

# Country Kids Child Care



## Parent Guide

Updated 2020, June

**Mission:**

We provide child care and family supports in the village of Standard, Alberta as well as to its surrounding communities. Our goal is to be a hub for community collaboration, family resources, as well as a nurturing and stimulating environment which nourishes each child's natural desire and right to develop through play.

**Philosophy:**

We will encourage individuality through mutual respect and positive reinforcement. Each child is offered compassion as well as the freedom to experience risks in everyday situations to develop healthy self-confidence and regulation. We value trust and accountability: our children are, where no serious harm may occur, allowed to make mistakes and learn from the consequences (natural or otherwise). We give all children the opportunity to demonstrate their abilities without adult interference which allows them to test their own limits and develop a strong sense of self. There are times when children get hurt, but with guidance, they will come to no harm which is crucial to developing resilience.

**Code of Ethics:**

We, as an essential service in our community, commit ourselves collectively:

*For the child we will:*

- Encourage self-esteem through play, support, and compassionate care
- Encourage empathy through play and life experiences
- Encourage self-regulation through play and by modeling feelings and effective coping strategies
- Encourage resilience through play, conflict resolution, and personal connections
- Encourage health through play, teaching, and modeling habits
- Encourage safety through play, risk taking, and real-life experiences
- Encourage environmental awareness through play and exploration
- Encourage intellectual growth through play, teaching, and modeling a love for learning
- Encourage creative growth through play with open, positive, and process-based activities
- Encourage respect for self
- Encourage respect for others
- Encourage respect for property

*For the family we will:*

- Ensure a play-based, nurturing environment
- Ensure qualified, educated staff
- Ensure collaboration at every opportunity
- Ensure inclusion in every program
- Ensure individual attention is paid to each family
- Ensure sharing of information and resources
- Ensure opportunities for involvement through an open-door policy
- Ensure effective communication

*For the community we will:*

- Develop relationships through participation in community events and transparency
- Develop partnerships through collaboration and resource sharing
- Develop connections through diverse interactions

i. PARENT RESPONSIBILITIES:

Families are expected to partake in CKCCs orientation process in order to acclimate to our facility along with its policies, procedures, and practices:

- Take a tour with a staff member (usually takes about 10 minutes, unless you choose to play with us, then it can take as long as you like)
- Complete forms, surveys, and documents
  - FOIP, Pick-up/Drop-off Consents, general consents and personal information per our registration form as required by Alberta Child Care Licensing), accreditation consent, transportation to caregiver's consent (if a student with Golden Hills School District), new family survey (available in Storypark), and any medical/medication forms we will need to ensure your child's needs are met.
- Review the Parent Handbook- Ask questions, make suggestions
- Sign up with Storypark (our administrator will send you an invitation)
- Ask the questions that will ground and comfort your family, to help build trust within the CKCC team (Would you give us the keys to your home and vehicle?)
- Pick up and Drop off:
  - Day and Out of School Care programs- In the front/East side of building
  - Preschool programs- In the rear/West alley side of building

Parents must ensure that all documents are completed entirely and updated with any and all personal information changes. This includes: registration, medical/allergy and medication administration, general consent/acknowledgment of CKCC policies and procedures per the parent handbook, and specific consent (including trips off the program premises).

Parents are responsible for providing weather appropriate clothing and outerwear for daily outdoor activities (walking to/from school, going to the park, playing in the yard, etc.). This includes sunscreen, hats, gloves/mittens, snow pants, foot wear, coats, sweaters, etc.

Indoor footwear is required for before and after school care as well as those in the day care and preschool programs. Children in the day care and preschool programs require a spare set of clothes from home in case of an accident.

Children who are not yet toilet trained will need to have diapers, wipes, any creams/powders provided. Also, if the child is breastfed, there will be a space available for breastfeeding. If breast-milk is provided to the facility, it must be labeled with the child's full name and date of birth.

A staff member or the person dropping off and/or picking up the children must complete the sign in/out sheet with the times and their initials.

