoor excursions and play experiences daily. The only circumstance where we would not go outdoors is if the weather did not permit. Please ensure that your child brings appropriate outdoor attire to the program daily.

Programming will sometimes include fun and educational field trips. Educators plan for these field trips, considering the safety and well-being of the children by ensuring that enhanced child-educator ratios or volunteers are in place. Safety rules are explained to all children and volunteers. Children are assigned to specific educators or volunteers. Parents are provided with all details about the field trip and are required to give written permission for their child to participate. If you choose not to have your child participate in a field trip or neighbourhood walk it will be the families responsibility to arrange alternate care that day.

Electronic Media such as computers, IPAD, television, or videos will be used with a thoughtful and intentional purpose that connects to the educational programming and/or research. The use of electronic media in our programs is monitored and limited, as we encourage physical exercise, creative play and social interaction. Therefore, when electronic media are being utilized the program will also provide children with the choice to participate or be offered alternative developmentally appropriate activities and experiences within the classroom. Educators will continue to ensure interaction between themselves and the children during the electronic learning process. Educators will continue to provide curriculum that is exciting and challenging, as well as supportive of each child's own learning style.

Television will not be used with children under three (3) years of age. Movies shown to children within the child care and School Age care programs shall be of a General movie

rating only and parental permission will be obtained prior to viewing. If the School Age Care program attends a theatre and the movie has a rating higher than G, written parental consent must be obtained prior to attending the movie.

### **Licensing Legislation and Program Standards**

As licensed child care facilities, the Churchill Park Family Care Society Daycares carefully follow the current Alberta Child Care Licensing Act and Regulations (as of November 1, 2008).

Churchill Park also voluntarily participates in the provincial accreditation program, and therefore strives to meet and exceed the standards set by The Alberta Association for the Accreditation of Early Learning and Care Services. Please visit their website for more information [www.aelcs.ca](http://www.aelcs.ca).

### **Incident Reporting Policy**

In the event of an accident or illness Churchill Park Society will take the following steps to ensure the safety of the child and to be in compliance with the Child Care Licensing Act and Regulations and Alberta Health Services Guidelines:

- Child's parent is notified by phone
- Child receives medical attention if necessary
- Ensure that the program will report each incident immediately to licensing officer
- The program will record and document the following on the CHR Illness Report Form:
  - children who are seriously ill including the name of the child; date of illness; name of staff member who identified illness; time parent was contacted; name of staff member who contacted parent; time child was removed from program; date child returned to program
- Appropriate follow-up action

### **A list of reportable incidents that will be immediately reported:**

- An emergency evacuation;
- Unexpected program closure;
- An intruder on the program's premises;
- A serious illness or injury;
- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill requiring first aid, or the program requesting emergency health care and/or requires the child to remain in the hospital overnight;
- Death of a child;
- The unexpected absence of a child from a program (i.e. lost child, missing 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 staff member or volunteer;
- The commission by a child of an offence under the Act of Canada or Alberta;
- A child left on premises outside of the program's operating hours.

### **When does a program have to report an incident?**

- Programs must report a critical incident immediately and report and submit them annually to the Regional Childcare Office.

### How does a program report an incident?

Initial contact can be by phone, fax, or email. The following information must be included in the initial report:

- The program's name and contact information;
- The child's name ;
- The date and time of incident;
- The action taken by the license holder as a result.

Within two working days of the incident's occurrence, the license holder must fully complete an Incident Reporting Form and submit it to their regional child care office. The Incident Reporting Form is available on the Ministry's web-site under Publications and Forms at: [www.child.alberta.ca/childcare](http://www.child.alberta.ca/childcare). Churchill Park Family Care Society tracks and analyzes accidents on an annual basis to identify trends or issues.

Phone: Social Service Response Team (SSRT): 403.297.2995

This policy is communicated to Churchill Park Families through the parent manual, which is obtained by families during the registration in the program.

### Active and Effective Supervision Policy

Rational:

Effective supervision is an agency wide practice. When effective supervision is implemented it decreases the risk of accident, injury and stress for children. It also aids in providing a safe and responsive learning environment where innovative emergent curriculum can occur. The Effective Supervision Policy is communicated to Churchill Park Families in writing through the parent manual, which is obtained by the families during the registration in the program.

