



## Parent's Handbook

## TABLE OF CONTENTS

<b>WELCOME</b>	<b>1</b>
<b>MISSION STATEMENT</b>	<b>1</b>
<b>VISION</b>	<b>1</b>
<b>LOCATION &amp; CONTACT INFORMATION</b>	<b>1</b>
<b>OVERVIEW</b>	<b>2</b>
<b>PHILOSOPHY</b>	<b>2</b>
<b>GOALS</b>	<b>2</b>
<b>CODE OF ETHICS</b>	<b>3</b>
<b>ORIENTATION</b>	<b>4</b>
<b>CENTRE OPERATING POLICIES</b>	<b>5</b>
HOURS OF OPERATION AND CENTRE CLOSURES	5
ADMISSION AND REGISTRATION	5
FEES/LATE PAYMENTS/NSF	6
METHODS OF PAYMENT	6
COLLECTIONS	6
PICK UP AND DROP OFF	6
ARRIVAL/DEPARTURE AND EXPECTATIONS OF PARENTS	7
LATE DROP OFF AND ABSENCES	7
LATE PICK UP OF CHILDREN	7
PERSONS AUTHORIZED TO PICK UP CHILDREN	8
SUBSIDY	8
OPEN DOOR POLICY	9
NO SMOKING	9
WITHDRAWAL OF A CHILD	9
TERMINATION OF ENROLMENT BY THE CENTRE	9
COMMUNICATION WITH STAFF AND THE CENTRE	10
VACATIONS	10

**STAFF QUALIFICATIONS** **10**

**PROGRAMMING AND INTERACTION** **10**

WEEKLY PLANNING 10  
INVOLVEMENT OF CHILD AND FAMILIES IN PLANNING 11  
PARENT RESOURCES 11

**ROOMS, DAILY ITEMS AND ROUTINES** **12**

ROOMS AND STAFF-CHILD RATIOS 12  
DAILY ITEMS 12  
DAILY ROUTINES 14

**HEALTH AND HYGIENE** **14**

NAP/REST TIME 14  
TOYS AND BLANKETS FROM HOME 14  
NUTRITION AND MENU 15  
INFANT FEEDING AND SLEEPING 16  
CROSS CONTAMINATION 16  
HANDWASHING 17  
SAFE FOOD HANDLING 18  
NUT-FREE 18

**HEALTH AND SAFETY** **19**

SIDS 19  
ILLNESSES 19  
INCIDENT/ACCIDENT REPORTS 19  
BITING 20  
CHILD ABUSE PROTOCOL 20  
SELF-REPORTING 20  
INSECT REPELLANT AND SUNSCREEN 20

**HEALTH AND MEDICATION** **21**

FIRST AID AND FIRST AID KITS 21  
MEDICATION ADMINISTRATION – POLICY AND PROCEDURE 21  
ABOVE AND BEYOND MEDICATION AND PROCEDURE 22

**TRANSPORTATION OF CHILDREN TO SCHOOL** **22**

GENERAL 22  
SAFETY ORIENTATION 23  
MOTOR VEHICLE ACCIDENTS/BREAKDOWNS 24

COMMUNICATION WITH SCHOOLS	24
RECORD KEEPING DURING TRANSPORTATION	24
<b>CHILD ASSESSMENTS</b>	<b>25</b>
<b>STAFF-CHILD INTERACTIONS</b>	<b>25</b>
STAFF-CHILD INTERACTIONS	25
CHILD GUIDANCE	26
<b>TECHNOLOGY</b>	<b>27</b>
PERSONAL ENTERTAINMENT DEVICES	27
CDS/MP3S/IPODS	27
<b>INCLUSION AND DIVERSITY</b>	<b>28</b>
HOLIDAY CELEBRATIONS	28
CHRISTMAS	28
SUMMER	28
BIRTHDAYS	28
<b>FIELD TRIPS</b>	<b>29</b>
PURPOSE	29
POLICY	29
GENERAL PROCEDURE	29
HEALTH AND SAFETY PROCEDURE	29
PREPARING FOR THE FIELD TRIP	30
SUPERVISION	30
TRANSPORTATION	30
FORMS AND APPROVALS	31
<b>VOLUNTEERING</b>	<b>31</b>
CENTRE VOLUNTEERS	31
PARENT VOLUNTEERS	32
JUNIOR VOLUNTEERS	32
FIELD TRIP VOLUNTEERS	32
<b>COMMUNITY INVOLVEMENT</b>	<b>32</b>
COMMUNITY RESOURCES	32
COMMUNITY PARTNERSHIP	33
COMMUNITY COMPLAINT POLICY AND PROCEDURE	33

<b>COMMUNICATION</b>	<b>33</b>
COMMUNICATION WITH FAMILIES	33
GRIEVANCE/CONFLICT RESOLUTION	34
CONFIDENTIALITY	34
<b>PORTABLE EMERGENCY RECORDS</b>	<b>34</b>
<b>EMERGENCY EVACUATION POLICY AND PROCEDURE</b>	<b>35</b>
<b>TORNADO SAFETY POLICY AND PROCEDURE</b>	<b>38</b>
<b>LOCK DOWN POLICY AND PROCEDURE</b>	<b>38</b>
<b>OFF-SITE ACTIVITIES</b>	<b>39</b>
<b>PROMOTING A SAFE AND HEALTHY ENVIRONMENT</b>	<b>40</b>
CENTRE POLICIES AND PROCEDURES	40
OUTDOOR PLAY	40
PLAYGROUND SAFETY	40
<b>OUT OF SCHOOL CARE</b>	<b>41</b>
HOMEWORK	41
BULLYING	41
DISTAL SUPERVISION	42
<b>KEY POLICY</b>	<b>42</b>
<b>ANNUAL PROGRAM EVALUATION</b>	<b>42</b>
<b>HANDBOOK REVIEW</b>	<b>42</b>

# **SUNSHINE ACADEMY DAY CARE AND OUT OF SCHOOL CARE PARENT HANDBOOK**

## **Welcome**

Welcome to Sunshine Academy Day Care and Out of School Care. We hope that your involvement with our centre will be a positive experience for both you and your child. We ask that you acquaint yourself with the information provided to you in our Parent's Handbook, which includes important information regarding our policies, procedures and the philosophy of our centre. We look forward to making this partnership a pleasant experience for you and your family. If you have any questions, please contact the Director for clarification.

## **Mission Statement**

Sunshine Academy Day Care and Out of School Care exists to provide a safe and developmentally appropriate environment conducive to learning and healthy growth for babies to school age children. Our focus is to provide a stimulating, caring and educational experience which promotes each child's social, emotional, physical and cognitive development. Our goal is to promote each child's desire to become life-long learners. We make every effort to support our staff in ways that are beneficial to both them and the children they care for, resulting in continued trust and credibility with our families, employees and community contacts.

## **Vision**

At Sunshine Academy Day Care and Out of School Care, we aim to provide your family with important information and resources you will need when looking for quality care for your child. We support the professional development of caregivers through ongoing training to improve the quality of care that they are providing to your family and to help them understand the ongoing needs of every child registered in our program. The service we provide to our community is meant to optimize the caregiving experience and increase the number of quality caregivers in our community.

## **Location & Contact Information**

The location and contact information for Sunshine Academy Day Care and Out of School Care is:

Address: 4206-66 Street  
Edmonton, AB T6K 4A2

Phone: 780-395-0134  
Fax: 780-395-0136  
E-mail: [info@sunshineacademydaycare.com](mailto:info@sunshineacademydaycare.com)

Website: [www.sunshineacademydaycare.com](http://www.sunshineacademydaycare.com)

## **Overview**

Sunshine Academy Day Care and Out of School Care is licensed to provide care for 60 Day Care children and 60 Out of School Care children. The centre is open Monday to Friday from 6:30 a.m. to 6:00 p.m. with the exception of statutory holidays and for Christmas break from December 24 to January 1 of each year. Children are divided by age into 4 rooms in the Day Care and 2 rooms in the Out of School Care.

## **Philosophy**

Our program, environment and expectations are based on a philosophy of “learning through play.” We believe in the theory that children absorb knowledge and acquire skills while engaged in productive play and we strive to provide an environment that, not only encourages children to play, but also expands and enriches their play and stimulates children to the best of their abilities and simultaneously ensures that child’s safety.

The environment at our centre is best described as open-minded and child oriented. We attempt to flow with the unique events that arise spontaneously from the ideas and thoughts of the children involved in our programs. Our Early Childhood Educators (referred to as “Staff” in this Handbook) are responsible for assisting children in expressing their interests and ideas, structuring the environment around the age appropriate choices made by the children, playing with the children and helping them realize the effects of the choices they have made, and expanding the children’s learning experiences beyond their initial choices and leading them to related ideas and interests.

In order for your child to receive the best possible care, a partnership is encouraged between parents and the Staff of our centre. We feel that interaction and relationships between our staff and parents is important and must evoke principles mutual respect, trust and cooperation.

Familial interactions are a child’s first and foremost learning experience. Children benefit when their families, educators and community work together with respect and harmony and honour each family’s’ diverse circumstances and culture.

Weekly and monthly programming not only supplement what the child learns outside the centre, but are designed to introduce them to new things and experiences. Introducing diversity through our programming is important to us and is designed to launch the children into the diverse world in which we live. We strive to promote understanding, acceptance and interest in other cultures. Parent involvement and input in this regard is strongly encouraged.

## **Goals**

At Sunshine Academy Day Care and Out of School Care, our goal is to provide quality child care which is in accordance with evolving best practices and we are always looking for ways to improve our program to respond to the needs of our families. We conduct yearly parent, staff and out of school care surveys about our program so that we may receive input from various individuals and use this information to improve our program. We encourage input from parents so that we may evolve our program to meet the needs and interests of the families and children attending our centre.

We hold various professional development workshops throughout the year to aid in our staff's continued education as Early Childhood Educators and to enable them to continually enhance the quality of our programs.

It is our goal to create a warm and nurturing environment enriched through a "learning through play" curriculum and which recognizes and promotes the development of each child in accordance with their individual needs.

Goals are set for each child in all areas of development. Program planning incorporates a variety of planned and spontaneous activities to enhance each area of development.

**Social:** We encourage children to make friends and develop positive relationships with others, including our staff. We support children in developing their problem-solving and conflict resolution skills. We provide cooperative team experiences where children will learn about group dynamics and working with others. The staff assists children in every facet of their social development and are models of respectful interaction with children and adults of various age groups.

**Physical:** We encourage children to enjoy both indoor and outdoor play to develop their large muscle skills and self-help skills.

**Intellectual:** We encourage children to try new things to broaden their experiences in the world. Through our programming, we aim to provide children support for their emergent literacy, math, science and language development skills.

**Creative:** We provide numerous opportunities for children to express themselves through art, music and drama. We provide materials and props that promote and support a child's imagination, creativity and need for exploration.

**Emotional:** We encourage children to feel pride and develop their self-confidence. We help children develop independence, self-control and a positive attitude. We also seek to introduce children to positive coping strategies and discover means of working through some of life's more difficult feelings. We aim to help children have fun and enjoy their time both in and out of the centre.

## **Code of Ethics**

At Sunshine Academy Day Care and Out of School Care, all of our Early Childhood Educators agree to conduct themselves in accordance with the following Code of Ethics. This ensures that our staff understand their ethical obligations to the children of our centre, and work with each other to promote quality child care for families in the community.