The Child Calendar will be completed on a monthly basis. Each child attending must have a full month schedule completed and submitted to the program supervisor by the 25<sup>th</sup> of the previous month, (per the parent calendar). All fees must be paid by the first Friday of each month unless alternate arrangements have been made with the program director.

ii. EXTENDED HOURS CARE:

Any care provided outside of regular program hours (0630-1830) is considered a private arrangement between the CKCC staff member and the parent(s). This is not considered licensed care and the number of children included in a private arrangement must not exceed six (6).

iii. PARENTS PEACE OF MIND:

For the parent's peace of mind, CKCC ensures:

- A nurturing, licensed (government monitored) environment
- A bright, clean and well-appointed room
- Guided independence to promote social and emotional development
- Science, literacy, arts and crafts for intellectual, creative and small motor development
- Outdoor play
- Electronics and technology with assigned times and time-limits on screen time
- Activities and games designed to promote learning through play
- Scheduled rest time
- Experienced, educated ECE teachers/staff
- Written observations and documentation available for parents/guardians upon request or in our online forum Storypark
- Voluntary participation in the accreditation process to ensure ongoing excellence (Ask a staff member about the ACE Team).

iv. PARENT INVOLVEMENT:

CKCC welcomes some level of interaction between parent, child and staff while the child is in our care. Having said this, parents are not encouraged to linger after the child is dropped off as this can be distracting for the children and staff. Parents are welcome to discuss with the staff how they may play an active role in their child's play and learning.

CKCC values the contributions of all community members so long as our policies, contributors (families, community members, staff, etc.) and children are being respected. All children/families are welcome in our program and included in the overall programming, and planning of facility events, activities, etc. Daily operations and planning are adaptable to ensure all children, families, staff, and community stakeholders feel safe, secure and valued. Activities are easily adaptable to meet the needs of all participants.

Following are some examples of other ways for families and community members to get involved:

- Attend regular open community meetings
- Donation of toys (new or used in good condition and easy to clean/sterilize)
- Donation of craft supplies (markers, crayons, paint, toilet paper rolls, scrap paper, newspaper, magazines, etc.)
- Financial donation (receipts issued)
- Contributions and/or donations towards special events
- Help with facility projects
- Help with fundraising
- Suggestions for overall improvements
- Attending special events, meals, and snacks
- Helping with supervision on field trips and/or off site excursions

v. PARENT FEES:

Day and School Aged Care program billing is completed on a monthly basis for each child and all fees are due by the end of the first Friday of each month. Any days added after the calendar is submitted are pending space in the program and will be paid on a day to day basis.

Preschool program billing will be completed minimum one week prior to the child's start date in the program. One post-dated cheque for each month of the program is required and is non-refundable. Exceptions for refund may be made at the discretion of the director with a written letter of appeal from the child's parent/guardian.

Failure to complete payment will result in the child's removal from the program effective at the end of the month. Exceptions may be made if payment arrangements are discussed and approved with/by the Program Supervisor. The outstanding amounts will be sent to collections and a 0.5% per day interest fee will accrue and be applied from the due date as indicated on the invoice or per any written agreement between the owner/director and family.

All fees are according to the fees and schedules document and may be subject to change.

Subsidy is available for our licensed facility. Please ask a staff member for more information or find the forms and links on our website.

A \$50/child non-refundable fee will be due upon registration with completed paperwork to cover administrative costs and to hold each child's place in the program.

v. WITHDRAWAL FROM PROGRAM:

Four (4) weeks' written notice must be given upon the child's withdrawal from the day and school aged care programs to ensure the program can find an alternate child to fill the space. Of course, if unforeseen circumstances arise, exceptions may be made at the discretion of the program director.

Incidents and Consequences

- Examples of serious misbehavior may include, but are not restricted to, the following: persistent and malicious biting, hitting, kicking, bullying, name calling, pushing and shoving, rude and aggressive behavior, consistent failure to follow center rules of expected behavior.
  - First Incident: the parents will be contacted, the problem discussed and a course of action decided upon. The staff of the center will speak to the child at the time the incident occurs and discipline administered. The parents will be asked to review the behavior with the child at home. Documentation will be placed in the child's file.
  - Second incident: the staff will contact the parents immediately and the child will be redirected according to center policy. Documentation will be placed in the child's file along with a written summary of the discussion held with the parents of the child. The parent will be advised at this time that if the inappropriate behavior continues there will be grounds for immediate dismissal and the child is placed on probation.
  - Third incident: the parents will be contacted and asked to come to the center and remove the child from our care. Documentation will be placed in the child's file once again and payment would be due only for services rendered to the point of discharge.
- All measures will be taken to ensure this does not happen. We will provide adequate supervision and intervention so that wherever possible, situations are not permitted to escalate to the point that discharge would be necessary.

