



# Huntington Hills Out of School Care Program Handbook Parent Edition



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## Our Philosophy

Huntington Hills Childcare programs provide care and enrichment of children rooted within a collaborative community setting: focusing on health, wellness and respect for ourselves, others and the environment using a strength-based perspective. We believe children thrive when given the opportunity to explore physical activity and creativity in a safe and enjoyable environment. This program is not designed as an extension of school, but as an extension of home, where care is provided, but fun and activity are emphasized using a set of holistic play-based goals.

The program is based on an emergent curriculum format that incorporates Flight-Alberta's Early Learning and Care Framework Curriculum Framework guiding principles, values and core concepts. We believe that each child has a different way of managing their environment and each individual learning style needs to be nurtured and encouraged.

## Values

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> Creative Learning | <input checked="" type="checkbox"/> Collaboration | <input checked="" type="checkbox"/> Community | <input checked="" type="checkbox"/> Innovation |
| <input checked="" type="checkbox"/> Physical Literacy | <input checked="" type="checkbox"/> Environment   | <input checked="" type="checkbox"/> Respect   | <input checked="" type="checkbox"/> Diversity  |
| <input checked="" type="checkbox"/> Compassion        | <input checked="" type="checkbox"/> Growth        |   |  |

Each child will grow to become confident learners and responsible, caring contributors to the world.

## Home Away from Home

Each child is an individual and should be respected as such, through the "home away from home" approach our educators strive to build relationships with children in their care. These relationships help the educators understand the child as a mighty learner and citizen and give the educator insight into the child's needs developmentally (mental, social, emotional, physical, and spiritual).

Research and years of experience shows us that the best way for children to form an understanding of the world around them, is to be given ample time to *play*. Play gives children a chance to manipulate and discover things at their own pace, and to dig deeper as they build confidence. "Children become empowered through play to do things for themselves, to feel in control, to test and practice their skills." (Gestwiki, 2007) Play is a way of incorporating the whole child while building a sense of independence and confidence, laughing, and having fun the whole time.

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Through the building of relationships with children and the freedom of play, the OOSC hopes to give each child a sense of belonging, community, and a sense of trust to be themselves and explore their interests and abilities.

### **Flight Approach**

This approach to planning allows an educator to incorporate the ideas and interest of the children. It gives a child a sense of ownership in their own learning and encourages them to ask questions to help fully understand their interests. Flight approach believes children are Mighty learners and we are here to facilitate their interests into activities. "When children are curious, absorbed, and interested in a topic the benefits of projects are realized. Children benefit from the added opportunity to initiate, investigate, and follow through on their interests." (Helm & Katz, 2001) The early years of a child's development are the most critical for instilling foundations for the rest of their lives.

### **Gardner's Multiple Intelligence**

Gardner's research looks at how most childcare environments are designed for one type of learning style, a quiet, independent learner. Gardner helps teach us about the eight other learning styles that we need to acknowledge with the children in our care so that we can create environments that will truly enhance each learning style.

These styles are:

- **Linguistic:** children enjoy writing, reading, telling stories or doing crossword puzzles.
- **Logical-Mathematical:** children are interested in patterns, categories and relationships. They are drawn to arithmetic problems, strategy games and experiments.
- **Bodily-Kinesthetic:** children are often athletic, dancers or good at crafts such as sewing or woodworking.
- **Spatial:** children think in images and pictures. They are fascinated with mazes or jigsaw puzzles, or spend free time drawing, building with Lego's or daydreaming.
- **Musical:** children are always singing or drumming to themselves. They are usually quite aware of sounds others may miss.
- **Interpersonal:** children are usually leaders among their peers. They are good at communicating and seem to understand others' feelings and motives.
- **Intrapersonal:** children may be shy. They are very aware of their own feelings and are self-motivated.
- **Naturalistic:** children are very aware of their natural surroundings. They show skills in categorizing, nurturing, and connections with nature.

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Huntington Hills Out of School Care believes in a family and community dynamic. The environment we create for our children is full of real and culturally diverse objects that help teach children about the real world. They learn how to start respecting it from the small decisions they make now. Our motto - "Our Community Home" - includes working together with families and community members to give our children the best early learning experiences they can have.

**Canadian Child Care Code of Ethics**

Child care practitioners promote the health and well-being of all children.