The Canadian Child Care Federation's 8 Principles of Ethical Practice are followed. They are:

- 1) Early Childhood Educators promote the health and well-being of all children.
- 2) Early Childhood Educators enable children to participate to their full potential in environments carefully planned to serve individual needs and to facilitate the child's progress in all areas of development.



- 3) Early Childhood Educators demonstrate caring for all children in all aspects of their practice.
- 4) Early Childhood Educators work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.
- 5) Early Childhood Educators work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.
- 6) Early Childhood Educators work in ways that enhance human dignity in trusting, caring and cooperative relationships that respect the worth and uniqueness of the individual.
- 7) Early Childhood Educators pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.
- 8) Early Childhood Educators demonstrate integrity in all their professional relationships.

## **Orientation**

Our centre will ensure that new families are welcomed to the centre and provided with an overview of the centre policies and procedures.

When welcoming a new child and family to the centre, the following procedure is typically of what takes place:

- The Supervisor will meet with the family and give a tour of the centre.
- The Supervisor will review the centre's program and various policies with the family and answer any questions the family may have.
- When a family is ready to enrol their child in our centre, the Parents will be asked to complete our Registration Package which includes our Registration, Health and Emergency forms.
- The Parents and Supervisor will review and sign the centre's contract, located inside the Registration Package.
- If the child will not be starting right away, Parents will be required to pay a deposit of \$250.00 to hold a spot for their child. If the child is starting right away, Parents will be required to pay the full first month fees (less the amount of approved subsidy, upon proof of subsidy approval).
  - If a deposit is paid, a Deposit Policy must be signed. Should you choose not to have your child attend at our centre after the deposit is paid, the deposit will be forfeit. If your child does attend at our centre, the deposit will be put towards the first month's fees.
- A copy of the Parent Handbook is on our website. Parents may also be provided a copy of the Parent Handbook upon request. Parents will be asked to review the Parent Handbook and sign the acknowledgment in the Registration Package.
- Prior to the child starting at our centre, Parents are welcome to arrange for their child to visit the centre with their child to help the child's transition into our facility. Parents must

remain with their child in the room during the transition phase as the child will not be officially registered at the centre.

## **Centre Operating Policies**

### **Hours of Operation and Centre Closures**

Sunshine Academy Day Care and Out of School Care is open Monday to Friday from 6:30 a.m. to 6:00 p.m. Parents are required to pick up their children by 5:45 p.m. to allow our staff a time at the end of the day to clean up the centre and prepare for the following day.

Our centre is closed on all statutory holidays listed below, as well as for Christmas Break from December 24 to January 1 of each year. Notices of closures will be provided in the monthly newsletters and will be posted throughout the centre prior to the closure dates.

The centre observes the following statutory holidays:

New Year's Day	Family Day
Good Friday	Easter Monday
Victoria Day	Canada Day
Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day
Boxing Day	

If any of these holidays falls on a Saturday or Sunday, the centre will close for a day in lieu of that holiday.

### **Admission and Registration**

Admission to Sunshine Academy Day Care and Out of School Care is open to any child:

1. Between the ages of 0 months and 12 years old;
2. Whose family is a resident of Edmonton or surrounding area;
3. Is receiving Alberta Child Care Subsidy or paying on their own; and
4. Whose individual needs and family needs can be met through our program;

Spaces are filled on a first come first served basis and in accordance with our space availability. If the centre is at capacity, subsequent spaces will be filled with children chosen from a wait list of eligible children. Children are allocated spaces in such a way as to maintain our age groupings.

If you wish to reserve a spot for your child, we will require a \$250.00 non-refundable deposit. This deposit will go towards your first month's fees if your child attends the centre.

Spaces are not saved for children who are leaving the centre during the summer months or for extended periods of time during the year. If you wish to save your spot during your absence, please speak to the Director or Assistant Director.

Your child's registration package contains a lot of important information. Please ensure that you fill out all forms accurately so that we may reach you if necessary. It is important that you notify the office in the event of changes in address, phone number, emergency contact, etc.

### **Fees/Late Payments/NSF**

Monthly fees are set in accordance with our centre's fee schedule in effect at the time of registration for the specific age group which your child is enrolled in. Fees are subject to change upon notice.

**Fees remain in effect regardless of extended absences, illness, vacation or unexpected centre closures.**

Fees are due on the 1<sup>st</sup> day of each month, with a grace period to the 5<sup>th</sup> day of the month. There is an additional cost of \$10.00 per day per child after the 5<sup>th</sup> day of the month for late payment of fees unless prior arrangements have been made with the Director.

**Non-payment of fees will result in immediate dismissal from the centre.**

The current bank charge will be applied for any NSF or returned cheque, plus a \$50.00 handling fee.

### **Methods of Payment**

You may pay monthly fees by way of debit, cheque, cash, or e-transfer. Please contact the office to obtain the information required to send payments via e-transfer.

### **Collections for Outstanding Fees or Other Amounts Owing**

The centre may use the services of a third party collection agency to collect outstanding fees or other amounts owing to the centre. By registering your child at Sunshine Academy Day Care and Out of School Care you authorize the centre to release any requisite information to the third party collection agency in order to collect any outstanding amounts owing to the centre.

### **Pick Up and Drop Off**

Transportation to and from the centre is the responsibility of parents. Please park in the parking lot and reinforce safe practices through the following:

- Do not allow the children to open car doors;
- Do not allow children to run or walk in the parking lot unattended;
- Bring your children directly to their classrooms and notify the teacher that your child is there; and
- Do not allow your children to be outside unattended.

### **Arrival/Departure and Expectations of Parents**

Attendance sheets are a vital part of our head count process and is used to ensure that we account for all children in each room on a regular basis. As this is a matter of your child's safety and security, we ask that you adhere to our expectations of arrival and departure.

All parents must accompany their child to the classroom and notify a staff member in the room that the child has arrived and sign their child in. Please round the time that your child is signed in to the nearest 5 minutes. The same procedure must be followed at the end of the day. Children are not permitted to leave the room unless a parent has come to pick them up and has signed them out for the day. Again, please round the time that the child is signed out to the nearest 5 minutes. Please make sure to initial in the requisite spot when you have signed your child out.

At the end of each week, parents are required to sign their child's attendance sheet. If you are receiving subsidy, only the parent who has applied for and received subsidy may sign the sheet at the end of the week.

During licensing visits, Alberta Child Care Licensing will check each individual Attendance Sheet to ensure that children are signed in and out. We would appreciate your help in ensuring that our Attendance Sheets are up-to-date and accurate.

If your child will be picked up by an individual other than yourself, please notify the staff when you drop off your child, leave a message in your child's room message book, call the centre and leave a message or e-mail the center. Please notify us even if the child is going to be picked up by someone authorized on your child's registration package. Children will not be released to any person other than those indicated on the authorized pick up list. In the event that someone not on the authorized pick up list will be picking up your child, we will require an e-mail, a written note or verbal confirmation via phone call.

Please notify anyone picking up your child that photo ID will be required before the child is released to them.

**Please note that we will not release children to anyone under the age of 18.**

### **Late Drop-Off and Absences**

Please drop off and pick up your child during regular operating hours, which are from 6:30 a.m. to 5:45 p.m. Our program works best when children arrive at the centre at a regular time every day. This helps with our daily planning with respect to meals and staffing.

**If your child will be arriving at the centre after 9:30 a.m., we ask that you give us a call so that we can take that into account when planning our day. Drop off is not permitted after 11:00 a.m.**

If your child will be absent, please call the centre by 9:30 a.m. and notify the centre.

### **Late Pick Up of Children**

If you are going to be late to pick up your child, please call the centre to let us know.

**A late fee of \$1.00 per minute per child is applicable to pick-ups after 6:00 p.m.**

### **Persons Authorized to Pick Up Children**

Children will be released from the centre only to an authorized person whose name appears on the registration form, on a written note from the parent, written in the communication book, or conveyed to us via phone call.

Please give staff advance notice if someone else is picking up your child. Anyone who is picking up a child and is unfamiliar to staff **must** show photo identification before the child can be released.

Staff may call a parent and verify the pickup of a child by an authorized person if no notice is given to the staff member.

**Under no circumstances will staff release children to an individual who appears intoxicated or under the influence of drugs.** In the event of a refusal to release a child, alternate arrangements may have to be made by the staff to ensure the safety of the child at the parent's expense.

### **Subsidy**

Subsidy is available for eligible families. To determine eligibility, please visit the Government of Alberta Child Care Subsidy webpage.

If you will be receiving subsidy, you must be approved for subsidy prior to your child attending at the centre and proof of approval must be provided to the office. If you wish to start prior to approval being received, you will be required to pay the full monthly fee and you will be credited the following month, if applicable.

If your child does not attend the centre for the amount of hours as per subsidy requirements, you may not receive subsidy for that month and you will be responsible for the difference in fees.

**It is your responsibility to keep your subsidy valid and up to date. If your subsidy expires and is not renewed on time, you will be required to pay full fees until proof of subsidy approval is provided to us.**

Please note that the subsidy office is quite busy and it is best to provide all documents required for renewal at least one (1) month prior to subsidy expiry to avoid disappointment. If you provide documents late, you may be required to appeal the subsidy office to back-date your subsidy, which is not guaranteed.

Subsidy may be applied for on-line at the website mentioned above. To be considered full-time, a subsidized day care child must be at the centre a minimum of 100 hours per month, and a subsidized out of school care child must be at the centre a minimum of 50 hours per month.

We are happy to assist you with your subsidy applications. If you require assistance completing the online application or sending documents to the office via e-mail or fax, please come talk to the Director or Assistant Director in the office.

### **Open Door Policy**

Parents are welcome to visit their children at the centre at any time throughout the day. If a lengthy visit proves to be disruptive to the other children in our care, our educators may ask that you take your child out of the room and visit with them in an empty area of the centre. Please notify the staff member that you are taking them out of the room, and after your visit is over, please bring the child back to the room and let the staff member know that he or she is back in the room.

All visitors are expected to respect our classroom rules and our daily routines.

If someone other than a parent/guardian will be visiting with a child in the centre, we will require parental/guardian approval.

Please note that visiting a child during nap time (12:00 p.m. – 2:00 p.m.) may not be permitted if it will be disruptive to the other children.

### **No Smoking or Vaping**

There is ABSOLUTELY NO SMOKING OR VAPING ALLOWED on day care premises. A **No Smoking** sign is posted in the centre front entry and will be strictly enforced. As per City of Edmonton bylaws, smoking is also not permitted within 5 metres of any entrance to the centre.

### **Withdrawal of a Child**

One calendar months' written notice must be provided in order to withdraw a child from the centre. Notice must be given on the 1<sup>st</sup> of the month (e.g. If the child's last day will be June 30, notice must be given on or before June 1). Notice given after the month has started will be treated as if given on the first of the *following* month (e.g. If notice is given on May 15 for attendance to end on June 15 the notice period will be considered as starting June 1 and full fees will be required for the month of June).

If no notice is provided, one month full fees will be charged and is required to be paid prior to the child's last day at the centre.

All amounts owing to the centre must be paid prior to the child's last day at the centre. Failure to pay the outstanding balance will result in the account being forwarded to a third party collection agency for collection.