Effective supervision is:

- To ensure the complete safety of children;
- To prevent risk of accident, injury or stress;
- To ensure safety both on and off premise;
- For staff to be aware of surroundings;
- For staff to regularly assess their supervision practices;
- For staff to meet the needs of children.

### Implementation and Responsibilities

Staff will:

- If a child requires medical attention for a serious illness or injury that 911 will be called
- If a child cannot be located at any time 911 will be called
- Never leave any child unattended;
- Never step out of ratio;
- Have at least 90% vision of the room 100% of the time (sleep, toileting, play and rest time included);
- Implement regular safety checks both in and off premises;
- Position physical environment to prevent injury or accident;
- Keep accurate record of when children arrive and leave the program;
- Current knowledge of where emergency/first aid is located;

- Current knowledge of allergies and medication of each child;
- Avoid activities that draw their attention away from effective supervision i.e. phone use, socializing with other staff members, having back to children, etc;
- Closely supervising children when implementing an activity that may have higher risk i.e. playing near water, near doorways, walking up/down stairs, using transportation etc;
- Consistent head-counting i.e. head counts should be done before, during and after every transition;
- Establish simple guidelines children will comprehend i.e. “we use walking feet inside.”
- Accurate knowledge of authorized pick up contacts;
- Be aware of the cultural and individual supervision needs of each child i.e. a child may want privacy in the bathroom but will still need to be supervised effectively;
- Verbalize with partner where your location will be and if you change locations;
- Daily check-ins with partner i.e. child/family information;
- Encourage and support children to inform staff when they are leaving the room to use the washroom;
- Question anyone unknown who attempts to enter the centre in a gentle manner i.e. “hello, may I help you?”

Staff will support children’s learning through effective supervision by:

- Listening and anticipating what might happen next in children’s play and interactions and intervening if necessary;
- Ensuring that children know they are being listened to with intention and trust;
- Listening for children even if they are not in direct view i.e. while reading a book in a quiet corner;
- Monitoring children’s health for early signs of sickness;
- Watching for signs of unusual behaviour;
- Take emotional and physical cues from children;
- Observing children’s play in order to best plan for emergent curriculum;
- Genuinely engage with children i.e. staff should not be standing in one spot, getting down to child’s level as play partner;
- Educators will role model appropriate behaviours and skills for children.

Managers will:

- Review Churchill policies on a yearly basis with all staff;
- Presenting staff with scenario questions i.e. “if you are in the outdoor classroom and one child...”
- Take necessary steps to ensure that each staff at the centre understands the effective supervision policy i.e. signing the policy, signing statement that staff understands, staff meetings, verbally inviting them to ask clarifying questions at anytime, etc;
- Randomly ask staff how many children are currently present in their rooms;
- Spontaneous visits in each room;
- Following through on Educator Interaction Scale and other forms of observation;
- Ensure that time sheets are accurately filled out;
- If necessary, seek out clarification from Director of Operations.

Director Of Operations will:



- Ensure that the Program Manager will have all necessary documentation on effective supervision to share with their staff;
- Support the Program Manager in completing Educator Interaction Scale and other forms of observations;
- If necessary, support Program Managers in implementing workshops during staff meetings on effective supervision;
- Verbally inviting all Program Managers to ask clarifying questions at anytime;
- Review, evaluate , update of Effective Supervision Policy annually;
- Communicate these changes with all Program Managers in writing.

This policy is communicated to Churchill Park Families through the parent manual, which is obtained by families during the registration in the program.

**Family Involvement and Resources**

Family involvement is a vital component of the framework for the success of your child’s experiences with CPFCS. Each site at CPFCS has an active family involvement committee. Families are encouraged to participate.

The Family Involvement committee will discuss 3 types of project work: socials, fundraising, and parent resources through three (3) critical components: communication, respect and collaboration.

CPFCS will provide annual ongoing parent resources to support families enrolled in our programs. CPFCS will partner with the agencies highly dedicated to early childhood and positive parenting.

**Academic Partners**

Churchill Park Family Care Society may facilitate appropriate academic needs of the University of Calgary, Mount Royal University, Bow Valley College - *Early Learning and Child Care Diploma* students and staff for observations, practice teaching and research projects. Academic activities will enhance the daily programming of the centre. To learn more about the *Early Learning and Child Care* field, please visit the academic’s websites.

