

# **Community Child Care Inc.**

## **Parent Handbook**

(2009/2010)

### **WELCOME TO COMMUNITY CHILD CARE INC.!**

We are proud that you have chosen our out of school care program for your child. You are encouraged to take time to review this handbook to become familiar with the philosophy, policies and procedures of our program. Should you have any questions about any aspect of our service, please feel free to ask for clarification or additional information. We believe that honest, open communication between parents and caregivers is an essential ingredient in our quality program.

Lindsey Morrison  
Director

**THANK YOU FOR WORKING IN PARTNERSHIP WITH US TO  
ENSURE A HAPPY, SECURE EXPERIENCE FOR YOUR CHILD.**



## OUR MISSION STATEMENT

Community Child Care Inc. was established in 2009 to address the growing need for licensed, quality childcare in our community. Located on school property, we provide comfortable, safe transitions between home, our program and the school. Our goal is to offer opportunities to create, explore, problem solve, enjoy the outdoors, interact socially, and become part of a caring community of friends.

## PHILOSOPHY

The guiding philosophy of Community Child Care Inc. is respect for the individual -- the children, their parents and the centre's staff.

Community Child Care provides a safe, secure and trusting environment in which children can develop and grow at their own pace. Creative and stimulating activities are planned which encourage social, emotional, intellectual and physical growth and well being. Each child is encouraged to participate in a variety of activities but each child's choices and level of involvement are always respected.

Our goal is to promote positive self-esteem within each child at the centre, while fostering self-discipline and independence.

As part of our management philosophy, the centre seeks to provide staff with an enriched environment in which they can develop professionally and employ their knowledge and skills.

Positive communication between staff and parents is considered to be of utmost importance, both for the maintenance of an optimal environment and as a model for the children.

## PARENTS AND CAREGIVERS ARE A TEAM!

A successful relationship between parents and caregivers relies on communication. Sharing expectations and concerns ensures a positive experience for each child.

We have an open door policy that allows parents to volunteer their time, talent and suggestions. The participation of parents in our program allows for added success. When parents visit the Centre, it allows them to see how their children's individual developmental needs are met. We value any contribution you can make to our program:

- Volunteering
- Suggestions
- Celebrating your child's birthday
- Contributing arts & crafts materials

The program plan is posted on the bulletin board, online and is discussed with each parent at the time of registration. Program plans are updated weekly. If there are any changes in the program, a notice will be posted on the bulletin board as well as online.

Our caregivers and the Program Director are committed to giving the best care possible. However, concerns sometimes do arise. We strongly encourage parents to speak with the Program Director.

## ABOUT OUR FACILITY

Community Child Care Inc. operates two facilities in the MD of Rocky View.

### **Chestermere**

Our Chestermere facility is temporarily located in Rainbow Creek Elementary School. A new modular facility will be opening in October 2009 and will be located on the Rainbow Creek Elementary School site.

The permanent Centre at Rainbow Creek Elementary School is a newly constructed 2160 square foot modular facility.

The out of school care program is housed in a bright, spacious playroom measuring 2160 square feet, which allows no less than 2.5 square meters per child as required by regulation. Our maximum licensed number of children in the out of school program is forty.

An easily accessible washroom is located near the playroom to encourage independence and comfortable, safe toileting practices. In an adjacent kitchen area, a fully operational kitchen is available for food preparation and storage. Children enjoy outdoor playtimes daily or as weather permits. With no roads to cross, the fields and playground at Rainbow Creek Elementary School are safe and accessible.

### **Langdon**

Our Langdon facility is located inside Langdon School. The out of school care program in Langdon is based out of the school's art room, and when permitted, the gymnasium. The program area allows no less than 2.5 square meters per child as required by regulation. Our maximum licensed number of children in the out of school program is thirty.

An easily accessible washroom is located adjacent to the art room to encourage independence and comfortable, safe toileting practices. Children enjoy outdoor playtimes daily or as weather permits. With no roads to cross, the fields and playground at Langdon School are safe and accessible.

## ABOUT OUR STAFF

We believe that professionally trained, long-term caregivers are the key to a quality, consistent program. Childcare providers at Community Care Inc. are involved in ongoing training to raise their personal levels of certification and to stay abreast of emerging best practices through workshops and conferences.