Child care practitioners enable children to participate to their full potential in environments that are carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.

Child care practitioners demonstrate caring for all children in all aspects of their practice.

Child care practitioners work in partnership with parents, recognizing that the parents have primary responsibility for the care of their children, valuing their commitment to their children and supporting them in meeting their responsibilities to their children.

Child care practitioners work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.

Child care practitioners work in ways that enhance human dignity in trusting, caring and cooperative relationships that respect the work and uniqueness of the individual.

Child care practitioners pursue, on an ongoing basis the knowledge, skills and self-awareness needed to be professionally competent.

Child care practitioners demonstrate integrity in all of their professional relationships.

**Guiding principles for appropriate behavior**

**Be Respectful:** We are respectful to everyone who comes into contact with the program, its staff, and its participants. We use our words and keep our hands to ourselves. We respect our environment, equipment, and materials. We clean up after ourselves and take care when using program supplies.

**Be Safe:** We work and play safely to help prevent unnecessary injuries or illness. We follow all our safety procedures that are outlined in the policies and procedures book, and we do our daily safety checklists.

**Be Co-operative:** We solve our problems by talking and listening. We find solutions calmly when we are trying to solve our differences. We will seek or accept help when needed. We compromise on activities to ensure every child, educator or community member has an equal opportunity to participate.

**Be Supportive of Learning:** We learn to the best of our abilities and help support the learning of others. We are an all-inclusive program, meaning we adjust our activities and learning to support the need of all participants.

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## Introduction

The purpose of this handbook is to provide formal guidelines outlining the daily operations of Huntington Hills Out of School Care Program.

Families, community members, and employees will be required to review and acknowledge their understanding of the contents. Continued review of policies and procedures will happen through discussions at monthly Program meetings, and Annual Parent Information Session.

The Program Handbook will be reviewed annually by the program participants, educators, Program Director and/or the General Manager.

Families, children, employees, and volunteers will have the opportunity to submit suggestions for the enhancement or revision of the handbook on an ongoing basis. Amendments, additions, or deletions can be requested through email to [elccadmin@huntingtonhillscalgary.com](mailto:elccadmin@huntingtonhillscalgary.com)). Any proposed handbook changes will be discussed at the bi - monthly Parent meeting with final approval by the Program Director. Decisions on all changes will be communicated through email correspondence, monthly program meetings, and annual parent information sessions. We also ensure that we include children as much as we can pertaining to ways that programming can be improved.

## Handbook Definitions

In this handbook,

- The Program refers to Huntington Hills Childcare Programs.
- Family(ies) refer to the adults legally responsible for the children in our care. This may include, parents, guardians, child representatives, and other legally authorized family representatives.
- Community members refer to Huntington Hills Community Members or stakeholders with interest in the Program i.e.: families on the waitlist, other community organizations within the Association.
- Employees refer to any individual with an agreement to perform a service for the benefit of the Program. This may include, general manager, director, assistant director, admin team, childcare educators, Program cook, Program support, contract worker, volunteer, and practicum students.
- Educator(s) refer to childcare educators in charge of the day-to-day supervision of the children in our care.

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## Who We Are

Huntington Hills Childcare Programs aim to be high-quality childcare Programs operating out of the Huntington Hills Community Association. Normal operating hours are 7:00am to 6:00pm, Monday through Friday. The Program is closed for all statutory holidays, as well as two professional development days per year. At maximum capacity, the Program offers care for up to 109 spaces.

We are an **Allergy Aware** facility meaning that we are aware of all allergies that are a part of a child's daily care but cannot guarantee that it is an allergen free environment.

The Program makes reasonable efforts to accommodate all special food needs in its daily nutritional offerings including, but not limited to; gluten free options; nut substitutes; lactose free options; religious preferences; etc.

Huntington Hills is a community centre enriched with strong values in building community. We believe that all family members and community members should play an active role with the programs that their children participate in. Involvement could include volunteering for a variety of community events, assisting with individual room tasks, or participating in one of our active committees for program enhancements. The Program also encourages community development through annual community building events such as family dances, family movie nights, and other social events planned throughout the year. Any involvement helps with creating an atmosphere of shared responsibility and community.