**Photographing/Filming of Children**

The parent/guardian authorizes the childcare centre staff or other person authorized by the Program Manager to reasonably photograph or film the child. Typically, photographs of children are used to record special memories of play, birthdays or field trips. Photographs may be preserved in albums or displayed at the daycare centre. Parents visiting the program may only take photos of their own children. It is not permitted to allow parents to photograph other children.

**Staffing (Ages, Groupings, Ratios)**

Churchill Park child/staff ratios will always conform to, and may surpass the minimum standard.

Number of Children	Ages of Children	Number of Staff
3	0 - 12 months	1
4	12 - 18 months	1
6	19 - 35 months	1
8	3 to 4.5 years	1
10	Over 4.5 years	1

All staff who work primarily with the children have formal training in Early Childhood Education and a current first aid certificate. Child Development Assistants are used as team support/relief. The educators have an excellent understanding of the growth and development of the children. Churchill Park Family Care Society staff are excellent resource people who are always ready to discuss your child with you. All staff and volunteers have clear criminal record checks on file and updated every two years.

The child care centres are closed for statutory holidays. In addition, the daycares will close for one day each year for staff development. For the closure dates specific to your centre, please speak with the Program Manager. A listing will be made available to you at the time of registration.

### Health & Safety

In order to protect the entire group of children, as well as each individual child, from any unnecessary illness, parents are requested to keep their children at home for a minimum of 24 hours if any of the following indicators occur. Children must be symptom free for at least 24 hours or a parent must present a physicians note prior to returning to care. If in the event a program is deemed, by Alberta Health Services, to be in an illness outbreak Churchill Park will strictly follow Alberta Health Services outbreak procedures. During times of outbreak, children must be symptom free for at least 48 hours or a parent must present a physicians note prior to returning to care. Management and staff stay current with research and emerging best practices in health and safety as recommended by licensing and health authorities. The Health Policy is communicated to Churchill Park families through the parent manual, which is obtained by families during the registration in to the program.

Parents and educators will use the following guidelines to assess the child's health:

- a) A temperature over 100 F, 38.0 C (*Healthy Child Care, Healthy Child: A Guide to Promoting Health & Preventing Illness in Early Learning and Child Care Settings. Government of Alberta*); (temperatures will be taken using a digital thermometer)
- b) Sore or discharging eyes or ears;
- c) A respiratory infection with profuse (green) nasal discharge;
- d) Exposure to or presence of any contagious diseases such as Whooping Cough, Measles, Mumps, Diphtheria, Scarlet Fever, Hand, Foot and Mouth Disease, Haemophilus Influenza Type B, Hepatitis A, Impetigo, Fifth Disease, Rubella, Strep Throat, Meningococcal Infection, or any undiagnosed rash;
- e) Vomiting;
- f) Inability to participate in regular programming;
- g) Diarrhoea.

The program will require the child's parent/guardian to remove their child from the program premises immediately if the child is suffering from a disease in Schedule 1 (please refer to Appendix A) of the Communicable Diseases Regulation. In order to assess the child's return to the centre a certificate of wellness, signed by a physician, must be presented before a child may return to the centre.

If the Program Manager or educator is of the opinion that a child is ill and in need of medical attention, the parent/guardian or emergency contact person will immediately be informed.

In this event, it is asked that your child be temporarily removed from the facility. The child will be supervised but will be separated from the other children until they can be removed from the centre. Licence holder will ensure that a sick child is kept as far away as is

practicable for the other children and directly supervised by a primary staff member.

The Program Manager, in the absence of the parent/guardian, reserves the right to engage medical assistance for any child registered at a Churchill Park Family Care Society daycare centre. The Program Manager or other staff member may have the child transported to the hospital for emergency treatment. Before such action is taken, a diligent attempt will be made to locate and inform the parent. Any resulting expense will be the responsibility of the child's parent.