### **Termination of Enrolment by the Centre**

If we feel that our centre is not able to meet your child's needs, we will strive to help you and your child find a suitable child care centre for your child. We will provide one (1) calendar months' notice of termination of child care services.

Immediate termination of child care services is a last resort and within the discretion of the centre's Director.

Immediate termination will take place under the following circumstances:

- Any kind of abuse against staff members or children at our centre; and
- Non-payment of fees (termination to take place after prior notices of non-payment have been given and non-payment continues to occur).

### **Communication with Staff and the Centre**

Please let your child's room teacher know of any situations at home which may cause your child to behave differently (i.e. lack of sleep, a parent out of town, death in the family, etc.)

It is important that staff and parents have an open line of communication when it comes to the children enrolled in our centre.

### **Vacations**

Created: May 2013  
Revised: May 2021

If your child will be away from the centre for an extended period, please let us know at least 1 week in advance. **Please note that fees remain in effect regardless of absences due to illness or vacation.**

## **Staff Qualifications**

Working with children on a daily basis requires specialized knowledge and skills to ensure daily programming and interactions are positive and challenging. All staff members at our facility hold Early Childhood Development certificates and have been certified by the Government of Alberta.

All staff members must provide the centre with original and recent police security clearances prior to starting work at our centre. It is also a policy at our centre that all staff working with children must have first aid certificates. First Aid workshops will be periodically held to ensure our staff keep their first aid certificates valid. We believe that our experienced and knowledgeable staff will create an exciting and safe learning environment for your child.

To assist our staff in their continued education, staff will be provided with an opportunity to upgrade and use professional development funding provided by the Government of Alberta.

The staff at our centre will also periodically attend professional development workshops (either on site here or in conjunction with another child care centre) to continually upgrade their skill set. Information regarding these workshops are posted in the staff room.

## **Programming and Interaction**

### **Program Planning**

Sunshine Academy Day Care and Out of School Care is a learning through play based environment. The staff will develop program plans based on the children's interests to help guide and direct the play based learning.

Programming will not only supplement what the child learns outside the centre, but is designed to introduce them to new things and experiences. Much of our programming is multicultural based and is designed to launch the children into the multicultural world in which we live. We strive to promote understanding, acceptance and interest in other cultures. Parent involvement and input in this regard is strongly encouraged.

### **Involvement of Children and Families in Planning**

Sunshine Academy Day Care and Out of School Care has an open door policy and parents are welcome to visit their children at any time. Parents are also welcome to partake in field trips and special events at the centre. We welcome any suggestions parents may have with respect to field trip and special event planning.

We also like to include parents in fundraising events. Parents may donate items from home (e.g. old computers) or from work (e.g. scrap paper) for the children to use.

Parents will periodically be asked to complete questionnaires on how the centre is meeting their and their child's needs. We ask that the survey be used to provide suggestions on how the centre may improve, and also to tell us what we are doing right.

As noted above, parents are welcome to share their thoughts anytime using any one of the following methods:

- Direct communication with the Director and/or staff members;
- Telephone calls
- E-mails
- Suggestion box

Every year we will host various special events to which children and their families are welcome. Specific past events have included the annual Summer Family Barbeque, Christmas Tea, Halloween Party.

Parents may also be invited to attend workshops. Any upcoming workshops will be posted on the bulletin board.

### **Parent Resources**

Sunshine Academy Day Care and Out of School Care has a variety of parent resources located in the front lobby, as well as resource books in the Out of School Care room. Resources are available on a variety of topics relating to parenting and are available for the parent's use. If you would like to take a book home from our Parent Resource Centre, please talk to the Director or Assistant Director.

If you wish to have a better understanding of the regulations governing child care services in Alberta, and how to choose the right child care centre for you, we encourage you to visit the Alberta Children's Services website which contains a variety of resources, including:

- Choosing Child Care: A Guide to Licensed and Approved Child Care in Alberta;
- Healthy Child Care, Healthy Child: A Guide to Promoting Health and Preventing Illness in Early Learning and Child Care Settings;
- Effective Supervision in Child Care Settings;
- Early Learning and Child Care Act;
- Early Learning and Child Care Regulations; and
- Child Care Certification Guide.

## **Rooms, Daily Items and Daily Routines**

### **Rooms and Staff-Child Ratios**

Sunshine Academy Day Care and Out of School Care is made up of 5 separate rooms based on the children's ages: Infants, Toddlers, Preschool, Kindergarten and Out of School Care.

The Infant, Toddler, Preschool and Kindergarten Rooms are located on the south side of the centre and the Out of School Care room are located on the north side of the centre.

Staff to child ratios are always maintained in accordance with Alberta Child Care Licensing Regulations as follows:

Age of Children

Play Time

Nap Time

(Staff:Child)

(Staff:Child)



Less than 12 months	1:3	1:6
12 months to 19 months	1:4	1:8
19 months to less than 3 years	1:6	1:12
3 years to less than 4 years	1:8	1:16
4 years and older	1:10	1:20
Kindergarten & Out of School Care	1:15	N/A

### **Daily Items**

We ask that you send your child to the centre in comfortable clothing and indoor footwear, and that your child is dressed appropriately for the weather (i.e. raincoats, snowsuits, sun hats, etc.), as the children are taken out every day, weather permitting.

Indoor shoes must be provided for all children. We ask that you provide comfortable soft-soled shoes for your child (no black soles please). Exceptions will be made for children with orthopaedic needs.

During the summer months, we will also ask you to send sunscreen and insect repellent to be left at the centre in your child's cubby.

Our centre is an active and busy place. Your child may be involved in messy play and activities, so we ask that you send your child to the centre in play clothes. Please avoid dressing your child in clothes that are special to you.

The following is a list of daily items your child will require:

### **Day Care**

- ❖ Disposable diapers, wipes, creams, etc.;
- ❖ Spare clothes (2 sets if your child is potty training);
- ❖ A blanket;
- ❖ Indoor shoes;
- ❖ A comfort item (such as a soft toy for nap time);
- ❖ A family picture for our Family Boards;
- ❖ Under 19 months:
  - All milk/formula and food for the day
- ❖ Over 19 months:
  - Daily lunch
- ❖ Sippy cup or refillable water bottle;
- ❖ Seasonal items:
  - Summer – Sunblock, hats, mosquito repellent;
  - Winter – Winter boots, mittens, hat, coat, snowsuit.

*Please note that Alberta Health has prohibited the use of baby powder in child care facilities due to the dangers of inhaling particles. Please do not send baby powder to the centre.*

### **Out of School Care**

- ❖ Indoor shoes;
- ❖ A refillable water bottle;
- ❖ Daily lunch (summer months and school closure days);
- ❖ Seasonal items:
  - Summer – Sunblock, hats, mosquito repellent;
  - Winter – Winter boots, mittens, hat, coat, snowsuit.

We try our best to keep track of your child's belongings, however, we ask that you label every item your child brings from home (laundry markers work well).

If an item is needed for your child's daily needs, you will receive a note in your child's cubby.

### **Daily Routines**

Our daily routines are a general overview of how the children's days are structured. Each group has an established routine that is flexible and adaptable to the changing needs of the children. Outdoor play is part of every day at the centre (weather permitting) and so we strongly urge you to send your child to the centre with clothes that are appropriate for the conditions outside.

Daily routines are posted in each room. A variety of activities and items are provided for the children's use throughout the day including push toys, books, art and craft items, manipulative toys, and water and sand tables.

## **Health and Hygiene**

### **Nap/Rest Time**

At our centre, rest is an important aspect of the children's daily routine.

For our Preschool room, rest time is between 12:00 p.m. and 2:00 p.m. Children are encouraged to lay or sit down quietly on their mats to allow anyone who wishes a nap the opportunity to do so. Children who do not nap will be given quiet activities on their mats or at the table area. Children who sleep past 2:00 p.m. will be permitted to remain sleeping until they naturally wake up.

For our older Infants and Toddlers, rest time starts at 11:45 a.m. and ends whenever the children have woken up. Younger infants do not have a fixed rest time and are permitted to sleep on their own schedule.

Kindergarten and Out of School Care children do not nap.

We know nap times can sometimes impact a child's sleep schedule at home and we understand parents may be frustrated with a late bedtime, especially as children get older. However, please note that we will not wake a child up early from a nap, nor will we prevent a child from napping if they so choose as this will not be keeping in line with that child's needs. Children are permitted to fall asleep and wake up naturally during the rest period.

### **Toys and Blankets from Home**

*Created: May 2013  
Revised: May 2021*

In our program, we provide toys and materials that will foster creativity, allow children to role play and express themselves emotionally, enhance imagination, stimulate language development, foster social and cooperative play skills, facilitate motor development and promote positive values and attitudes, including acceptance and equality.

We have found that toy selection is especially important when working with groups of children. Children's abilities to play happily and constructively differs with the size of the group and the play equipment available to them. Therefore, we ask that you do not bring toys to the centre, with the exception of soft cuddly toys and blankets which can be used during rest time.

On special occasions (e.g. celebrations, theme days, show and share, etc.), children may be permitted to bring special toys or books from home. The staff member in your child's room will let you know what types of items will be permitted taking into account the occasion and the program planning. Please note that any items brought from home are the responsibility of your child.

**The centre is not responsible for any items that children bring from home. By enrolling your child at Sunshine Academy Day Care and Out of School Care, you are absolving the centre of any liability for lost or damaged items that are brought from home.**

### **Nutrition and Our Menu**

Sunshine Academy Day Care and Out of School Care provides a hot lunch to children registered in our day care program. All food provided to children is as per Canada Food Guide requirements.

Our menu is posted in each room, as well as the kitchen, and is rotated on a four week basis. It is reviewed and changed seasonally. If you require a copy of the menu, please ask a staff member.

Parents are required to provide snacks for their children each day. There are refrigerators and microwaves in each room to accommodate children's food brought from home. Snacks must meet the standards of the Canada Food Guide. Staff will monitor food that is brought from home. If it doesn't meet Canada Food Guide requirements, staff will supplement the child with food from the centre (subject to allergies or dietary restrictions).

We ask that you please do not send any foods which need to be cooked in the microwave before serving or which requires a can opener (e.g. instant mac and cheese, instant noodles, canned soup).

Please make sure to label all food brought from home with your child's name.

Please remember that we are a NUT-FREE centre. If a nut item is brought from home, the item will not be given to your child and your child will be supplemented with food from the centre.

Staff will ensure that children are fed at appropriate times and that sufficient quantities are provided to each child, according to his or her needs. If insufficient food is sent from home, staff will supplement a child's meal with food from the centre.

AM snack is served at 8:30 a.m. Lunch is served between 11:30 a.m. and 12:00 p.m. PM snack is provided between 2:30 p.m. and 3:30 p.m.

Parents are responsible for providing all food and drinks for infants until 19 months old. After 19 months, children will be fed from the menu. If you wish for your child to eat more than what is provided at the centre, it is your responsibility to provide additional snacks for your child.

If your child has several food allergies or dietary restrictions, you will be asked to provide your child with sufficient food and snacks for the day to be served to them at the centre.

We ask that you do not send your child soda or candy.

Meal time is considered a social activity. Children are encouraged to remain seated and calm during meals and snacks.

### **Infant Feeding and Sleeping**

For children aged 0 to 12 months, we will ask parents to provide us with a written notes of their child's daily routine including eating and sleeping patterns. Staff will follow the child's home routine until the child is ready to follow the day care routine.