Because not all conflicts involve just the children in our care, a child will also be discharged under the following circumstances:

- Failure on the parents' part to pay for childcare at the agreed upon time will result in the parents being told to make alternate arrangements. The outstanding amounts will be sent to collections and a 0.05% per day interest fee will accrue and be applied from the due date as indicated on the invoice.
- Failure on the parent's part to communicate and behave in a manner which supports the CKCC team and models respect and dignity for all our children.
- Failure on the parents' part to communicate any and all situations that may affect their child at the center. This may include but not be limited to the following:
  - Child's personality and behavior,
  - Past negative experiences with other daycares,
  - All financial arrangements or issues that affect the payment of their child's care prior to the child's commencement in the program, as this impacts cash flow schedules of the center,
  - Length of time the parent intends to have the child remain in the centers care. This is important as most centers have lengthy waiting lists. Most children do much better in a long-term placement situation. Parents need to take into consideration that some smaller centers may have a harder time replacing children after a short period of time. Parents who know they require only short term care, or have their name on a waitlist at other centers, are required to disclose this fact to the center before placing their child. This disclosure works to benefit both the child and the center.

vi. CHILD CARE PHILOSOPHY:

We will encourage individuality through mutual respect and positive reinforcement. Each child is offered compassion as well as the freedom to experience risks in everyday situations to develop healthy self-confidence and regulation. We value trust and accountability: our children are, where no serious harm may occur, allowed to make mistakes and learn from the consequences (natural or otherwise). We give all children the opportunity to demonstrate their abilities without adult interference which allows them to test their own limits and develop a strong sense of self. There are times when children get hurt, but with guidance, they will come to no harm which is crucial to developing resilience.

vii. MEETING DEVELOPMENTAL NEEDS:

Our intentionally designed indoor and outdoor spaces, along with weekly programming by our team (completed collaboratively at monthly staff meetings and ongoing), enables active exploration in a mixed-age group setting which encourages leadership and support. Children explore freely and creatively and play cooperatively to strengthen their social and emotional development while enjoying minimal use of transitions. Conflict resolution is overseen by staff; however, every child is encouraged to be responsible for their own emotional well-being and to demonstrate respect for each other and their environment. In the day care setting, the children are assisted to understand their feelings through use of our readily available and adaptable tools.

Weather appropriate physical activities occur daily to promote passionate, interactive, and fun learning which is conducive to all spheres of development. Use of real tools allow the children to experience risks and challenges as well as consequences. Each child is encouraged to simply explore and appreciate the natural environment around them.

a. Day Care:

Developmentally appropriate toys and activities in semi-enclosed, mobile spaces for infants and toddlers (use of baby gates and partial barriers) allow for child-appropriate supervision. The staff document regularly while interacting and observing (where appropriate), to ensure each child is being stimulated, challenged, and cared for according to their unique needs.

b. Out of School Care:

Developmentally appropriate toys and activities allow for child-appropriate supervision. The staff document regularly while interacting and observing (where appropriate), to ensure each child is being stimulated, challenged, and cared for according to their unique needs.

c. Playschool:

Developmentally appropriate toys and activities allow for child-appropriate supervision. The staff document regularly while interacting and observing (where appropriate), to ensure each child is being stimulated, challenged, and cared for according to their unique needs.

Inclusion Policy:

CKCC values the contributions of all community members so long as our policies, contributors (families, community members, staff, etc.) and children are being respected. All children/families are welcome in our program and included in the overall programming, and planning of facility events, activities, etc. Daily operations and planning are adaptable to ensure all children, families, staff, and community stakeholders feel safe, secure and valued. Activities are easily adaptable to meet the needs of all participants.