If a child has a communicable disease, the teacher and daycare Program Manager must be notified immediately. This includes exposure to or presence of any contagious diseases such as:

whooping cough	hepatitis A or B
measles	impetigo
mumps	fifth disease
chicken pox	rubella
diphtheria	strep throat
scarlet fever	meningococcal infection
hand, foot and mouth disease	scabies
haemophilus influenza Type B	head lice
meningitis	mononucleosis
poliomyelitis	pink eye (conjunctivitis)
ring worm	roseola (baby measles)

A doctor's note must be presented before a child can return to the daycare after an absence due to a communicable disease.

The program will record and document the following information on the Calgary Health Region Illness Report: children who are ill including the name of the child, date of the illness, name of the staff member who identified the illness, time parent was contacted, who contacted the parent, time child was removed from the program, and the date child returned to the program.

The daycare will, at all times, comply with the local health authority's policies and practices. These policies and practices can be located in the Churchill Park Family Care Society Parent Manual and the Alberta Health Services Guidelines for daycare centres and are reviewed with parents during tours and intakes.

Churchill Park Family Care Society does not discriminate against staff or children infected with HIV or AIDS. Their medical information is confidential and cannot be released without written permission from the infected person or their parent/guardian.

### **Administering Medication**

Child care staff with a valid first aid certificate are authorized to administer prescription medication to the child upon written instructions from the parent/guardian. A medication form must be completed by parents prior to staff administering any medication. The medical form must include a start and finish date. This applies to on-going medications.

- Prescribed medications shall be in the original container and labelled to show the name of the physician, patient's name, date of issue, instructions and time period.

If a child is taking herbal remedies or medication at home, it is a requirement that the child care staff be notified in writing about dosages given prior to the child arriving at the centre. Parents are required to document all doses of non-prescribed medications and herbal remedies within the parent educator communication binder located on the sign in areas OR on

Children will be closely monitored for allergic reactions after receiving any medication or herbal remedy.

With the exception of emergency medication (Ventolin Inhaler or EpiPen), all medication must be locked and inaccessible to the children. Emergency medication has to be accessible to educators but safely out of the reach of children.

Non prescription medication must be administered by a parent.

### **Sleeping**

All staff working with infants will receive training and information on SIDS (Sudden Infant Death Syndrome).

Infants will only ever be put to rest on their backs, in compliance with all current research regarding SIDS. Staff will regularly monitor children during sleep.

### **Environmental Policies**

Checklists are posted and maintained by educators to indicate that routine daily maintenance and safety inspections are completed on both the indoor and outdoor environments and that all potential hazards are addressed immediately.

All outdoor play structures comply with the standards outlined in the current edition of *A Guideline on Children's Play Spaces and Equipment, CSA Standards*.

The outdoor and indoor play areas are free of toxic plants.

Children's wading pools are drained and stored up-ended when not in use.

If there is an outdoor sandbox in the outdoor classroom, our policy is that it will have a tightly fitting cover which is kept on whenever the box is not in use.

The use of aerosols is avoided wherever possible.

The use of pesticides (indoors and outdoors) is avoided when children are present. Children are kept away from indoor areas where pesticides have been applied recently, or kept indoors if pesticides are being or have recently been sprayed in the area around the centre, for as long as recommended by the Local Health Authority. Alternately, we would take the children to another community outdoor classroom.

Only non-toxic arts and crafts supplies are utilized in the program.

All appliances used in the child care program meet safety requirements and are in good repair.

### **Weather Guideline:**

During typical winter days, common sense requires each Churchill Park program to look beyond a specific temperature and consider factors such as wind chill or whether the sun is shining, how well the children are dressed to play outdoors (jackets, gloves, and hats), what activities the children are participating in, and the length of time that would be spent outside.

According to the Canadian Pediatric Society children should be **kept indoors** when the

temperature reaches -25 C with or without wind chill and a Cold Alert with temperatures of -15 C with or without wind chill. Please ensure your child has appropriate clothing to participate in regular outdoor activities as the option to remain inside can not be guaranteed.

Churchill Park centres will plan to have alternate indoor activities when the temperature reaches -25 C for older children or -15 C or colder for infants, with or without wind chill.

Other weather considerations for terminating outdoor play would be:

- Tornado Watch/Warning - spotting of green sky and funnel clouds.
- An outside temperature of 30 C or higher for older children and infants.
- High UV rating of 11+ will limit outside time and no outside play will occur between 1:00-3:00 (according to Environmental Canada's UV index).
- Heavy rain or snow fall.
- High and/or winds gusting over 29km per hour.
- Air quality rating: level 3 or higher (moderate or high).