Children under the age of 6 months will be held by staff while they are fed and until the child is ready to hold the bottle him or herself.

As noted above, parents are responsible for providing food and drinks for children between the ages of 0 and 19 months.

Young infants who are unable to roll over by themselves will be kept on their back at all times when sleeping and will be monitored at all times.

### **Cross Contamination**

Sunshine Academy Day Care and Out of School Care will do its utmost to ensure the health and safety of each child attending and each staff working at the centre.

There are a variety of checklists in place to ensure the safety and cleanliness of the centre including a Playground Safety Checklist, a Room Safety Checklist, a Daily Cleaning Checklist and a Weekly Cleaning Checklist.

Our staff inspect and maintain the health and safety of the centre by following these standards:

1. Table surfaces are sanitized with a solution of bleach diluted pursuant to best practice before and after breakfast, lunch and snack are served, or whenever soiled by another activity throughout the day;
2. Single use disposable towels are used to wash tables and other surfaces and are disposed of after use in a garbage can with a tightly fitted lid. In order to prevent cross-contamination, multiuse materials should not be used when sanitizing tables and other surfaces.
3. Diapering surfaces, high chairs and potty training chairs are sanitized with a solution of bleach diluted pursuant to best practice after each use by a child.
4. Furnishings, equipment and play materials are disinfected on regular bases as per the Daily and Weekly cleaning checklists posted in each room.

5. Soiled diapers and other garbage are disposed of in garbage cans with tightly fitted lids placed in each room. The soiled garbage bag is tied before being taken out of the garbage can to prevent accidental spillage and contamination of surrounding areas. A clean disposable bag is then placed in the garbage can and the garbage lid will remain closed. Garbage cans are regularly sanitized as per the Weekly Cleaning Checklist posted in each room.
6. Recyclables are disposed of in a designated recyclable container. The soiled recyclable bag must be tied before being taken out of the container to prevent accidental spillage and contamination of surrounding areas. A clean recyclable bag will then be placed in the container and the lid will remain closed.
7. Each child's bed and linen is labelled with his or her name and is stacked in separate compartments so as to avoid contact with other beds. Under no circumstances are children to share linen or beds. Linen are washed, at a minimum, on a weekly basis as per the Weekly Cleaning Checklist, and the mat underneath will be sanitized with a solution of diluted bleach. In the event that linens are soiled prior to the scheduled washing date, the soiled linens will be stored in a closed container in the Laundry Room with a tightly fitted lid until they can be washed and the child will be provided with alternate linen in the interim. Extra linens are stored in the Staff Room in a plastic container with a tightly fitted lid.
8. Any personal grooming items that a child brings from home or is provided by the centre (e.g. toothbrush, hairbrush, washcloth, etc.) must be labelled with that child's name and stored in that child's cubby. Under no circumstances are children to share personal grooming items. Any personal grooming items which are provided by the centre, such as washcloths, are to be washed on a weekly basis. Any personal grooming items which are brought from home must be sent home with the child at the end of every week for cleaning and sanitization by the child's Parents and may be brought back after the weekend.

### **Handwashing**

Proper handwashing is very important for the health and safety of the children and staff and to stop the spread of germs and bacteria. Each room in the centre has a sink with running water. Hand soap and paper towels dispensers are available for use by the children and staff. Hand sanitizer is also provided for the staff.

Children are required to wash their hands in the following circumstances:

- Immediately before and after eating;
- After using the toilet or having soiled clothes or diapers changed;
- Before and after using the water or sand tables;
- After playing in the playground;
- Whenever hands are visibly dirty;
- After coughing or sneezing; and
- After blowing their nose.

Staff are required to wash their hands in the following circumstances:

- Before starting work;
- Immediately before and after handling food or feeding children;
- Before and after using the toilet, helping a child use the toilet or changing soiled clothes or diapers;
- Before and after coming into contact with any bodily fluid, including urine, fecal matter, vomit, etc. and whenever hands are soiled;
- Before and after cleaning a child, the room, toys or the bathroom;
- Before and after administering any medication or applying an ointment to a child; and
- Before going home for the day.

There are postings around the centre sinks and in the bathrooms regarding the technique for proper handwashing. Please use the following technique with your children to enforce proper hygiene and handwashing:

1. Wet hands;
2. Dispense antibacterial soap into hands and rub hands together for 20 seconds;
3. Rinse hands under hot running water (again, as hot as you can stand it).
4. Dry hands with a disposable paper towel.
5. Discard of the paper towel in the trash bin.

### **Safe Food Handling**

Staff who cook for the centre will have completed a *Food Sanitation and Hygiene* course through Alberta Health Services.

Staff ensure all food is handled in a safe manner by following these guidelines:

1. Wash hands frequently and follow the Handwashing Policy set out above.
2. Sanitize the food preparation area frequently using 1 tablespoon of chlorine bleach mixed with 1 gallon of warm water (75 degrees Fahrenheit).
  - Food preparation area includes the counter tops and equipment, cutting boards, sinks, scrubber and brushes.
  - The staff must only use plastic cutting boards – not wood ones.
3. Prior to use, make sure Staff will ensure equipment is clean and not contaminated by children, insects or dirty hands.
4. Staff will use paper towels to clean up during food preparation and serving. Harmful bacteria quickly multiplies on kitchen towels, sponges and cloths.
5. Staff will thaw frozen foods in the refrigerator, microwave or by immersing the food in cold water.
6. Staff will change gloves, utensils and dishes when changing food functions (i.e. switching from handling/preparing raw or fresh foods to serving fresh or cooked foods).

7. Staff will keep hot food hot and cold food kept in the fridge.

### **Nut-Free**

There are children who attend our centre who have life threatening allergies to peanuts and other types of nuts. In order to provide a safe environment to these children, our centre is **PEANUT AND NUT FREE**. Any food brought to the centre, whether by children or staff, must be free of peanuts, peanut butter, peanut oil, nuts or nut oils.

## **Health and Safety**

### **SIDS**

All staff are trained and given orientation in the care of young infants and provided with detailed information regarding Sudden Infant Death Syndrome (SIDS). Our SIDS policy is posted in the Baby Room for both the Staff and Parents.

Young infants who are unable to roll over by themselves will be kept on their back at all times when sleeping and will be monitored at all times. If a parent does not want their child to sleep on his/her back, they must provide the office with a written and signed note which will be kept on the child's file.

### **Illnesses**

Children **must** be removed from the centre if they exhibit one or more of the following symptoms:

- Vomiting
- Fever
- Diarrhea
- Unexplained rash or cough
- Symptoms of any communicable illness or infection; or
- Is inexplicably unable to participate in the program (e.g. lethargic).

Staff will assess a child if he/she is exhibiting any of the above symptoms. When a staff member suspects that a child is exhibiting a sign or symptom of illness, the license holder must ensure that the child's parent arranges for the immediate removal of the child from the program premises.

The child may not return to the program premises until the license holder is satisfied that the child no longer poses a health risk to persons on the program premises. Acceptable evidence includes the child being symptom free for 24 hours, or a doctor's note.

Staff will record and document children who are ill. Documentation will include: (a) the name of the child; (b) the date the child was observed to be ill; (c) the name of the staff member who identified the child as being ill; (d) the time the parent was initially contacted; (e) the name of the staff who contacted the parent; (f) the time the child was removed from the program; and (g) the date the child was returned to the program.

If a parent is informed about their child being sick and fails to pick up the child from the centre in a timely manner, or make alternate arrangements for the child's care, a follow-up call will be made

to the parent. If the parent still does not pick up the child, staff will be required to report the failure to the local health authority, such as the Health Unit or Child Protective Services.

When a child is sick, the parents will be notified first by the Staff or Director. If we are unable to get in touch with either of the parents, the child's emergency contacts will be called.

### **Incident/Accident Reports**

If your child requires first aid treatment at the centre, or is subject to an incident/accident which the staff believe you should be made aware of (i.e. falling down and scraping his/her knee), you will be required to sign an Incident/Accident report which outlines the details of what has occurred and the action taking subsequent to the incident/accident.

### **Biting**

Part of our program is to work with children to prevent biting incidents. If an incident of biting occurs at the centre, staff will quickly intervene and will express disapproval to the child who has bitten, but will not react harshly to that child. The bitten child will be comforted and first aid will be administered if necessary. Parents of both children involved will be notified via a written Incident/Accident Report (see above). **The identity of each child will be kept confidential at all times.** Our centre works within a "3 Bite Policy." If a child is involved as a biter on three (3) separate occasions, they may be removed from the centre. Instances of biting leading to severe injuries may lead to immediate removal. Termination of child care services will be done on a case by case basis.

### **Child Abuse Protocol**

Under the provisions of the *Child, Youth and Family Enhancement Act*, RSA 2000, c. C-12, any person who has reasonable and probable grounds to believe that a child is in need of intervention shall report the matter immediately to Child Intervention Services.

Reporting is done by calling the Child Abuse Hotline at 1-800-387-5437 or by calling the district office of Child Intervention Services. Further information is available in "Protocols for Handling Child Abuse and Neglect in Child Care Services" published by the Government of Alberta.

### **Self-Reporting Policy**

We are required to self-report to the local Child Care Licensing office within two (2) business days in the event of certain incidences. These incidences include:

- an emergency evacuation;
- an unexpected centre closure;
- an intruder onto the centre's premises;
- an illness that requires emergency health care and/or an overnight hospital visit;
- an error in the administration of medication by a program staff or volunteer which results in a child becoming ill, injured, in need of first aid, emergency health care and/or a hospital visit;
- the death of a child;
- an unexpected absence of a child from the program (e.g. a lost child);
- a child being removed by the centre by a non-custodial parent/guardian or other unauthorized individual;



- an allegation of physical, sexual, emotional abuse and/or neglect by a staff member or volunteer;
- the commission by a child of an offence under an Act of Canada or Alberta; and
- a child being left on the centre's premises outside of the centre's operating hours.

### **Insect Repellant and Sunscreen**

All parents are required to sign an Insect Repellent and Sunscreen Policy as part of Sunshine Academy Day Care and Out of School Care's Registration Package.

You are required to provide the centre with a bottle of sunscreen and insect repellent for your child, to be applied to your child by an educator prior to going outside or on an offsite excursion.

Please ensure that you label your child's insect repellent and sunscreen. All bottles may remain in your child's cubby.

## **Health and Medication**

### **First Aid and First Aid Kits**

All staff members are required to hold a first aid certificate and maintain its validity. Every room of our centre, as well as the office is equipped with a first aid safety kit.

### **Medication Administration Policy and Procedure**

#### **Purpose**

The purpose of this policy is to ensure children registered in Sunshine Academy Day Care and Out of School Care are receiving proper delivery of prescribed medications, herbal remedies, emergency medications and/or additional medications and procedures (generally referred to as "Medication" in this handbook). Proper delivery includes proper handling, proper dosages, proper administration and proper timing of administration by qualified Staff Members.

#### **Policy**

All Medication must be handled and monitored in accordance with the Alberta *Child Care Licensing Act* and the *Child Care Licensing Regulation* incorporated therein.