Severe Weather Policy:

Daily outdoor play is a part of CKCC's values. In weather above 30°C and below -20°C, children are encouraged to move to an alternate space as needed. In the event of extreme weather events where the outdoor environment is inhospitable, children are kept indoors.

Use of Technology Policy:

Not all technology play involves screens and CKCC uses science, technology, engineering, and mathematical concepts in everyday programming. Electronics and technology with screens have assigned times and time-limits for children of all ages according to the posted "Electronics Rules".

viii. CHILD DISCIPLINE POLICY:

*All disciplinary action taken is reasonable in the circumstances.*

The Country Kids Child Care program encourages each child to recognize inappropriate behaviours and self-correct with minimal assistance from the staff members/volunteers.

- Observe the situation and allow children to problem solve to the best of their abilities
- Observe and guide, offering suggestions only as needed
- Assist children to recognize what occurring in each situation
- Assist children to determine a solution
- Allow each child to self-regulate and, where necessary, use physical redirection to remove a child from a situation they are not be able to handle.
- Allow each child to be individual and express their unique needs.

In the course of assisting the children to determine behaviours, the staff members will not:

- Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.
- Deny or threaten to deny any basic necessity.
- Use or permit the use of any physical restraint, confinement or isolation.

In the event where parents or guardians permit the use of any alternate forms of discipline and/or guidance, the program supervisor, owner, and staff will collaborate to determine appropriate methods and specific times for use of such methods. All situations must be documented, approved by parents and not be considered physical abuse (all actions resulting in non-accidental physical injury or harm) or contradict the legislation.

ix. OFF SITE ACTIVITY AND EMERGENCY EVACUATIONS:

In the event of a planned off-site activity, the parents/guardians will be provided consent form for the activity and any transportation required. Consent forms must be returned to the program prior to the child participating in the off-site activity. Information regarding contact information for the staff/activity site, cost, and supervision requirements will accompany this consent form. Written parental consent must be obtained for all off-site activities.

- If a child is unable to attend an off-site activity or in the event that consent is not given, the child will be provided supervision and remain at the facility.
- For all off-site activities (and all emergency evacuations), staff must have in their possession:

Portable record of each child including all emergency, medical conditions/allergy, and parent/emergency contact information; First aid kit; Any emergency or time sensitive medications required by a child for which parents have provided written consent

In the event of an emergency evacuation all staff are required to adhere to the CKCC "Fire, Emergency Evacuation and Shelter Procedure ". Fire drills are conducted on a regular basis (minimum one drill every 6 months) to ensure consistency and efficacy in the event of a true emergency.

x. ACCIDENT OR ILLNESS:

In an instance where serious (requiring first aid, CPR or 9-1-1) injury, accident, or serious illness occurs involving a child, the staff shall immediately notify the parents or emergency contact, and forthwith provide medical attention as needed. The license holder must ensure/verify that the child's parent was notified immediately.

The staff who responded to the incident or detects the illness will complete the appropriate incident report and submit to the Program supervisor for immediate reporting to licensing, submission of the form to licensing within 48 hours, and follow up with the parents. Incident reports are analyzed on a monthly and annual basis for follow-up (where necessary), as well as to determine any potential hazards and an appropriate course of action to remedy the issue or potential issue.

When contacting the child's parent, the "Parent Notification of Incident, Illness or Injury" Procedure will be followed. In the case of serious illness, accident or serious injury, the staff shall notify the program supervisor, contact the child's parent(s) or emergency contact and establish a plan for care of the child; this may include: calling 911, providing first aid, etc.

xi. POTENTIAL HEALTH RISK:

A child who is observed to be sick must be removed from the program premises. Sick means:

- Persistent diarrhea within the last 24 hours.
- Persistent nausea and/or vomiting in the last 24 hours.
- Persistent temperature of >37.6°C within the last 24 hours.
- Persistent or unexplained rash or cough.

A child may also be sent home if they demonstrate signs or symptoms not listed as assessed by the staff and verified by the program supervisor where the child would require greater care or attention than can be provided at the facility with the staff on hand as this would compromise the care of the other children in the program.