Those children who attend a Before & After School program, or at a Daycare and walk to a Calgary Board of Education School will NOT be walked to school by an educator under the following weather conditions:

- if appropriate dress is not provided by the family or the child care centre can not locate appropriate alternative clothing.
- If the temperature is -28 C or lower.

The above noted Churchill Park programs will consider the distance the children have to walk, however, most programs are located within a maximum outside walking distance of 3 blocks.

If your family feels the temperature is too cold to have your child walk to school, please notify the child care centre to inform them that you will be dropping them off or picking them up from school.

### **Hygiene**

Churchill Park Family Care Society and all its affiliates will comply with the Alberta Health Services policies and practices. The centre is inspected regularly by Alberta Health Services to ensure that the centre complies with required standards. The children will be spending the majority of their time on the floor, playing, learning to crawl and walk. To ensure that they have a clean and healthy environment, we have a policy that all outdoor shoes are taken off at the front door. Staff will wear indoor shoes while working in the program.

### **Clothing**

Clothing should be labelled with your child's name. Clothing worn by your child should be suitable for play and easily laundered, as clothing may become soiled through your child's use of paint, glue, etc. As older children are encouraged to dress and undress themselves, clothing that is easy to remove is appreciated.

An extra set of clothing should be left at the centre and should be checked frequently for size and suitability for the season. The centre will accept donations of your child's outgrown clothing to keep on site for children who may need a change of clothing.

### **Nutrition**

The PlayPenn Child Care Centre is a nut-free program.

In order to protect those children with known allergies and those with allergies not yet detected, no outside food or drink will be allowed in the centre. The only exception to this

policy is that parents are allowed to supply food through the kitchen for their child's special diet and needs, including infant formulas and infant foods. Food provided by the families must follow the recommendations of the Canada Food Guide. If food provided by parents does not meet these standards, it will be supplemented by the program to reflect the Canada Food Guide. Any cultural/religious considerations will be arranged through the Program Manager. Educators will be allowed to bring in food to the staff room, but will have to wash their hands before returning to their classroom. Children's birthday parties or graduations cakes will be provided by the day care.

Children must be seated or held (infants) when they are eating and drinking. Family style meal environment is encouraged. It is Churchill Park's practice to support children to eat until they feel they are full. Self regulation within children is a very important skill to acknowledge and foster. **No beverages are ever allowed to be given to infants while they are napping.**

The children receive food servings three times each day. The servings include morning and afternoon snacks and a meal at lunch. The menus and food are prepared in the centre and supply two-thirds of the daily nutritional needs for the children. Our cook will closely follow the Canada Food Guide. Meals are served at appropriate times and in sufficient quantities in accordance with the needs of each child, and in accordance with a food guide recognized by Health Canada. The menus for meals and snacks are reviewed on an annual basis to ensure that they meet the changing nutritional guidelines of research and Canada's Food Guide to support children's healthy development. Menus are posted on the parent notice board. Alternative foods served to children with dietary restrictions will also be posted. The lunches and snacks are fun and appealing to children and encourage them to try a variety of healthy foods. Ingredient substitutions have been included to provide for the allergic needs of children such as: dairy, peanuts, eggs, pork, beef, gelatin, mango, nuts, fish, hotdogs, chocolate, pumpkin, red fruit juices and icing. A complete listing of ingredients is included in the recipes, and can be made available to parents at any time.

The cook may share recipes with parents by contributing to the newsletters. The parent provides infant food and formula until their child is able to digest adult foods. It is very important for parents to keep the staff updated on children's food allergies. Churchill Park supports the importance of reviewing the menu plan, in partnership with families, staff, and health & wellness representatives.

### **Smoking**

No person (staff, parents, or volunteers) shall smoke on program premises, and no staff member shall smoke where child care is being provided including within visual distance of children or families in our programs.