All indoor play areas are set up in a manner that allows educators to see and directly supervise children at all times. Onsite facilities include an indoor gym for physical literacy activities to be used throughout the day and in case of adverse weather. Access to an arena where we can take the children skating in the winter, and we can use it as a physical activity space in the summer. We also utilize the playground, baseball diamond, and surrounding fields throughout the year.

## School Relationships Policy

The Huntington Hills Childcare Programs always strive to have good working relationships with the schools in the area as we feel it is important that we work together in the best interest of the child/ren. To build good strong relationships with the schools in the area it is important that the Program communicates regularly with the schools as well as the families.

At the start of every year the Director and/or the Assistant Director will go to each of the schools and introduce themselves, as well as the program. Each school will be given a list of the children from their school that are registered with our Program. The Educators

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that are assigned to the school to drop off and pick up the children will also be expected to introduce themselves to the teachers and the office.

The Program will request to be added to the email lists of the schools in our care to receive the school's newsletters and calendars, so that the Program and its staff are kept up to date on what is going on at different schools. We will also frequently check schools' websites for any changes to previous information.

### **Confidentiality Policy**

Huntington Hills Childcare Programs respects and acts responsibly with regard to keeping personal information confidential. All information regarding children, family member(s), community members, employees, volunteers, practicum students and/or contract workers shall be respected and handled confidentially. This information shall not be disclosed to or discussed with anyone other than those authorized to receive such information unless disclosure is authorized by law or by written submission from the concerned parties.

All records retained by the Program are subject to the provisions of the Personal Information and Protection Act of Alberta (PIPA) and shall be retained with all necessary security. Requests for information and/or requests for release of information shall be conducted in writing where necessary and in accordance with PIPA (*Release of Information Form*).

All records are required to be available for inspection by Calgary Region Child and Family Services licensing and any other authorized person within the scope of PIPA.

Any questions or concerns regarding the release of information shall be discussed with the Director.

### **Fee Policy**

Childcare fees are due on or prior to the first of each month. If fees are not received by the 2nd day of the month a \$5 per day late fee will be applied starting on the 2nd day and each day after until the fees are received. Childcare will be suspended if the fees are still unpaid by the 10<sup>th</sup> day of the month. Termination of childcare will result if fees are not fully cleared up by the 20<sup>th</sup> of the following month.

Extenuating circumstances are understandable. Alternate payment arrangements need to be discussed with the Director directly and any agreed terms will be put in writing, signed, and placed into your child's file. \$10 per day late payment fees will begin immediately if the fees have not yet been paid by the newly agreed upon date. Childcare will be suspended if the fees are still unpaid by the 2<sup>nd</sup> day since the newly agreed upon payment date, and childcare will be terminated if fees are still unpaid by the 10<sup>th</sup> day.

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Fees are non-refundable for holidays, absences, sick days, PD days, or suspension of care. Fees will be refunded at a pro-rated basis for involuntary termination at the discretion of the Director.

Fees can be paid by means of post-dated cheques, cash, debit, or credit card.

Subsidy: pending approval parents on subsidy must pay in full prior to the child attending the program. A credit will be issued to the family member when subsidy is approved with your parent portion deducted.

A \$40 fee will be charged for any NSF or stop payment cheques.

Any families utilizing the automatic credit card forms, or the alternate payment plan will need to renew every September before the new school year.

### **Social Media Policy**

The Program recognizes that technology plays an important role in our social norms. Public social media outlets such as Facebook, Twitter, and Instagram etc. are a valuable tool and may be utilized to advance the Program's mission, demonstrate the achievements of the Program, and portray the Program's positive contributions to the community. This may include communicating with new and/or prospective families, marketing, advertising, and promotion for The Program activities and events. Posting to public social media sites are restricted to only the authorized channels of communication (the Program website/Facebook page/Instagram, etc.) unless approved by the Director or General Manager.

The posting of confidential and identifying information about the children, family member(s), or employees at the Program on social media (e.g., Webpage, Facebook, Twitter, and Instagram etc.) is strictly prohibited. Any postings made on social media by Program employees must not contain the faces or names of children unless written permissions have been obtained. Should a breach in confidentiality occur, it may result in disciplinary action for the employee(s).

Please note that practicum students, contracted employees and volunteers are not authorized to post any information on behalf of the Program in any social media aspect unless prior written authorization has been granted by the Director.