All staff members are required to be at least 18 years of age and certified in Early Childhood Education. All staff members will also hold certification in a recognized first aid course. Staff members must obtain a criminal record check, and vulnerable sector search dated not earlier than 6 months prior to the date of commencement with the program and every 3 years after that date, to ensure that there is no history of misconduct which may preclude consideration for employment.

At Community Child Care Inc., we hire professional primary caregivers who have experience caring for children and who genuinely enjoy working with children and their families.

## Volunteerism

Volunteers, practicum students and parents are an important part of our program and enhance the children's learning with their own unique skills and experiences. All volunteers must submit a criminal record check and vulnerable sector search dated not earlier than 6 months prior to the date of commencement with the program and every 3 years after that date. Under no circumstance will volunteers have unsupervised access to children.

## Hours of Operation

### *Rainbow Creek Elementary School*

#### **Community Child Care Inc. Out of School Care Hours of Operation**

Monday through Thursday: 7:00am - 8:17am and 2:52pm - 6:00pm

Friday: 7:00am - 8:17am and 12:45pm - 6:00pm

### *Langdon School*

#### **Community Child Care Inc. Out of School Care Hours of Operation**

Monday through Thursday: 7:00am - 8:30am and 3:25pm - 6:30pm

Friday: 7:00am - 8:30am and 12:20pm - 6:30pm

In the event that you are unable to pick up your child by closing time, we urge you to make other arrangements to have your child picked up. In the event of an emergency, please call the Centre as soon as possible. Late Fees are charged after 6:00pm in Chestermere and after 6:30pm in Langdon. Late fees are as follows - \$5.00 for the first fifteen minutes or any portion thereof and \$1.00 per minute thereafter.

Parents who are late will be asked to sign a slip acknowledging their time of arrival. The amount owing will be presented to the parent in writing and payment is due within two days.

Whenever possible, call to advise us that you will be late as some children become distressed when they are not picked up on time.

## PAYMENT OF FEES

Fees are due on the first working day each month. For your convenience, you may wish to keep a series of post-dated cheques with us on file.

Please note that no reductions in fees can be given for absences due to illness, vacation or bad weather. If your child will be absent for an extended period of time, please discuss circumstances with the Program Director so that mutually acceptable arrangements can be made to secure to space.

We require one month's written notice to withdraw any child from the program. In lieu of one month's notice, one month's payment is required.

You are advised that our charge for returned cheques is \$30.00, which includes a bank fee and our administrative fee. Failure to pay fees on time without a clear agreement of payment arrangements may result in termination of childcare services.

Should you need funding assistance for your childcare fees, we are happy to provide information. Application forms for Alberta Child Care Subsidy are available and all families are eligible to apply.

### HEALTHY PRACTICES

To promote, safe, healthy environment at our facilities, hand washing is included as part of our routine for staff and children. Hand washing is practiced before and after eating snacks, after using the toilet, and after blowing the nose. Staff members model and encourage healthy practices such as covering mouths when coughing or sneezing, proper use and disposal of tissues, etc.

In order to preserve the health of all of the children and caregivers at Community Child Care Inc., we ask that children who are ill not be brought to the Centre. Any child who is not well enough to participate in regular activities including outdoor play, or who cannot attend school, should be considered too sick to attend the Centre.

If your child develops a fever or becomes ill, we will notify you and ask that you have him/her removed from the Centre as soon as possible.

Sick children are generally more comfortable being cared for at home, where they do not pose a risk of infecting others. While this is not always convenient for parents, we appreciate your consideration and understanding. We all want and need to stay healthy.

### SNACKS AND LUNCHES

We are happy to provide one snack each day, at approximately 3:30pm. Our snack menu is posted online each week for you to review. All snacks are planned to provide at least two food groups from the Canada Food Guide.

Parents are required to send a bagged lunch on full days.

Please prepare a balanced, nutritious lunch, avoiding pop, candy, and other sweets. We are required by regulations to ensure that each child's nutritional needs are met during the day. Children will be encouraged to eat sufficient quantities at appropriate times. Staff members will monitor your child's appetite and keep you informed of any concerns. Each child will be served a glass of milk with lunch unless the parent has provided a beverage.