### **Fire Drill & Emergency Evacuation Procedure**

Fire drills are conducted by the day care on a monthly basis. Staff and children will evacuate the building, as described in this handbook. During monthly drills and emergency evacuations, it is an expectation of the staff NOT to take children's coats upon exiting the building. The safety of your children is the staff's first priority by immediately exiting the building. Stopping at the cubbies and putting on coats will compromise your child's safety. In the event of an emergency situation occurring, evacuees will relocate to the southwest corner of the main lobby of **Gulf Canada Square located at 401 - 9 Avenue SW**. Parents will be advised as quickly as possible if the children have been re-located. It is essential that parents meet the daycare staff and children AT THE MUSTER POINT. Please do not come to the centre to take your child. The staff are trained to get the children out quickly and efficiently and we can do our jobs best if we are not worrying about parents trying to take their children. As soon as

we have safely reached the muster point, staff will call each parent or emergency contact. You are welcome to meet us at the muster point, but please do not take your child until a staff member has signed your child out. Staff members will always take the portable records of the children with emergency contact information during an evacuation.

Parents will be provided with a map to the muster point at Gulf Canada Square and the process will be fully described during the parent tour and orientation.

The dates on which the fire drills have been conducted are posted in the office.

All serious emergency incidents will be reported to the Licensing immediately. Examples are: an emergency evacuation, program closure due to an emergency, intruder on the program premises, a child removed from the program by a person without parent/guardian consent, an injury requiring medical attention, a lost child, or a child left on the premises after operating hours. All of these would be reported to licensing immediately.

### Transportation of Children and Field Trips

Field Trips are planned off site excursions that are beyond the neighbourhood boundaries. Fieldtrips are developmentally appropriate for each group and have a purpose within the new curriculum. The parent authorizes the day care educators to provide supervised transportation by public transit or charter bus for the purpose of allowing the child to participate in field trips. Parents will receive at least one week's verbal and written notice prior to a field trips. Parents must sign a permission sheet for each field trip.

### Neighbourhood Walks

Neighbourhood walks are planned walks with the children to explore a 2km area around the centre. These walks include children to explore: Haultain Park (225 13 Avenue SW), Princess Island Park (698 Eau Claire Avenue SW), City Hall/Olympic Plaza (800 Macleod Trail SE), and Nexen (801 7 Avenue SW). A child's participation in a neighbourhood walk with the program requires signed parental consent on the *Contract and Release Agreement* during enrolment. In the event of an incident requiring assistance while on a walk, educators will contact the centre to obtain assistance. Incidents requiring medical assistance, educators will contact 911 first and then the program. Procedures for emergency care will be followed.

### Guiding Children's Behaviour

The emphasis of the Churchill Park Family Care Society guidance policy is one of helping the children to understand their own behaviour, to consider others' rights and feelings, and to learn alternative approaches to resolving conflicts. Educators use positive guidance techniques that are reasonable in the circumstances. Although there are as few rules as possible at the daycare, limits are set. Staff will model appropriate behaviour and provide the children with choices. Recognition is given to the various age and levels of development present at the centre. With very young dependant children, more handling, cuddling, direction, re-direction and encouragement is provided. This ensures a safe positive environment. Older children are encouraged to interact verbally to express their feelings.

Parents are informed of the Guidance Policy in the Parent Manual and are encouraged to discuss the guidance policy with the Program Manager so that the policy is fully understood by the parents. Educators discuss the guidance policy with children, where developmentally appropriate.

Before educators are hired, they are required to answer questions regarding their guidance beliefs. No person shall be hired unless their beliefs are found to be similar to those of Churchill Park Family Care Society. Educators read about our guidance policy in our "Staff

Handbook". They are given the opportunity to observe our guidance policy at work in the playrooms. Teachers will employ the following procedures when guiding a child's behaviour.

- setting good examples by modelling expected behaviours;
- setting limits;
- setting standards of behaviour;
- providing explanations;
- providing choices and appropriate activities;
- being firm but flexible;
- anticipating each child's needs;
- encouraging appropriate behaviours;
- recognizing differences in children;
- helping children to solve their own difficulties;
- ignoring the behaviour, when appropriate;
- removing the child from the situation, either to another activity or to a quiet place, to calm the child;
- parent contact, to establish if the parent has observed the same behaviours, and to see if parents and teacher can work together to find a solution.