In the event that a doctor's note is provided to explain the child's/staff member's symptoms and verifies that the person is not contagious and the child does not require greater care or attention than can be provided at the facility, the child will not be removed from the facility.

When contacting the child's parent, the "Parent Notification of Incident, Illness or Injury" Procedure must be followed.

xii. SUPERVISION OF A SICK CHILD:

Should a child exhibit any of the above signs/symptoms, they will be supervised by a primary staff member apart from the group in the designated sick room (or as far from the other children as possible to ensure the supervision by a primary staff member requirement is met), and sent home as soon as safely possible. In the case of a child, the parent or emergency contact will be immediately notified and advised that expeditious removal from the program premises is necessary.

xiii. MEDICATION:

Staff members who are trained by CKCC and have written permission from the parent/guardian may administer medications from their original, labeled container. Additional forms are required for medication administration and specialized medical care. All medication administration must be completed according to the original medication label and accompanied by the seven rights:

- Right Person
- Right Medication
- Right Dose
- Right Time (and frequency- when was the last dose given?)
- Right Route or Method (oral, sublingual, ophthalmic, etc.)
- Right Reason (Why are you giving this medication?)
- Right Documentation (Did you complete the MAR? Are there any additional notes related to the medication that should be recorded like side effects or reason for any wasted medications?)
  - Any additional documentation related to medication administration must be copied and attached to the MAR as well as placed in the child's file and the parent notified in a timely manner.
  - Documentation must include, but not limited to: Medication name; Time the medication was administered; the administered dosage; and the initials of the staff who administered the medication.

All medications are stored according to manufacturer's guidelines. Regardless of where (refrigerator, or at room temperature in the medicine cupboard), all medications are kept in their original container within a secure and/or locked container where they are inaccessible to children (top shelf or in a locked designated cupboard). Emergency medications are securely kept either in or near the portable/emergency kit or backpack.

No staff are required to administer any medications with which they are uncomfortable, unfamiliar, or untrained. In this event, the staff must request the assistance of another trained staff who is comfortable and familiar with the medication in question.

xiv. HEALTH CARE:

Parents have the option to permit or decline any first aid (minor and otherwise) or medical care in urgent or emergency situations as expressed in the CKCC "General Consent" form required as a part of the initial registration process. If the situation is not time sensitive, the parents will be contacted in a timely manner to determine an appropriate course of action and treatment for the child. All other medical care requires separate consent as outlined on the 'Medical Care' consent form. The license holder ensures that health care provided is in the nature of first aid and written parental consent is obtained.

xv. SMOKING:

Smoking is not permitted on the premises of the child care program, nor where any child care is being provided. The license holder ensures that no person smokes on the program premises. Vaping may or may not utilize juice that contains nicotine. With nicotine, the vapour released from the device does contain varying levels of nicotine. Regardless, all vaping will be considered smoking as the behaviours of the staff when caring for or in the presence of children, will be professional and reflect the values and integrity of CKCC. Any substance which alters the caregivers mental and physical abilities is prohibited from use prior to or during the performance of CKCC responsibilities and child care.

xvi. NUTRITION:

All snacks and meals are delivered in a developmentally appropriate manner according to the menu created collaboratively by the Program Supervisor, staff, and/or parents based upon Canada's Nutritional Food Guide.

Any allergens (including gluten in the case of celiac disease, or other food sensitivities or intolerances) are kept from the food preparation area to ensure there is no cross contamination. The food preparation area is thoroughly cleansed per policy/procedure (Alberta Health Services) before and after the introduction of any allergens to the area.

- c. Day and School Aged Care Programs: Parents may provide their own snacks or meals as they feel necessary, but all meals and snacks are available from CKCC. Meal and snack times are at approximately 0700, 0930, 1200, and 1600.
- d. Preschool Program: Parents are required to send one snack (morning snack is at approximately 0945 for am programs, afternoon snack for pm programs is at approximately 1445). Snack consists of 2 food groups and one beverage/water bottle. Each child is required to have an individually labeled water bottle.

xvii. MANNER OF FEEDING:

At meal and snack times (approximately 0700, 0930, 1200, and 1600), all children wash their hands and are seated at designated tables to eat and drink. No liquids are provided to infants during nap times to avoid potential hazardous choking situations (risk of aspiration).

xviii. EMERGENCY PROCEDURE:

For all emergency evacuations, staff must have in their possession:

- Portable record of each child including all emergency, medical conditions/allergy, and parent/emergency contact information
- First aid kit
- Any emergency or time sensitive medications required by a child for which parents have provided written consent

In the event of a natural disaster or severe weather:

- Every reasonable effort to contact parents/guardians will be made
- Children and staff will be moved to a safe location acceptable in the circumstances (ex: basement).
- Staff will comply with part a. of this section.