#### **Procedure**

1. Parents must provide written consent to the centre to authorize the administration of Medication to their child. Please ask a qualified Staff Member for a copy of our Medication/Herbal Remedy Form. Please note that a separate Medication Form must be filled for *each* Medication authorized to be administered to your child. Each Medication Form may only authorize the administration of Medication for a maximum 2 week period.
2. The Medication Form requires the following information: Child's Name; Medication/Herbal Remedy Name; Amount to be Given; Start Date; End Date; Exact Time(s) Medication/Herbal Remedy is to be Given; Special Instructions; Date of Medication/Herbal Remedy Form; Time Medication/Herbal Remedy was given to the child prior to arriving at the centre; and Parent Signature.

3. Parents must give the Medication to a qualified Staff Member for proper storage in the centre. Emergency Medication will be kept in a container labeled “Emergency Medication” in the child’s room, out of reach of the children, but accessible to the Staff in the event of an emergency. Non-Emergency Medication will be stored in a locked container in the child’s room. If Medication is required to be refrigerated, it will be kept in a locked container stored in the fridge in the Kitchen for Preschool and Kindergarten children and in the fridge in the Baby Room for Babies and Toddlers.
4. In the event of a field trip, or other outside excursion with the Centre, Medication will be taken out of the Centre and will be kept in a secure bag accessible to Staff only. If any Medication is administered while on the field trip or outside excursion, the Medication Form must be accordingly updated.
5. All Medication must be in its original labelled container. All directions for the administration of Medication must be on the label. Medication will only be administered in accordance with labelled directions. Directions set out on the Medication Form filled out by the child’s Parent must be in accordance with the labelled directions on the original container.
6. Medication will only be administered to a child by a qualified Staff Member holding a valid First Aid Certificate.
7. The Staff Member administering the Medication will sign the Medication Form verifying that the Medication was administered in accordance with the original direction on the labelled Medication container.
8. After administration of any Medication, the Staff Member administering the Medication will monitor the child to whom the Medication was given for a minimum of 15 minutes for any signs of an allergic reaction. Any results will be recorded on the Medication Form.
9. If an allergic reaction is suspected or observed, the centre will immediately contact the child’s Parents, or, an Emergency Contact if the Parents are unavailable.
10. If a Parent administers any Medication to a child at home and prior to their arrival at the Centre, that Parent must record the time the Medication/Herbal Remedy was given to the child and initial beside the entry on the Medication/Herbal Remedy form.
11. Staff must return any expired or unused Medication to the child’s Parent upon expiry, or at the end of the authorization period.

### **Above and Beyond Medication and Procedure**

Above and Beyond Medication and Procedures refers to Medication which requires administration in a specific or special manner (i.e. Epi-Pens, Inhalers, Stomach Tubes, etc.).

Parents must make Staff Members aware that their child requires health care which is over and above other medical issues. Staff Members, the Director and Parents will discuss the health issue and the level of care which is required prior to the child starting at the centre. In the event of new Staff Members starting in that child's room, training will necessarily re-occur.

Parents will be required to provide specific information about the medical issue and may be asked to provide training to the Staff Members who will be administering the Medication in the child's room. Training must include a discussion of the purpose of the medication, the method of administration and storage methods. A demonstration may be required under certain circumstances. Parents will also be asked to provide a detailed written guide regarding the health care required. Documentation showing the completion of any training will be kept in both the child and staff's files.

## **Transportation of Children to School**

### **General**

We transport children to and from the following neighbourhood schools:

- Lee Ridge
- Malcolm Twedde
- Greenview
- St. Elizabeth

For the convenience of transporting children to the neighbourhood schools that we service, we will walk or use our Day Care Van (the "Van"). We are in possession of an Operating Authority Certificate issued under the *Motor Transport Act* (the "Act") and comply with all requirements under the Act. All children transported in the Van are properly restrained with seat belts at all times. Only 13 children will be transported in the Van at any given time.

For Kindergarten and Out of School Care children, the permission form for their transportation to and from their designated school is attached to the Registration Package.

We have a very busy transportation schedule and so it is the parents' responsibility to notify the centre if their child does or does not need pick up after school. If your child is absent in the morning, please call and let us know if they need pick up in the afternoon, otherwise they may be presumed absent. If a child requires pick up after school and does not show up at the designated meeting place, staff will contact the school to determine whether the child was absent or went home with their parent. Staff will also contact the day care to ensure that no messages were left by the parent regarding the child. If the whereabouts of the child are still unknown, staff will contact the parents.

If a child's whereabouts are unknown after 15 minutes of their school being let out, and efforts to reach parents and/or emergency contacts have been unsuccessful, the police will be contacted.

### **First Day of Kindergarten**

Most schools in our neighbourhood do staggered entry for the Kindergarten children over the first few days of school. It is our policy that parents must take children to/from their first day of Kindergarten. They may be dropped off at the centre before or after Kindergarten.

Transportation via daycare van will start once regular classes begin.

### **Safety Orientation**

Created: May 2013  
Revised: May 2021

Safety orientation is given to all children (returning and new registrations) who will be transported in the Van prior to the actual date of transportation. Safety orientation is mandatory regardless of when the child starts attending the centre. Safety Orientation will include specifics regarding:

- Introduction to the Staff Member who will be driving the Van;
- Safe behaviour when riding in the Van;
- Designated meeting places at each school where they will meet Staff or the Van will be parked;
- Assignment of “buddies” for younger children who will meet children and accompany them to meet Staff and/or the Van;
- Emergency procedures for children in the event that the Van does not show up as scheduled. In this scenario, children will be told the following:
  1. To wait until all children have arrived at the designated meeting spot;
  2. To go to the office as a group and wait for the Staff and/or Van;
  3. The Staff Member will call the school to advise of the late pick up; and
  4. The children will be made aware of the names and vehicles of emergency pick-up staff.

### **Motor Vehicle Accidents or Break Downs during Transportation of Children**

In the event that Van is involved in an accident or breaks down while transporting children, the Staff Member in charge will do the following:

1. Make sure all of the children are uninjured and/or assess any injuries in the event of an accident;
2. Advise the Director by cell phone when it is safe to do so;
3. Call as many cabs as necessary to transport the children to their destinations. If additional staff is necessary, arrangements will be with the Director for the provision of said staff;
4. In the event of an injury, an ambulance will be called to transport any injured children to the nearest hospital. Staff will accompany any children that require medical attention to the hospital. Once the hospital has authorized a child to leave the hospital, staff will accompany the child via cab to school. In the event that an ambulance is required, Parents and/or Guardians will be asked to share the cost of the ambulance.
5. Parents will be informed of any incidents as soon as it is safe and the Staff Member or Director is able to do so.
6. The children’s respective schools will be informed of any absence or delay.

### **Communication with Schools**

It is the centre’s responsibility to advise parents of the form of transportation, and any changes that may occur.

At the beginning of the school year, the Director or another designated staff will visit the neighbourhood schools and discuss with them our transportation policy and the transportation plans for the school year. We will also request from the schools their monthly newsletters so

that we may be up to date on information throughout the school year, including PD days and special events.

### **Record Keeping During Transportation**

For the purpose of safe accounting of children at all times, and to accommodate emergency procedures, the following records must be kept posted near the phone:

- A list of neighbourhood schools, complete with addresses and phone numbers;
- A list of children, complete with school name, grade and teacher's name;
- A list of the instructional times of the neighbourhood schools;
- A transportation schedule outlining specific drop-off and pick-up times;
- Phone numbers of emergency transportation contacts (e.g. the driver);
- A list of bus companies, driver names, bus numbers, and pick up/drop off times for children taking transportation other than the day care van;

Attendance records must be kept up to date and transportation lists must be kept in duplicate – one to go in the Van and one to remain at the centre.

Children on the Van transportation list must be marked out as we receive notice of their scheduled absence.

Emergency information of children being transported by Van must be kept in the Van at all times.

## **Child Assessments**

We believe that every child is unique and is growing and developing at his or her own rate. Children's growth patterns are rarely smooth and linear. Sometimes growth and/or development seem to be at a standstill. This often happens just before a big step in a child's development.

Parents are asked for input in regards to their children's development. Developmental tools like the Nipissing are used in a collaborative effort between staff and families so that appropriate developmental goals can be set for each child. Also ongoing observations are done on each child by the staff and files are kept in the child's room.

If a screening test is done, parents will be informed if their child needs any further testing and a referral will be made to the necessary health care or child care professionals. Parents are then at liberty to decide what, if anything, they want to do about the situation. Staff at the centre will be happy to assist families in any way they can.

## **Staff-Child Interaction & Guidance**

### **Staff-Child Interaction**

**All staff members are required to interact with children respectfully.**

The following are descriptions of positive ways we encourage our staff to interact with children:

- ❖ Follow the children – let the children initiate the activity or interaction whenever possible;
- ❖ Invite the children to engage in activities and always give them a choice; and

- ❖ Show confidence in the children's abilities by allowing them to do as much possible by themselves.

We also help the children achieve independence by:

- ❖ Respecting the child's right to do something by him or herself;
- ❖ Defining clear boundaries of acceptable behaviour;
- ❖ Redirecting children you are engaged in unacceptable behaviour instead of disciplining them, when possible;
- ❖ Structuring appropriate consequences which help a child accept responsibility for his or her behaviour or misbehaviour.

### **Child Guidance Policy**

Our program strives to provide a safe and welcoming environment in which children are expected to be respectful to themselves, others and to property. The goal of our guidance policy is to help children develop self-control and self-esteem and help children to recognize and develop appropriate behaviour. Developmentally appropriate prevention and intervention strategies are used to encourage positive behaviours and create positive outcomes.

#### **Prevention:**

Preventative methods begin with role modeling by the staff. When a child's educators are polite and considerate of others, they set the tone for everyone at the centre. Each child's individual needs, development level, family and cultural experiences are factors taken into account when determining and encouraging age appropriate behaviour. Redirecting children, offering them choices, keeping them engaged in developmentally appropriate activities, and implementing smooth transitions between activities help prevent difficult behaviours in children. Consistency is key when explaining consequences of behaviour and setting limits.

Preventative strategies include:

- Building positive relationships with children;
- Role modeling positive behaviours;
- Redirecting children;
- Treating children respectfully and as individuals;
- Providing positive feedback;
- Communicating expectations of behaviours and consequences clearly and using developmentally appropriate language;
- Planning for positive outcomes (e.g. programming, ensuring there are sufficient materials for children's use, reducing waiting, etc.); and
- Planning for transitions (e.g. giving warnings, giving children who require extra time a head start on a transition, creating small group experiences, etc.);

#### **Intervention:**

If a child does not respond to preventative methods of child guidance, an intervention strategy must be implemented. The child's educator will be responsible for utilizing the intervention strategy deemed necessary under the circumstances.

Intervention strategies include:

- Giving a child choices;
- Allowing for personal time away from the group/activity (with effective supervision in place);
- Having a discussion with the child;
- Engaging the child in problem solving solution;
- Reminding children of expectations and consequences using clear and developmentally appropriate language;
- Asking for help from another educator or the Directors; and
- Having a discussion with the Directors and/or Parents.

#### Continued Negative Behaviours or Violence:

If a specific negative behaviour continues despite the use of prevention and intervention strategies, or if the child exhibits severe behaviours, such as violence or destruction of property, the following intervention strategies may be implemented:

- The child will be taken to a separate space and will be given the chance to calm down with an educator present;
- Educators will work with the child to implement strategies to help them calm down, such as taking deep breaths, giving them a quiet space to sit or talking with them.
- Physical intervention will only be used if the child is at risk of hurting themselves or others;
- If a child has calmed down, they will be given the opportunity to return to the group. Educators must be supportive and sensitive when transitioning the child to the group and must not do or say anything which would negatively impact the child's transition back into the group;
- Calling the child's parents/guardians;
- Informing the Directors of these incidents.