We encourage Program families to utilize social media as a tool in building and developing community however, we ask that this be done at your own discretion. For your own protection, keep in mind internet security practices and privacy settings etc. In addition, remember that most families have their own beliefs and practices about social media. We would discourage posting photos of any of the children in our care unless you have obtained permission from the family. Please feel free using the hashtag; #huntingtonhillsOOSC in your own social media posts as a means to connect with others in the Huntington Hills Childcare Programs Community.

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**Photographs and Video Policy**

As with the use of social media, the publication of photos and videos from the Program, whether online or otherwise, is prohibited without prior approval from the Director. Approval will only be granted for pictures and video which advance the Program's mission, portray the Program's positive contributions to the community, or demonstrate the educational achievements of the Program or the children in our care. The Program may take photos/videos of the children in our care for the purposes of observation and documentation, display on Program bulletin boards, display in the Program documentation panels, or for presentation with current or prospective clients.

Employees are encouraged to take pictures/video of the activities in their classrooms to share with the families of the children in our care, as appropriate (to document a child's progress, etc.). Some families have chosen to restrict media permissions, and it is expected that all employees will abide by those wishes. Should a breach in media permission occur it may result in disciplinary action for the employee(s). Please see *Disciplinary Action and Termination Process – Employee*.

Any photos/video showing children's faces will only be accessible within documentation kept onsite such as: learnings stories, scrapbooks, in class display etc., or within private online sharing. Pictures and videos of the Program children remain property of Huntington Hills and must always adhere to media policies.

Photos and videos may be taken with the Program provided cameras/ phones and only of children whose family member(s) have signed a consent form. Employees may not use personal photo/video taking devices to obtain photographs of children in their care this includes cell phones. At no time should a child's photograph be taken from the Program without prior written authorization.

On occasion, practicum students will be required to take pictures/videos of activities they have planned or observed at the Program. These students are required to have signed confidentiality agreements with both Huntington Hills, the child's parent's/caregivers, and their institution.

With regards to social events at the Program, including dances, movie nights, and field trips, we ask that families respect the privacy of others when deciding to photograph these events. It is important to remember that some families are not comfortable with their children being photographed by others. Attendance at these public events is at the discretion of each individual family.

**Media and Technology Usage Policy**

A TV, DVD player, Computers, and Wii are available for Educators to use with the children. A lesson plan of learning objectives is required before utilizing this equipment. This policy includes the usage of media such as iPads and tablets for this same purpose.

Please note that we value technology in the classroom as an educational tool, not as a substitute for quality care and education. Technology usage will be limited per week.

**Keeping of Records**

All records pertaining to children and employees will be stored in locked filing cabinets located in the administration office. All records will be kept organized as well as reviewed and updated every six months. Records will be easily accessible for all applicable inspections can be accessed by family member(s) upon request in writing.

A copy of all emergency information will be kept in a portable emergency bag with a first aid kit and a copy of emergency services phone numbers. Portable records with of emergency information will be maintained for each child with the following information and are updated with new information immediately and reviewed every 12 months with family member(s).

- The name, date of birth, health care registration number and current home address of the child.
- The name(s), current home address(es) and telephone number(s) of the child's family member(s)
- The address(es) and telephone number(s) of the place where the child's family member(s) and another person to whom the child may be released can be reached in case of an emergency.
- All health-related information including allergies and immunizations.

The following additional information regarding each child can be found in their file:

- A current, signed and completed enrolment form.
- Health care consent form.
- All signed and completed *Medical Authorization Forms*.
- Particulars of the child's daily attendance, including arrival and departure times. (on timesavr)
- Incident and behavior reports.

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Records regarding each employee can be accessed by the individual employee upon request and will contain the following:

- Completed application and employee screening forms
- Proof of certification
- Proof of updated First Aid
- Proof of Security Clearance
- All employee observations and reviews
- Record of daily attendance, including arrival and departure times (on timesavr)

All child and employee records will be organized and updated every six months. Old records will be kept for three years, and then shredded.

### **Children's Records**

The Out of School Care keeps a file in the administration office for each child within the care of the Program, the child's information is also uploaded to TimeSavr. Each child's file includes the following: a completed registration package with the child's name, date of birth, home address, the child's health care number, the child's parents or guardians' names, home address and telephone number. We also require an emergency contact for each child including their name, address and telephone number.