If undesirable behaviours do occur, the Teacher will:

- stay calm;
- stay close to the child;
- acknowledge the child's feelings;
- focus on the behaviour;
- redirect the child by offering appropriate choices.

### **Biting**

Some infants/toddlers may bite others. This typically happens when they are tired, teething, unsure or enjoyed the reaction of those involved, and/or frustrated because they cannot tell others what they need or want. Biting can be painful for the child being bitten, as well as scary for the child doing the biting. The staff in the centre try to prevent biting. They do this by watching the children very closely and reacting to clues that a child may be getting frustrated, drooling and more frequent chewing on equipment/toys, change in moods, etc. Unfortunately, biting does occur unexpectedly and quickly. A child may be leaning in for a hug, to touch a face, to reach for food or another toy. These behaviors are monitored and not intervened as the children are developing skills to problem solve as well as social skills. As the child leans in to the other child their initial intention may be disrupted and biting may occur. When this happens, the child who was bitten is comforted and first aid is applied. As well, the staff speak with the child who has bitten. The child is told that "ouch, biting hurts" and redirected. The family of the child who has bitten will be notified. No further information will be discussed, other than the direct incident, with the family whose child was bitten. The children involved are innocent and at this age their intention is not to hurt others or bite out of aggression. It is a developmental stage most children go through.

### **Corporal Punishment**

Corporal (physical) punishment of children, including hitting, shaking and spanking, is not an appropriate method of guiding children's behaviour. Regardless of the techniques used by parents in the home, corporal punishment must never be used in a daycare setting. Corporal punishment will never be used at Churchill Park.

The hitting of a child by an adult has the potential to do physical as well as emotional harm to the child. A large adult can easily injure a young child without intending to. Spanking and



hitting children also sets the example that hitting is an acceptable way to treat other people or solve problems. When children see an adult hitting a child, they see an adult who is out of control. Children who are upset need to be able to trust that the adults around them have self-control and will not hurt them.

Other guidance methods that are not acceptable include: harsh or degrading measures that humiliate or undermine a child's self respect, isolating a child, or withholding food, shelter, clothing or bedding. Physical punishment, verbal or physical degradation or emotional deprivation is not allowed, must not deny or threaten to deny any basic necessity and must not use or permit the use of any form of physical restraint, confinement or isolation.

### **Termination of Families**

Churchill Park Family Care Society has the right to refuse admission or terminate the enrolment of a child or parent with any severe behaviours that could in any way effect the well-being of the other children in the program or the program staff. Termination can happen when resources have been accessed and the behaviour continues, and only if the parent is uncooperative with attempts to help the family or rectify the situation.

Churchill Park respects and values our strong relationships with the families in our care. When disagreements about policy or practice arise, we make every effort to listen and be accommodating. However, if there is a fundamental difference of opinion that could adversely affect the relationship between the family and the program, Churchill Park reserves the right to terminate care. Churchill Park Family Care Society reserves the right to contact a financial recovery agency if the family has an outstanding account upon termination. Churchill Park will work in collaboration with the collections agency providing them with any information they require from your file.

### **Grievance Procedures for Clients**

The following has been developed as the basis for handling client complaints. The guidelines are intended to ensure that issues are resolved at the lowest appropriate level of the agency structure; but if issues remain unresolved, the client has access to senior management and the Board of Directors. In general terms, these guidelines are consistent with the procedures suggested for this purpose by the Child Welfare League of America and do not replace the client's right to make immediate complaint to the appropriate body. The client is to be encouraged to resolve any difficulties directly with the party and/or the immediate supervisor involved, verbally and informally.

Where a complaint/grievance cannot be resolved at this level, a client shall be advised of the right to file a formal grievance, and be provided with a copy of the Churchill Park Family Care Society grievance procedures. All formal grievances shall be in writing, signed, dated and provided to the Executive Director or her designate. The Executive Director or other designated senior staff person of the agency shall respond verbally to the formal grievance within five working days upon receipt of the grievance. The verbal response shall be followed up by a written response. If the complaint/grievance has not been resolved within two weeks of the written response, then the client may request that the matter be referred to the Chairperson of the Grievance Committee for resolution. The Chairperson of the Grievance Committee will review the issue and will call a meeting, if deemed necessary, of that committee to hear from the parties concerned (to include the Executive Director). After said meeting, the committee will make recommendations to the Executive Director for solution of the issue. If the Executive Director is not in agreement or there is no solution found at this time, the issue is presented to the Board for resolution. The Board will respond, in writing to the client with their findings. At this time, the client will be advised of the appropriate licensing agency and their right to lodge a complaint.