Our program has a **ZERO TOLERANCE POLICY** with respect to violent behaviour or destruction of property. These incidences will not be permitted and will result in immediate removal from the group and the child's parents/guardians will be notified. Continued violent behaviour may result in dismissal from the centre. Termination is always a last resort, but our program reserves the right to terminate a child's enrolment if deemed necessary.

Other families will be informed of any violent incidences if deemed necessary by the Directors. For example, if a violent episode was witnessed by other children, those families will also be notified so that they are prepared to deal with any resulting trauma those children may have felt because of witnessing said violence.

#### The Family's Role in Child Guidance:

Families are encouraged to work with us as partners in developing positive behaviours and addressing negative ones. We encourage open communication between educators and families in the best interests of the children and ask that any pertinent information be shared with us to help educators make decisions as to the guidance strategies they should use. It helps our educators better understand a child if they are aware of things going on at home (e.g. changes in the home environment, new extra-curricular activities, custody changes, etc.).

Guidance strategies used at home will only be implemented at the centre if they align with our program philosophy and the relevant child care licensing standards.

Parents will be informed about a child's behaviours, both positive and negative, each day at pick up time.

If a child's behaviour warrants a meeting between the educators and Directors, a mutually agreeable time will be set for this meeting. The purpose of this meeting will be to create an action plan for the child to help address these behaviours. As noted above, termination is a last resort, but may be utilized if negative behaviours are not curtailed.

## **Technology**

### **Personal Devices**

At Sunshine Academy Day Care and Out of School Care, we do not provide the children with electronic devices, such as tablets or phones.

On certain special occasions, or during the summer months, children are permitted to bring these items from home, however, daily use of these items is prohibited. Any such items from home that are used will be viewed by the staff to ensure that they are age appropriate and educational. Children are supervised any time a video game, computer game, or personal entertainment device is used. Alternative activities are always available for children.

Inappropriate use of items brought from home, such as taking pictures of other children, viewing inappropriate websites or apps, sending messages or using foul language will not be tolerated. Children caught violating this rule will not be permitted to bring these items back to the centre for a period of time, as stipulated by the Supervisor and as appropriate.

### **CDs, MP3s, and iPods**

Each room in our centre is equipped with a CD/MP3/iPod player.

Music and songs are played at scheduled times at the centre, and are part of intentional learning.

Children are encouraged to bring music from home to share with the centre. However, all music must be age appropriate and will be strictly monitored by the staff.

**The centre is not responsible for any items or electronic devices that children bring from home. By enrolling your child at Sunshine Academy Day Care and Out of School Care, you are absolving the centre of any liability for lost or damaged items (electronic or other) that are brought from home.**

## **Inclusion and Diversity**

As Early Childhood Educators, we see each child as an individual with their own unique qualities, characteristics and skills and we strive to recognize each child's uniqueness. At Sunshine Academy Day Care and Out of School Care, we create an environment in which children are exposed to different cultures and backgrounds and are encouraged to explore, experiment and create in a diverse and multicultural environment.



In the pursuit of exploring the various lives of the children in our centre, our community and our world, we will often discuss and read with the children about various beliefs, lifestyles or customs.

Any material will be presented to the children in an objective manner and is intended to aid the children in developing positive self-image and a feeling of pride in themselves and the community in which we live.

### **Holiday Celebrations**

Holiday celebrations are an excellent way to promote diversity and learn about other cultures and religions. Some holidays can be appropriately celebrated with special snacks. Others may be best honoured through activities such as food drives, charitable collections or visits from special guests. If your family celebrates particular holiday that you would like presented at the centre, please discuss with the staff an appropriate way to celebrate at the day care.

### **Christmas**

As our centre, we love the Christmas season and are excited to celebrate with the children enrolled in our centre. Notices of any celebrations during the Christmas season will be posted around the center.

### **Summer**

Each summer, Sunshine Academy hosts an annual Summer Family Barbeque at the centre. Children and their families are all welcome and encouraged to attend. Signs will be posted to indicate the time and date of the Summer Family Barbeque.

### **Birthdays**

At Sunshine Academy Day Care and Out of School care, we encourage celebrating each child's birthday and we go out of our way to make sure that each child feels special on their special day. If you are going to be sending food for your child's birthday, please ask your child's teacher first. Healthy eating and habits is an important objective at our centre and so we ask that you do not send candy or other sweets (i.e. cupcakes or cake) for your child's birthday. However, we would welcome healthy snacks such as fruits, veggies, cheese, crackers, etc.

**Please keep in mind that we are a NUT-FREE centre.**

## **Field Trips**

### **Purpose**

Sunshine Academy Day Care and Out of School Care arranges several field trips during the summer months in order to provide an educational, social, cultural, environmental and recreational experience for the children.

### **Policy**

All field trips will be an educational, social, cultural, environmental and recreational experience for children. These experiences will be chosen with input from the children and may take place at various locations around the City of Edmonton. Toddlers and Infants do not participate in field trips.

## **General Procedure**

All Parents and/or Guardians must sign permission slips allowing their child(ren) to attend each specific field trip.

Staff will explain to both children and parents where the children will be going, safety procedures and behavioural expectations for children, staff and volunteers (if any), and what to expect of the each particular field trip.

Parents are welcome to volunteer on field trips. Please refer to the Volunteer section of this handbook for further details.

The cost of field trips will be added to your monthly fees and must be paid at the same time as fees are due.

If you do not want your child to attend field trips, you will need to find alternate care for him/her on field trip days as there will not be additional staff at the centre to care for your child.

## **Health and Safety Procedure**

In the event of an emergency, by signing our field trip consent forms, parents authorize Sunshine Academy Day Care and Out of School Care to obtain any medical attention or emergency care required and assume any financial costs associated with said care.

If a child's behaviour on a field trip puts his/her safety, or the safety of others, at risk, that child's Parent and/or Guardian will be called to pick up the child from the field trip location and that child may not be allowed to attend at the next scheduled field trip. Any incidents must be documented by the child's teacher and provided to the Director to make a fair conclusion in this regard.

A Staff Member in charge of each group must take all portable emergency files, first aid kits and any medications required to the field trip location with them.

In the event of an emergency, first aid medical care will be the first course of action. The child's Parent and/or Guardian will be contacted and asked for further direction regarding the child's care. The Director will then be notified of the situation.

## **Preparing for the Field Trip**

As most field trips take place during the summer months, staff will provide children with an orientation at the beginning of summer vacation. Summer orientation will include discussion of the rules and expectations of behaviour during field trips. There will also be an extensive discussion of what a child is to do in the event of an emergency. Rules, expectations and emergency procedures will be reviewed again with children before every single field trip.

## **Supervision**

During field trips, child care ratios are maintained in accordance with the Alberta Child Care Licensing Regulation as follows:

### **Age of Children**

3 years to less than

### **Primary Staff Member to Children Ratio**

1:8

4.5 years	
4.5 years and older	1:10
Out of School Care	1:15

All staff members must be over the age of 18 years and must have required child care certifications and security clearances.

Additional volunteers over the age of 18 years may accompany the groups, but will not count as primary staff for the purposes of maintaining staff to children ratios.

Each age group of children will be accompanied by at least one Supervisor, who will be in charge of that group.

One staff member (Director, Assistant Director or Program Director) will be in charge of all the individual groups during the field trip.

Each group Supervisor will be required to carry a cellular phone in order to maintain contact with the other groups, the centre and the transportation company.

The Supervisor of each group will complete and update the centre's Field Trip Safety Checklist throughout the entirety of the field trip to ensure that all children are accounted for at the beginning of the field trip, during the field trip and upon arrival back at the centre.

### **Transportation**

Any form of transportation used for the field trips must be approved form pursuant to Transport Canada guidelines (e.g. ETS bus, LRT, charter bus, Van, etc.)

Any transportation owned and used by Sunshine Academy Day Care and Out of School Care will be approved by Transport Canada (see Transportation Policy for further details).

Children will not be transported by a privately owned vehicle at any time.

Parent Volunteers choosing to transport their own child in their own vehicle or utilizing a different mode of transportation during a field trip absolve the centre from any liability with respect to any accidents, damage or vandalism that may occur.

Parent Volunteers choosing to leave their vehicle at the centre and use the centre's form of transportation during a field trip absolve the centre from any liability with respect to any vandalism or accidents that may occur to their vehicle as a result of leaving said vehicle at the centre while on the field trip.

### **Forms and Approval**

All permission forms must be signed by each child's Parent and/or Guardian. If a permission slip is not signed, the child will not be permitted to attend the field trip. Verbal authorization does not constitute sufficient permission.

All medication administration forms must be signed by each child's Parent and/or Guardian. If a child requires medication in the event of an emergency (e.g. an EPI pen) and said medication is not provided by the child's Parent/Guardian, the child will not be permitted to attend the field trip.

Any Volunteers will be required to sign a Volunteer Policy and Procedure form.

All sign-in sheets must be completed prior to departure from the centre.

The Supervisor of each age group is responsible for documenting movement from the centre to the field trip destination as set out in the centre's Field Trip Safety Checklist. The Supervisor of each group must complete and update the centre's Field Trip Safety Checklist throughout the entirety of the field trip to ensure that all children are accounted for at the beginning of the field trip, during the field trip and upon arrival back at the centre.

## **Volunteering**

At Sunshine Academy Day Care and Out of School Care we welcome volunteers interested in being involved with our centre. The purpose of volunteers is to provide extra support and aid to our centre, whether we are in the centre or on a field trip. Volunteers do not count as staff for the purposes of maintaining staff to children ratios.

There are four types of Volunteers that may be at a centre at any given time: (1) Centre Volunteers; (2) Parent Volunteers, (3) Junior Volunteers; and (4) Field Trip Volunteers.

### **Centre Volunteers**

Often in the pursuit of their child care certifications, our centre will allow Centre Volunteers to work at the centre to gain experience in the field. Centre Volunteers may aid Staff Members in a support position, such as retrieving items, helping the children getting dressed to go outdoors, helping children get their shoes on, tidying the room, etc., but may also help Staff Members in a more substantial position, such as leading group activities, leading circle time, organizing games or craft projects, etc. Centre Volunteers are not permitted to take the children anywhere outside the presence of a qualified Staff Member of the centre. All Centre Volunteers must be over the age of 18 years and are required to provide the centre with an original recent criminal record check (obtained within the last 6 months). Centre Volunteers will also be required to review our Parent Handbook and Staff Handbook.

Centre Volunteers are required to fill out a Volunteer Application Form.

### **Parent Volunteers**

Sunshine Academy Day Care and Out of School Care encourages its families to share their cultural experiences and/or preferences by volunteering their time and knowledge to the children registered in our programs. Parent Volunteers are not permitted to have unsupervised access to children (other than their own child(ren)) and are not permitted to take the children anywhere outside the presence of a qualified Staff Member of the centre. Parent Volunteers are not required to provide recent Criminal Record Checks to the centre as they will not have unsupervised access to the children.