Occasionally, lunches are forgotten at home, or in the car. While we are able to provide a substitute lunch on these rare days, we must ask for a payment of \$5.00 for each lunch provided. Please note that a charge will also apply if we are supplementing your child's lunch to ensure that his/her need for a healthy diet is met.

### ALLERGIES/DIET RESTRICTIONS

It is the responsibility of the parent to advise us of any allergies or dietary restrictions that apply. Weekly snacks are posted online. Parents that are uncomfortable with the snack options may be asked to provide an acceptable alternative for their child.

For the safety of children with severe nut allergies, we ask that no nuts, nut products, or peanut butter be sent to the Centre. Thank you.

Snacks and lunches are served with several children seated together at the table. While care is taken to ensure the children do not share food, Community Child Care Inc. is not responsible for any child consuming food that has not been specifically prepared for him/her.

For our protection, we require a list of all allergies, along with a note from the doctor stating recommended treatment. Children requiring epipen treatment must provide this to be kept on the premises.

A consent form is provided acknowledging Community Child Care Inc.'s Allergy Policy and accepting terms and liability within. A copy is enclosed at the back of this handbook and online for your convenience.

### CLOTHING AND PERSONAL BELONGINGS

Please send your child to Community Child Care Inc. dressed appropriately for play activities, both indoors and out. A pair of indoor shoes will be required by all children for comfort and safety.

Remember that outdoor play activities are offered year round. In cold weather, boots, snow pants, mittens, and a hat will be required.

Unfortunately, we cannot be responsible for any items of clothing, jewellery, toys, or other items from home that may be lost or broken at the Centre.

### INFORMATIONAL CHANGES

Please notify us promptly in writing of any changes in address, telephone numbers, health information, emergency contacts, or authorized pick up contacts. For your child's sake we ask that all information in your file be kept current. Further, it is a licensing requirement that parents provide specific pertinent up-to-date information.

### EMERGENCY PROCEDURES

While such an event is unlikely, we have in place a procedure to evacuate the children from the building in case of an emergency. A monthly fire drill is conducted in compliance with regulations to ensure that we are all prepared. Once children are removed according to our procedure, we will proceed to the muster area. All parents will be notified and asked to pick up their children.

### ATTENDANCE RECORDS AND SECURITY

Licensed childcare programs are required to keep accurate and current attendance records. Parents are required to sign their child in and out each day, and to sign for the week each Friday.

When your child arrives for the day, please leave him/her in the care of a staff member, and take a few minutes to share information. Parents are required to call by 8:00 am if their child will not be attending that day. To help us with planning and staffing, please advise us of dates that your child will be away on vacation.

To ensure the security of children in our care, prior written authorization is required if someone other than the parents or designated alternate will be picking up a child. We will ask for identification to confirm that your child is being released to the authorized person. Your child's safety is our first concern.

## PROGRAMMING

Your child's day is carefully planned by our caregivers, who provide a predictable, comfortable daily routine, with opportunities for choice and self-direction. Within the daily routine, meaningful, educational play experiences are offered. When planning activities, we consider the interests and abilities of individual children, so that successes and the enjoyment of participation can be shared by all children.

The program is balanced so that activities contrast and compliment each other. Opportunities are available each day for both indoor and outdoor play, quiet and active times, group and individual activity.

Program plans are posted outside of the playroom for you to review. You may have some great activity ideas to share with us, or previous knowledge or experience relating to one of our learning themes.

On a regular basis, your child will participate in creative art activities (painting, gluing, cutting, etc.) Other activities include, but are not limited to dramatic play, story times, puzzles and tabletop games, indoor and outdoor large muscle activities, and more.

Parents are advised that television, videos and computers are used on an occasional basis to enhance the educational components of our program. We recognize the value of this medium when used interactively and to promote specific learning experiences and skill development.

## INCIDENTS

We will want you to be aware of any minor incidents that occur during your child's day with us. If your child should be involved in any misadventure, we will provide you with details on an Incident Report Form. The form will be signed by the attending caregiver and the Program Director. At pickup time, the parent will be asked to sign the form which will become part of your child's file. In the event that a child requires medical attention, an ambulance will be called. Parents will be notified as to the hospital for which the ambulance is destined. Any costs incurred are the responsibility of the parent.