In the event of a lockdown situation where the children must remain in the facility and safe:

- The staff will lock and/or secure all doors and windows.
- The staff will move the children to a safe location within the building free of doors and/or windows where possible (ex: basement).
- The staff will call for assistance in the form of 9-1-1.
- The staff will make every reasonable effort to contact the parents and apprise them of the situation as well as how we have and are handling it. Staff will inform the parents to stay away from the facility until the situation has been cleared by police, fire or rescue as indicated.
- Staff will comply with section a. of this section.

In the event of an emergency evacuation all staff will adhere to the CKCC "Fire, Emergency Evacuation and Shelter Procedure".

xix. SUPERVISION POLICY AND PRACTICES:

CKCC ensures that when indoors and outdoors:

- Staff are observing child's play appropriately according to the developmental needs of the children, conducting head counts, and establishing boundaries.
- The license holder ensures supervision of the staff's interactions with the children.
- Where no physical boundaries exist (i.e. fences), the child care staff establishes boundaries in collaboration with other staff and communicates with the children, parents, and volunteers.
- Prior to crossing all roads and alleyways, CKCC staff ask the children: Are we together? Look for our people. Is it safe? How do you know?
- All staff adhere to the document '*Effective Supervision in Child Care Settings*'.

The license holder ensures that all staff are aware of the indoor and outdoor premises through use of cleaning/equipment checklists and regular rearrangement of the spaces as part of their ongoing program planning.

The license holder and staff promote child safety by conducting frequent head counts, completed on site, off site, and during transport. During transport the following head counts are performed:

- Prior to leaving the program premises (lined up at the door)
- While loading the vehicle(s), and prior to vehicles' departure
- At least twice during transport and/or at each road crossing
- At final destination or while unloading the vehicle(s), then again at a pre-designated meeting area

All staff are aware of any children who wander, run away, or hide. All staff are familiar with developmentally appropriate practice to ensure all children are accounted for and appropriately monitored during all on-site, off-site activities, and transport (walking or vehicle where applicable).

Developmentally appropriate safety precautions include, but are not limited to:

- Child safety seats, seat belts, and booster seats for vehicle transportation
- Ensuring developmentally appropriate toys and activities at all times (indoors and outdoors)
- Completing a walk-around upon arrival at off-site parks and facilities. Staff will then repeat the walk-around upon leaving to ensure all children and property are accounted for.

Types of Supervision:

- Direct Supervision- Where the supervisor/staff member is always directly present with those being supervised, and is readily available.
- Indirect Supervision- Where the supervisor/staff member is always readily available, but may not always be directly present.

Supervision and Developmental Needs:

All staff, students and volunteers ensure that each child's physical, intellectual, social, emotional, and creative needs are met through collaboration with other staff to identify each child's needs as well as frequent personalized interaction with use of an emergent and developmentally appropriate curriculum. As a part of an emergent curriculum, the staff and volunteers observe and document for each child on a regular basis thereby ensuring the children are adequately supervised at all times. Each child's physical and social needs are met by allowing the children independence and autonomy. Where the children are split between rooms, indoor and outdoor on-site activities, the primary staff may float between the two groups so long as each group receives supervision that is appropriate.

Should a child fail to appear at a pre-designated meeting place, the parents will be contacted immediately (or emergency contacts when necessary). If the child is missing after speaking with the parents and emergency contacts, the proper authorities will be notified (RCMP). The staff and children will remain at the designated meeting place (so long as it is safe to do so), until the parents are contacted. Where necessary, the staff will return the children to the program premises and send another familiar adult staff or volunteer to return to the meeting place in case the child returns.