### **Junior Volunteers**

Junior Volunteers are between the ages of 13 years and 18 years and must have completed a registered babysitting course recognized by Sunshine Academy Day Care and Out of School Care and the program Director. Junior Volunteers may aid Staff Members in a support position only, such as retrieving items, helping the children by getting dressed to go outdoors, helping

children get their shoes on, tidying the room, etc. Junior Volunteers are not permitted to have unsupervised access to children and are not permitted to take the children anywhere outside the presence of a qualified Staff Member of the centre. Junior Volunteers are not required to provide recent Criminal Records Checks to the centre as they will not have unsupervised access to the children.

Junior Volunteers are required to fill out a Volunteer Application Form.

### **Field Trip Volunteers**

Sunshine Academy Day Care and Out of School Care encourages parents to volunteer and accompany children on the various field trips planned during the summer months. Field Trip Volunteers are expected to know the details of field trip and will assist Staff Members, but will not have any unsupervised access to the children (other than their own child(ren)) and will not count as primary staff for the purposes of staff-child ratios.

Typical volunteer duties include, but are not limited to, the following: Helping ensure children are safe and secure during transportation; Helping children get ready for field trips, such as sunscreen and mosquito repellent application and putting on shoes; Helping ensure children stay with their group; and Helping staff organize washroom breaks.

If you are interested in being a Field Trip Volunteer, please ask the Director for a Field Trip Volunteer Application Form.

## **Community Involvement**

### **Community Resources**

The staff at Sunshine Academy Day Care and Out of School Care are happy to assist you with any issues you may have both in and out of the centre. If you or your child has an issue with which you need assistance, please discuss it with the staff or the Director. We are happy to provide referrals to speech therapists, occupational therapists, physiotherapists, community resources and early learning resources within the community.

Working relationships with the resources in our community including the local library, health units, public school, etc. are of the utmost importance to us.

### **Community Partnership**

Our staff is sensitive to the needs of the families in our care. When a parent approaches us with a concern and seeks help, we will be able to provide suggestions or research relevant resources to help the family in need. When necessary, appropriate referrals will be provided and printouts will be made available. We will then follow-up with the parent in order to determine if alternative resources need to be researched and provided.

Lines of communication are kept open with the neighbourhood schools through staff visits and the monthly school newsletters which we request from the individual schools to be delivered to us monthly. A list of the children attending each school will be faxed to the schools at the beginning of the school year and on an ongoing basis if changes are made. Staff inform themselves of special events happening at the school so that we may take into account their programming when we develop ours.

The Parent Resource Binder is a good source for all parents seeking advice on various matters. We work with the Millwoods Resource Centre for Families, Millwoods Health Care and the Public Library. Members of the community may be invited to our centre as guest speakers as a special even to further children's development (e.g. site visit by a dentist to discuss oral hygiene).

### **Community Complaint Policy and Procedure**

In the event a complaint is made by a community member to Sunshine Academy Day Care and Out of School Care, staff will be instructed to get the following information from the individual: name, phone number, date, and nature of complaint. The staff will then forward this information to the Director or her designate. The Director or her designate will be responsible for addressing the complaint and taking any steps necessary to resolve the matter.

## **Communication**

### **Communication with Families/Information Sharing**

Parent/Staff communication is very important for your child's health and happiness. Please speak to your child's caregivers on a regular basis and compare what is happening at home and at the centre. We believe that parents and staff can learn from each other. Parents are invited and encouraged to participate in the program by volunteering or visiting the centre.

Notices and special messages are posted on the Bulletin Boards in the front entrance. A newsletter will also be distributed at the beginning of every second month in your child's locker and will also be available via e-mail. Please take the time to read our newsletters as they contain important information and announcements. New policies are often announced via our newsletters and it is your responsibility to familiarize yourself with this information.

Although the Director and her designated staff may be available more often, regular office hours are from Monday to Friday between 9:00 a.m. and 11:30 am. If you have any questions or concerns that you would like to share, please contact the Director during office hours at 780-395-0134 or e-mailing [info@sunshineacademydaycare.com](mailto:info@sunshineacademydaycare.com). We will do our best to respond to your e-mail or phone call within 24 hours.

Families wishing to have a tour of the centre prior to enrolment must schedule an appointment with the Director or her designated staff.

**Please note that we always welcome feedback from our parents. If you have any questions or concerns about something that is happening in your child's room, please approach your child's caregiver first. If your question or concern is not addressed to your satisfaction, please contact the Director or her designated staff.**

### **Grievance/Conflict Resolution Policy**

As a parent of a child attending our centre, any issues or concerns that you may have are of utmost importance to us. If any issue or concern arises, we ask that you immediately discuss it with your child's caregiver. If your concern is not resolved or addressed, please speak to the Director or her designated staff. The Director will do her best to resolve any issue or concern that you may have.

Once the Director has reviewed and discussed your grievance with you, you will receive a final decision, either verbally or in writing, depending on the nature of the issue.

If a parent is not satisfied with the action that has been taken, he or she is welcome to contact the Alberta Child Care Licensing Office at 780-427-0444.

### **Confidentiality**

At Sunshine Academy, all staff members are required to sign confidentiality agreements as part of their employment. Information provided to Sunshine Academy Day Care and Out of School Care by parents/guardians is considered confidential and shall not be made available to anyone outside the centre except in the following circumstances:

- 1) To determine the status of Alberta child care subsidy;
- 2) To report arrears to a third party collection agency;
- 3) To determine the status of a payment of fees from a third party agency (e.g. Alberta Works);
- 4) To report cases of suspected abuse or neglect; and
- 5) With parental consent (parents must sign a Consent to Release Information).

As an Alberta child care facility, we are required to provide information contained in a child's file to a parent/guardian upon reasonable notice and within a reasonable amount of time. Please note that in certain situations, information may be redacted from a child's file (e.g. If parents are separated and one parent requests a copy of their child's registration package, the other parent's information will be redacted to protect that parent's confidentiality rights).

### **Portable Emergency Records**

Each room maintains portable records of the children's Emergency Information. This binder is to be taken out of the room during an Emergency Evacuation. All basic and important information about the children enrolled in our centre is maintained in that binder and placed in the children's individual rooms.

Staff readily has access to this binder at all times including field trips, off-site activities, and while being transported to and from school. There is a backpack located in each room which is to be used by staff to carry each room's portable records.

Emergency information must be kept complete and current. New emergency information sheets are provided to parents and asked to be returned on a regular basis. If, however, between that time there is any change to your child's emergency information, it is your responsibility to inform us.

Emergency information and portable records consist of:

- Child's name, birth date, health care registration number and current home address;
- Parent's information including names, current home addresses and telephone numbers (home, work and cell);
- The complete address and telephone number of two (2) emergency contacts to whom the child can be released in the event of an emergency and a parent cannot be reached;
- The name and telephone number of the child's physician;

- Written confirmation of the child's immunization and any other health information (e.g. allergies);
- Named of any medications taken on a regular basis; and
- Current telephone number of the nearest hospital emergency centre and poison information centre.

Staff must take with them the portable emergency records during any off-site activity and during emergency evacuations and drills.

## **Fire and Safety Policy and Procedure**

Regular fire drills are conducted on a monthly basis to desensitise the children to the sound of the bell and to train them in accordance with proper evacuation procedure. This helps to reduce panic and mitigate the effects of confusion in the event of a real emergency.

Staff are trained in the correct evacuation procedures and alternate routes and are reminded of shelter locations and the use of fire extinguishers. All staff know how to activate and deactivate the fire alarm system.

### **Day Care Fire Drill Procedures:**

1. When the fire alarm sounds, a designated staff member from each room will take the Attendance Record and Emergency Information Records and lead the children out of the centre as follows:
  - **Preschool #2 Room** → Exit through the Main Door located on the East Side of the centre and proceed to the designated meeting place.
  - **Preschool #1 Room** → Exit through the Emergency Exit located on the East Side of the Preschool Room and proceed to the designated meeting place.
  - **Toddler Room** → Enter the Preschool Room and exit through the Emergency Exit located on the East Side of the Preschool Room and proceed to the designated meeting place.
  - **Baby Room** → All infants to be placed in emergency evacuation cribs and cribs to be rolled out of the room, through the Preschool #2 Room and exit through the Main Door located on the East Side of the centre and proceed to the designated meeting place.
2. The staff will lead the children to the South Side of the building onto the grassy area approximately 100 feet from the building. Attendance will be taken by a designated staff member of each room to ensure that all children have been accounted for.
3. The secondary staff member of each room will be responsible for checking the room and bathrooms and will close the door and join his/her group outside.
4. In the event of bad or wintry weather conditions, the secondary staff member will be responsible for gathering the children's coats and joining them outside (if it is safe to do so).



5. The Director or designate will check all of the rooms, washrooms, office, staff bathroom, kitchen and hallways. All doors must be closed after the rooms have been checked.
6. When all children have been accounted for, the staff and the children will proceed on foot to the McDonald's (the Evacuation Centre) located across the parking lot where they will be accommodated until alternate arrangements can be made.
7. Neither staff nor children are permitted to re-enter the premises until authorized to do so by the fire department, or in the case of a drill, by the Director or designate.
8. A key is not required for the Evacuation Centre because the restaurant is open 24 hours.
9. All parents will be made aware of the Fire and Safety Policy at the time of enrolment. In the event of an actual emergency (and not a drill), parents will be notified from the Evacuation Centre.
10. In the event of a disruption of the above plan, the following alternate routes will be used:
  - **Preschool #2 Room** → Exit through the Main Back Door located on the West Side of the Preschool #2 Room and proceed through the playground to the exit located on the South Side of the playground and to the designated meeting place.
  - **Preschool #1 Room** → Exit through the Main Back Door located on the West Side of the Preschool #2 Room and proceed through the playground to the exit located on the South Side of the playground and to the designated meeting place.
  - **Toddler Room** → Enter the Baby Room and exit through the Emergency Exit located on the West Side of the Baby Room and proceed through the playground to the exit located on the South Side of the playground and to the designated meeting place.
  - **Baby Room** → All infants to be placed in emergency evacuation cribs and cribs to be rolled out of the room, and exit through the Emergency Exit located on the West Side of the centre and proceed through the playground to the exit located on the South Side of the playground and to the designated meeting place.
11. Located next to each emergency exit on the West Side of the building is a copy of the key to the playground. Staff must take these keys with them in the event that they exit through the West Side of the building.

#### **Out of School Care Fire Drill Procedures:**

1. When the fire alarm sounds, a designated staff member from each room will take the Attendance Record and Emergency Information Records and lead the children out of the centre as follows:

- OSC Room 1 (Front OSC Room) and OSC Room 2 (Back OSC Room) will exit through the Emergency Exit located on the East Side of Room 1 and proceed to the designated meeting place.
2. The staff will lead the children to the South Side of the building onto the grassy area approximately 100 feet from the building. Attendance will be taken by a designated staff member of each room to ensure that all children have been accounted for.
  3. The secondary staff member will be responsible for checking the room and bathrooms and will close the door and join his/her group outside.
  4. In the event of bad or wintry weather conditions, the secondary staff member will be responsible for gathering the children's coats and joining them outside (if it is safe to do so).
  5. The Director or designate will check all of the rooms, washrooms, office, staff bathroom, kitchen and hallways. All doors must be closed after the rooms have been checked.
  6. When all children have been accounted for, the staff and the children will proceed on foot to the McDonald's (the Evacuation Centre) located across the parking lot where they will be accommodated until alternate arrangements can be made.
  7. Neither staff nor children are permitted to re-enter the premises until authorized to do so by the fire department, or in the case of a drill, by the Director or designate.
  8. A key is not required for the Evacuation Centre because the restaurant is open 24 hours.
  9. All parents will be made aware of the Fire and Safety Policy at the time of enrolment. In the event of an actual emergency (and not a drill), parents will be notified from the Evacuation Centre.
  10. In the event of a disruption of the above plan, the following alternate routes will be used:
    - OSC Room 1 (Front OSC Room) and OSC Room 2 (Back OSC Room) will exit through the Emergency Exit located on the West Side of Room 2 and proceed to the designated meeting place.
  11. Located next to each emergency exit on the West Side of the building is a copy of the key to the playground. Staff must take these keys with them in the event that they exit through the West Side of the building.