## MEDICATION

In the event that a child requires medication, a licence holder may administer, or allow the administration of medication only once written consent has been provided by the child's guardian. Any medication is required to be in the original labelled container and will be administered according to the labelled directions.

Community Child Care Inc. will ensure the following information is recorded:

- the name of the medication;
- the time of administration;
- the amount administered; and
- the initials of the person who administered.

For the safety of all children in the program, medications (excluding those that may be needed in an emergency) will be stored in a locked container that is inaccessible to children.

## DISCIPLINE/BEHAVIOR GUIDANCE

The development of self control and socially appropriate behaviours is a process requiring caregivers to have an understanding of the developmental levels of individual children. This is particularly true in a mixed age grouping (6 through 12) such as ours. Younger children require caregivers to recognize that consistent testing of limits and opposing adults is part of developing a healthy sense of self. The more advanced language skills of the older children allow caregivers to discuss the inappropriate behaviour with the child and find solutions together. Caregivers are encouraged to use a variety of methods of behaviour management depending on the child and the particular situation.

All children are praised for their accomplishments and helped to feel increasingly competent, successful and self-controlled. Caregivers will model appropriate behaviour and problem-solving techniques by using respectful words and gestures in their own dialogue throughout the day.

The playroom is designed to allow a flow of activity within and between each interest centre. We believe that a well planned and equipped playroom reduces conflicts. Children who are occupied and involved generally don't present difficulties for others.

Simple, clear limits are established. Our expectations for each child will be clear and applied consistently by all caregivers. Young children have short attention spans and may need to be given lots of reminders.

Caregivers will intervene when a child's behaviour becomes unacceptable. The child may need to be distracted or redirected to an alternate activity. The child's feelings will be acknowledged and caregivers will offer reminders of the limits in a calm, accepting manner. Once the caregiver feels that the child is ready to rejoin the activity, he/she will be invited to do so. The child's first appropriate behaviour will be quickly encouraged and reinforced.

Unacceptable discipline methods include physical punishment of any child (hitting, spanking), any harsh or degrading methods that humiliate or cause loss of self-respect, isolation, withholding food, clothing, or other personal items.

At the time of hiring, all caregivers read and sign a discipline policy, agreeing to abide by it through their tenure with us. We understand that learning to guide behaviour is a process requiring patience and often the use of different methods before a satisfactory resolution can be found.

Parents are assured that we will communicate any concerns in this area, as working together consistently is key. Please share your concerns with us also.

## COMPLAINT PROCESS

Should any parent become dissatisfied with any aspect of our service, we recommend that the following steps be taken to bring about a resolution.

1. The parent should request a private discussion with the Program Director. Honest, open communication can resolve misunderstanding and clarify expectations. We want to have happy clients who are confident in our ability to deliver a quality program. If our service is not meeting your needs or has disappointed you in any way, we want to know.
2. The Social Care Facilities Licensing Act and Daycare Regulation sets out specific requirements for programs such as ours. If you have reason to believe that our child care centre is not meeting minimum standards and discussions with the Program Director have failed to resolve any issues, you may lodge a complaint regarding non-compliance with the Regional Daycare Services Office. Please be advised that ALL complaints will be investigated. Written complaints will receive a response in writing indicating whether the complaint was verified and whether appropriate action has been taken to correct deficiencies. Complaints can be anonymous and your identity will not be divulged to us as licence holders.

### INSPECTION REPORTS

Social Services Licensing Officers will be inspecting our facility to ensure that the minimum legislated and policy requirements are met. Parents should be aware that recent inspection reports are available on our website at [www.outofschoolcare.ca](http://www.outofschoolcare.ca). Should you wish to review any inspection report, please inform the Director.

### RESOURCES FOR PARENTS

**Parent Link Centres** - all about connecting parents to parents and resources in their community. To locate a center close to your home, visit [www.parentlinkalberta.ca](http://www.parentlinkalberta.ca) or call 310-0000 toll free.

**Alberta Child Care Subsidy** - Alberta Children and Youth Services provides financial assistance to eligible low- and middle-income families using: visit <http://www.child.alberta.ca/home/1153.cfm>

**Community Child Care Inc. Website** - [www.outofschoolcare.ca](http://www.outofschoolcare.ca)