If a child requires ongoing medication, this form is also found in the child's file and consists of written permission from the parent or a medication form completely filled out by the parent or guardian, including the amount given.

Also found within the child's folder is any health concerns such as allergies, any information on any disabilities and any relevant parental consent.

### **Administrative Records**

The Huntington Hills Childcare Programs keeps up to date administrative records in the administration office and on TimeSavr which includes the daily attendance of each child (arrival to the program and departure from), daily attendance of each staff member, and the hours the staff was in direct care of children.

In the office of the Director is kept the files of the staff employed under Huntington Hills Out of School Care Program; these files contain staff certification, first aid certificates, and a valid criminal record check with a vulnerable sector search. Staff

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are required to update their First Aid and Criminal Record Checks with a vulnerable sector search every three years.

### **Portable Records**

The Huntington Hills Childcare Programs have two different areas in which there are portable records available; in each room/ cohort backpack, and on the bus.. These records include the child's name, date of birth, address, health care number, list of medical concerns including allergies and on-going medication, parent or guardians name, phone number and address and the phone number and address of the emergency contact. These portable records are taken with staff whenever they are with the children.

### **Child Enrichment**

#### **Enriched Programming and Activities**

Our program is an emergent rich program. We pride ourselves on using all the amenities the Community Association had to offer. We offer physical literacy through games and sports in the gymnasium, park, or field. We offer skating lessons and curling lessons in our arena and curling rink. We pride ourselves on basing our activities off the interests and needs of the children within our care. We utilize fieldtrips and special instructors to enrich the learning of the children. All programming and activities will take into consideration each child's developmentally appropriate needs in consideration to their physical, social, intellectual, creative, and emotional development.

#### **Developmentally Appropriate Practices (DAP)**

##### 4 ½ years to under 6 years (Kindergarten)

Children are given more opportunities to have choice and control over their activities to build on independence and problem-solving skills. Educators enhance the play experiences by modeling appropriate behaviours and providing as many materials, opportunities, and intentional interactions as possible.

##### 6 years to 8 years

Children at this age are more capable of playing in cooperative groups and engaging in rule-regulated games. Learning occurs largely through concrete experiences and experiments which are supported by educators who provide opportunities, materials, and thought-provoking dialogues. Gross motor options are made available throughout the day to enhance teambuilding and cooperation.

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9 years to 12 years

Children of this age enjoy and are encouraged to work together both in groups and individually. They are encouraged to use a variety of technology, play and natural experiences to expand upon their projects. Educators act as role models guiding children towards positive interactions and participating in opportunities to practice new skills and research skills. Gross motor options are made available throughout the day to enhance teambuilding and cooperation.

**Ratio Policy**

The ratio policy must be adhered to at all times and the number of staff positions must meet staff to child ratios required for the program capacity requested. Ratios are outlined as followed:

Kindergarten within the Huntington Hills Community Centre – 1 adult to every 15 children

Grades 1-6 within the Huntington Hills Community Centre – 1 adult to every 15 children

Kindergarten to Grade 6 off site (including the field)

Low risk activity ratio is 1 adult to every 7 children

Medium to High risk activity ratio is 1 adult to every 3 children

Any swimming activity is considered high risk no matter how deep the water.

**Child Guidance Policy**

The Huntington Hills Childcare Programs believes in teaching our children how to use proper manners and etiquettes through positive guidance to help them develop self-esteem and self-control. The best way of achieving this goal is to provide a program and environment that is both stimulating and age appropriate. Boredom is reduced when children are challenged and in return there are fewer behavioral issues.

**Guidelines:**

- Always role model positive behaviors for the children.
- Develop positive relationships, including but not limited to; making time to talk and listen in a positive manner.
- Have realistic and developmentally appropriate expectations.
- Be consistent when setting limits.
- Planning and programming based on the interests of the children.
- Focus on the desired behaviors and use positive words and body language to reaffirm those behaviors.