#### Important Information for Parents:

- At least once per year, an inspector from the City of Edmonton Fire Prevention Branch will check our centre to ensure that drills are done on a monthly basis and that all proper

procedures and protocols are followed, that staff are aware of their duties and that all electronics are functioning properly.

- Our fire alarm system is connected to the local fire department. When the alarm is sounded within the centre, the fire department is automatically notified and dispatched. In the event of a fire drill, the fire department is notified beforehand.
- Our fire and security systems are inspected once per year by a certified company (in addition to the City of Edmonton checks)

## **Tornado Safety Policy and Procedure**

In the event of a tornado warning or notice, the Toddler and Preschool #2 Rooms are designated as the evacuation rooms as they are away from all windows and are located at the centre of the building. In the event of a tornado which prevents the safe evacuation of the daycare, the following procedure will be followed in order to isolate the children and staff from the danger:

1. When given notice of tornado procedure in effect a designated staff member from each room will take the Attendance Record and Emergency Records and lead the children out of the room as follows:
  - **Baby Room** → Enter the Toddler Room through the door connected to the Toddler Room;
  - **Toddler Room** → Stay in the room;
  - **Preschool #1 Room** → Enter the Toddler Room through the door connected to the Toddler Room;
  - **Preschool #2** → Stay in the room;
  - **OSC Room 1 (Front OSC Room)** → Enter the Preschool #2 Room through the Office.
  - **OSC Room 2 (Back OSC Room)** → Enter the Preschool #2 Room through the Kitchen door; and
2. The Director or designate will check all of the rooms, washrooms, office, staff bathroom, kitchen and hallways. All doors will be closed after the rooms have been checked;
3. No one will be permitted to exit the centre until given the all clear by the Director or designate.

## **Lock Down Policy and Procedure**

Certain emergency situations do not allow for the safe evacuation of the centre. This may include situations such as threats inside the centre or very near the centre. In the event of an emergency situation which prevents the safe evacuation of the daycare, the following lock down procedure will be followed in order to isolate the children and staff from the danger:

1. The Director or designate will notify Staff of the need for a lock down;

2. The Director or designate will disable the outside key pad to temporarily prevent anyone from entering the building;
3. The Director or designate will call the Police or emergency services;
4. When given notice of lock down procedures, a designated staff member from each room will take the Attendance Record and Emergency Records and lead the children out of the room as follows:
  - **Baby Room** → Enter the Toddler Room through the door connected to the Toddler Room;
  - **Toddler Room** → Stay in the room;
  - **Preschool #1 Room** → Enter the Toddler Room through the door connected to the Toddler Room;
  - **Preschool #2 Room** → Stay in the room;
  - **OSC Room 2 (Back OSC Room)** → Enter the Preschool #2 Room through the Kitchen door; and
  - **OSC Room 1 (Front OSC Room)** → Enter the Preschool #2 Room through the Back OSC Room and through the Kitchen door.
5. The Director or designate will check all of the rooms, washrooms, office, staff bathroom, kitchen and hallways. All doors will be closed after the rooms have been checked;
6. Staff will close all doors and blinds and turn off all of the lights;
7. No one will be permitted to enter or exit the Toddler or Preschool #2 Rooms until given the all clear by police or the Director or designate.

### **Off-Site Activities**

Parents will be advised of off-site activities through the monthly newsletters which will be sent home with their children. Notices will also be posted on the designated notice board.

The newsletter and notice will indicate the date of the activity, the nature of the activity, the method of transportation that will be used and arrival and departure times.

Supervision ratios remain the same in accordance with Regulations during any off-site activity.

Sunshine Academy Day Care and Out of School Care must obtain written permission from each child's parent/guardian allowing the children to participate in off-site activities.

During an off-site activity, staff are required to take with them the portable emergency records of the children under their supervision.

Staff must also carry with them the phone number for local emergency services and the poison control centre.

### **Promoting a Safe and Healthy Environment**

## Centre Policies and Procedures

- The centre is inspected annually by the Health Inspector as part of licensing renewal;
- All appliances used in the centre meet safety requirements and are kept in good repair;
- Fire drills are practiced on a monthly basis;
- Children are supervised and accounted for at all times throughout the day through the use of sign-in sheets and head counts;
- Staff watch for and remove any safety hazards on a daily basis, such as broken glass, toys or equipment;
- Toxic materials, such as cleaning fluids, are kept out of children's reach;
- Only non-toxic materials are used by and accessible to the children (i.e. for arts and crafts);
- The use of aerosols is avoided;
- The use of pesticides is avoided, both indoors and outdoors. If necessary, pesticides are used only when children are not present and in such a manner that their effect is worn off before the children return to the centre. If unable to do so, children will be kept far away from areas where pesticides are used.
- Photos of children are only taken and used with parental consent;
- Weekly planning must positively reflect the diversity of our centre.

## Outdoor Play

Sunshine Academy Day Care and Out of School Care has a playground attached to the centre, and has several neighbourhood parks within walking distance. Children play outside at least once per day, weather permitting. Children remain indoors between 11:30 a.m. and 2:30 p.m.

To help make outdoor play more enjoyable for children, we ask that children come to the centre with appropriate outdoor clothes (e.g. hats, mittens, warm jackets, snow shoes, etc.). **If you are sending your child to the centre in a winter jacket, please ensure that the drawstrings are removed from the jacket hood. We want to avoid having these get caught on playground equipment.**

## Playground Safety

Our outdoor play space and playground is located at the back of our centre and children do not need to leave the centre to enjoy the outdoors and get some fresh air. To ensure the safety of the children, the playground is securely enclosed at all times and the gate is locked during centre closure hours. When children are playing outside, staff will position themselves strategically throughout the playground to supervise children.

The outdoor play space for Babies and Toddlers is separated from the Preschool, Kindergarten and Out of School Care children. The play space provides a choice of age appropriate activities that reflect the children's needs and interests.

Staff closely supervise the climbing structures located in the playground.

Playground Safety is maintained through the following steps and precautions:

- Prior to the children going into the playground, one staff member will step out to inspect the playground for any broken bottles or glass thrown over the fence. Any broken toys or equipment will also be removed.
- The outdoor play space will be checked for safety hazards and any garbage found in the playground will be properly disposed of prior to the children entering the playground.
- The outdoor play space is enclosed with a fence, with two gates that are locked on each end of the play space. The gate is unlocked during operating hours, but is closed at all times.
- Outdoor play structures comply with the Canadian Standards Association.
- No toxic plants or weeds are permitted to grow in the outdoor play space.
- Wading pools are drained and kept in an upright position for storage when not in use.
- Sandboxes are covered when not in use.

A playground safety checklist is used to guide staff through the safety measures and precautions prior to allowing children into the outdoor play space.

## **Out of School Care**

### **Homework**

The Out of School Care room has a designated table for children to work on their homework when they arrive from school. If they need help, staff will make efforts to help them. Any child misbehaving at the homework table will be asked to pack up their work and find another activity to occupy their time.

### **Bullying**

Bullying is the behaviour by one person or group which is intended to cause hurt, pain, suffering, humiliation and/or degradation to another person or group.

#### **Principles**

- Bullying is not acceptable in any form;
- All children have the right to an after school care program free from fear, harassment or degradation;
- Bullying is a problem for both the bully *and* the victim; and
- Best outcomes follow when children can work with staff and parents to address concerns about bullying behaviour and victimization.

#### **Prevention**

Sunshine Academy Day Care and Out of School Care has a **zero tolerance** attitude toward bullying and everyone (parents and staff) have a responsibility to deal with incidences of bullying.

In the first instance of bullying, we will follow the Child Guidance Policy and Procedure.

#### **Anti-Bullying Procedures**

- Parents, Staff and the Director will discuss the area of concern and try to discover the possible cause;

- The parent will be reassured that it is the behaviour and not the child that is inappropriate and unacceptable;
- A plan will be developed between the Parents, Staff and Director to work together in the home and the centre which will be reviewed on a regular basis. Timing of these reviews is to be mutually agreed upon between the parties;
- Involvement of outside agencies for advice and practical help will be sought if necessary.

### **Distal Supervision**

Children aged 9 or older may earn the privilege of distal supervision. This means that children may take part in individual or small group activities while on-site that are time, activity, and location specific while within intermittent direct supervision of a staff member. The time, activity and location must be approved by the supervising staff member, who will periodically check on the children. This allows children the opportunity to take on greater responsibility and earn confidence and trust. If a child demonstrates that they are not yet capable of making responsible choices during distal supervision, the privilege will be revoked.

### **Key Policy**

Your child's safety is our utmost concern at Sunshine Academy Day Care and Out of School Care. It is our policy that our facility will only be accessible to those people picking up children enrolled in Sunshine Academy. Visitors to the facility will be able to get access to the building by ringing the facility's front door bell.

The front door of our facility is key fob entry only and is only accessible from Monday to Friday, between the hours of 6:30 a.m. to 6:00 p.m. (excluding statutory holidays and other centre closure dates). You may only access the building upon scanning the key fob at the scanner located at the front entrance of the building.

Every parent is required to pay a non-refundable rental fee for key for the building. The fee is \$15.00 per key. This fee must be paid prior to your child starting at Sunshine Academy. Upon receipt of payment, we will provide you with a key which will be registered in the name of the key holder.

Please note that we do not have staff available to constantly open the front door and so it is mandatory to obtain a key from us. Any individual who obtains a key from us must sign our Key Policy with the office.

If you lose or misplace your key you will be required to obtain a replacement at a cost of \$15.00

Please advise our office immediately if you lose or misplace your key so that we may remotely deactivate it. Please remember that this is a safety feature for your children and we do not want strangers having access to our building.

You are not permitted to provide this key to any unauthorized or unfamiliar person. If, on occasion, you will be sending someone other than yourself to pick up your child, in addition to advising a staff member that you will be sending this person, we ask that you do not provide that person with the key as they will be able to gain entry to the facility by ringing the doorbell. This is

to ensure that all proper protocol is followed when a child is picked up by a person not familiar to the staff members.

### **Annual Program Evaluation**

Sunshine Academy Day Care and Out of School Care will provide an annual Parent Survey to all families and are encouraged to participate. This survey helps us get a clearer view of the program and helps us develop our goals and plans for the program on an ongoing basis. Parental input and participation is encouraged by providing ideas that might be incorporated in the program.

### **Handbook Review**

This handbook will be reviewed and updated annually. This review will incorporate changes with staff and parental input and management consent towards an improved program. The annual Parent Survey (see above) will be a great help in helping us continually review and update our policies and procedures as outlined herein.