At any time, a parent may express a concern to the Regional Daycare Services Office in writing, or by phoning. All complaints will be addressed and your identity will be protected. Responses to written complaints will be in writing and will indicate whether the complaint was verified and that appropriate action has been taken.

### **Alberta Child and Youth Services, Daycare Licensing**

All daycare centres receive regular monitoring visits from Licensing Officers. The Licensing Officer for The PlayPenn Child Care Centre is Shawna Schmidt. She can be reached through the main line of the Regional Licensing Office at 403.297.6100 or her direct line (403) 355-2430.

A written summary of these visits will be posted on the parent notice board. You are strongly encouraged to review the licensing reports and ask any questions you may have about the contents of the summary.

Alberta Children and Youth Services is also an excellent resource for parents and offer a selection of informative publications.

### **Child Welfare Act**

Under the provision of the Child Welfare Act, any person who suspects a child may be abused or neglected has a legal obligation to report the matter immediately to a Children's Services caseworker. (*Protocols for Handling Child Abuse and Neglect in Child Care Services, Alberta Children's Services, January 2006*).

### **Parent Resources**

A Parent Resource Library is available at the Daycare. Parents are invited to borrow any of the material displayed.

In addition, it is recommended that parents read the following publications.

1. Choosing a Daycare Centre, a guide for Parents
2. Contagious Diseases in Daycare, a handbook for parents
3. Province of Alberta, Child Care Licensing Regulation (November 2008)

These publications are available at the Regional Licensing Offices. The regional licensing office for the Calgary Region is at the following location:

Suite 80, 3915 - 51 Street SW  
Calgary, Alberta T3E 6N1  
The main phone number is 297-6100.

"A Guideline on Children's Play Spaces and Equipment, CSA Standard (CAN/CSA-Z614-M90)"

Available from the Canadian Standards Association, 178 Rexdale Blvd., Rexdale, ON M9W 1R3 and some public libraries.

"The Daycare Nutritional and Food Service Manual"

These publications are available at cost from the Calgary Board of Health

Canada Food Guide - available from Health Units

Well-Beings - A Guide to Promote the Physical Health, Safety and Emotional Well-Being of Children in Child Care Centres and Family Daycare Homes - available at some Public Libraries

The daycare publishes regular newsletters, which include valuable and informative articles of interest to parents of young children.

### **Family Resource Facilitation Project**

Churchill Park Family Care Society invites parents to visit with our Family Resource Facilitator who makes visits to the centre when required. The Family Resource Facilitator has access to a vast library of resources and will be happy to research or discuss any topic related to the wellbeing of your family. For more information on the Family Resource Facilitation Project, please speak with your Program Manager or visit the website at [www.frfp.ca](http://www.frfp.ca).

### **Insurance**

The insurance policy for Churchill Park Family Care Society children and staff is available for parental inspection. Please consult your Program Manager.

### **Parent Feedback**

Parent contact forms will be completed with each family twice yearly to collect information regarding opportunities improvement, our areas of strength, requests for resources and feedback on policies, and possible concerns. Action plans will be created to address any concerns or opportunities for improvement that were identified within one month's time from when the results were published.

### **Policy Review**

An annual review will be completed to ensure policies, procedures and manuals are current and meeting the needs of the clientele. This review will include requesting feedback from staff and parents through surveys. Any revisions made would be communicated to staff, parents, and relevant resource agencies through any one of the following communication tools: newsletters, memos, bulletin boards, posters, or emails.

**Parent Manual Review and Feedback Form**

Please sign this document and return to the program for your file.  
I have had the opportunity to review the The PlayPenn Parent Manual and I would like to provide the following comments, suggestions and feedback:

Helpful to add information about:

I didn't understand or needs better clarification:

General Comments:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Thank you for taking the time to review our manual. We strive to keep our information comprehensive, helpful and current. Your feedback helps us to make improvements.