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- Consider the age and abilities of the child before using any of the following:
  - activity redirection
  - discussion of incident
  - activity elimination
  - family involvement (if child has lost control and is a danger to themselves or others)
- Communicate with families when incidents arise so that we can work together as a team to help the child be successful.
- There is a question on the parent registration package where parental input is requested on the methods used at home for child guidance and what the child responds to best. Staff are to look through these and use these tools in the room with the child.
- We also request copies of any plans that have already been implemented and successful with children who have higher needs, at home or at school, so that we can maintain consistency for the child and help them be successful.
- Be sure that the steps used to correct a behavioral issue, deal with the issue directly, and are a natural consequence for the incident. Action taken must be reasonable in the circumstances.
- No form of corporal punishment or withholding of any basic necessities will be used or tolerated in any situation.
- Harming a child's self-esteem by using threats, ridicule or any other form of verbal abuse is not tolerated in any situation.

In the rare case that a child exhibits serious behavior(s) of concern, a request for a conference with the family will be made. The Director and Educators will make as much effort as possible to work with the child and his/her family to seek solutions and strategies for the issue. If an understanding cannot be reached, our *Grievance Policy* would be considered, and alternate care may be recommended by the Director. If a resolution cannot be reached, termination from the Program will result. Please refer to the *Termination Policy* for further details.

All child guidance policies will be communicated via the Program Handbook and families will be required to sign that they have read and understood these policies. All child guidance policies will be communicated to the children, taking into consideration their age and developmental ability to understand. Staff must also read and sign all child guidance policies and failure to adhere to them could result in immediate termination.

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### Anti-Bullying Policy

We are committed to providing an enriched environment that children are eager to attend each day. Once children begin attending school there are a lot more cases of bullying and being bullies; there is also a better understanding of the concept. We have no tolerance for bullies at our Program and encourage children to support each other if someone is being bullied. We have partnered with The Society for Safe and Caring Schools & Communities to provide a program for anti-bullying. These strategies help children to understand how it feels to be bullied and how to stand up to a bully. We **T.H.I.N.K.**, **HIGH FIVE** and **Repair the Harm** to make sure our Program is **S.A.F.E.** and show that we **C.A.R.E.**

Children are encouraged to use the following steps towards finding resolutions for disputes with other children or educators:

- The child must first discuss the issue with the individual using the following strategies:
  - T.H.I.N.K.: Is it **T** rue? Is it **H** elpful? Is it **I** nspiring? Is it **N** ecessary? Is it **K** ind?
  - HIGH FIVE: Say the person's name, state how you feel, describe what happened, use your manners, and indicate what you want to happen.
- If no resolve can be found, the issue must then be forwarded to an Educator. All parties involved will have a discussion together to find a solution.
- If the issue continues, the **Repair the Harm** strategy will be used. This will help identify the issue and feelings of each child and steps that can be taken to assist in finding a resolution.
- If an issue continues or becomes a repetitive behavior, the Director will then become involved to help resolve the situation which may include conflict resolution with family involvement, suspension or termination.
- If the issue is program or safety related, concerns must be immediately addressed to the Director or Designate.

It is critical that we respect one another even during times of disagreement. Under no circumstance will there be any tolerance for violence, name calling, swearing, racist comments or insults. Any of these behaviours could result in suspension or termination from the Program. Please refer to the *Termination Policy* for further details.

For additional information please see the Program *Children's Handbook*.

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**Parent Teacher Meetings & Goal Setting**

Parent Teacher meetings are arranged on an as needed basis to facilitate open communication between families and educators. Families will collaborate with educators during these sessions to set goals for their child.

It is important to note that these meetings are held to complement our open-door policy. We believe ongoing, open communication is in the best interest of every child.

**Developmental Screening**

At intake, then again annually in February, educators will complete a *Developmental Screening tool* for children to ensure early detection of any developmental concerns.

When the Program identifies a child with developmental concerns, the following steps will be taken:

- Educators will inform the Director or Designate of any concerns.
- Extra observations are made in the form of anecdotal, time sample, behaviour log, Nippissing and/or an Ages and Stages screening.
- *Developmental Screening tools* are scored, and observations are collaborated with the family, Educators and the Director.
- The Director or Designate will inform families of any concerns and if necessary, request permission to refer to an outside agency.
- A professional from an outside agency may be brought in to observe and assess the child. Educators and program families will be given time to talk to the professional to learn new strategies for that child.
- All documentation of referrals and assessments are kept in the child's file in the office.

The Centre values the opportunity to work in partnership with families to ensure that children are receiving the highest quality of support in their development.

**Program Evaluation**

All environments within the Program will be continually evaluated, reviewed, and improved upon with the assistance of environmental rating scales and other rating tools available. The Director will also conduct random pop quizzes, room observations, and provide resources and ongoing support for educators as needed. The Program strives to exceed licensing standards as well as work through the process of setting and attaining goals.

Annual program evaluations will be completed in collaboration with Educators, family member(s) and community members. The program evaluations will be reviewed by the

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Director and presented for review at the Parent Meetings. Program evaluations can be made available for review upon request.

Parents/caregivers are encouraged to send any and all feedback via email to the directors through the [elccadmin@huntingtonhillscalgary.com](mailto:elccadmin@huntingtonhillscalgary.com) email.

### **Open Door Policy**

The Program maintains an open-door policy. The purpose of our open-door policy is to encourage open communication, feedback, and discussion about any matter of importance to a family, community member, or employee. Our open-door policy means that families, community members, and employees are free to talk with the Director or any Administrative Team member at any time.

### **Interactions between Families, Community Members, Employees and Children**

Huntington Hills Childcare Programs recognize that working in a childcare setting can be stressful at times. We may encounter conflict with each other, employees, families, community members and even the children cared for. We are encouraged to work together to arrive at a suitable resolution. If a resolution cannot be reached, the Director must be informed so that further direction can be determined. Please refer to the *Grievance Policy* for more detail.

### **Grievance Policy**

Community Members, Employees and Families are requested to follow the procedures below regarding the resolution of disputes or concerns which may arise:

- The Community Member, Employee or Family must first discuss the issue with the individual the issue is related to.
- If no resolve can be found, the issue must then be forwarded to the Administrative Team. All parties involved will have a discussion with the Director to mediate.
- If the issue continues, a formal letter must be submitted to or prepared by the Director with the issues defined. The Director will take action to help resolve the situation which may include conflict resolution, workshops, performance development, suspension, or termination. If the issue is program or safety related, concerns must be immediately addressed by the Director.

It is critical that we treat each other with respect even during times of disagreements. As adults we are role models to the children, their families, and our peers at all times. Under no circumstance will arguing and confrontations occurring in front of the children be tolerated.

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There will be no tolerance for name calling, swearing, racist comments or insults at any time. Any of these behaviours could result in suspension or immediate termination. Please refer to the *Termination Policy* for further details.

Interactions with Community Members, Employees, families, and children will be positive and consistent, ensuring that children are spoken to respectfully and at their level of understanding. One of our Program understandings is that everyone appreciates being treated fairly and responds with a level of respect directly related to the level of respect they receive from others.

### **Termination Policy – Family**

The following behaviours/conducts are deemed unacceptable and will not be tolerated by the Program:

- Discrimination against any person or group because of their race, colour, ancestry, nationality, or place of origin, ethnic background, religion, age, sex, etc.
- Any and all forms of abuse (sexual, physical, or mental), including verbally, in writing, or any other form.
- Harassment, including behaviors that degrade, demean, humiliates, or disrespects towards children, employees and family members.
- Actions that put another person at risk or harm, including but not limited to; violent physical acts, or threatening someone.
- Disregard for Program policies and procedures
- Dishonesty and/or Theft

If any but not limited to the outlined unacceptable behaviours/conducts have been engaged by a child or a family member, care may be terminated immediately. See *Termination Policy* for more information.

Any other issues that may occur that are considered inappropriate actions but are not of a serious nature will be dealt with in the following steps:

- First offense – The family member(s) will be given a verbal warning through meeting with the Director. This will be recorded in the child(ren)'s confidential file.
- Second offense – The family member(s) will be given a verbal and written warning by the Director. A copy will be placed in the child(ren)'s confidential file.
- Third offense – The family member(s) will be given a written warning by the Director and placed on a probationary period with suspension of care. Failure to fulfill

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required terms of probation will result in immediate termination of care. A copy will be placed in the child(ren)'s confidential file.

- Fourth offense – Care will be terminated immediately. See *Termination Policy* for more information.
- The above steps are the normal protocol; however, the General Manager reserves the right to suspend or terminate a child if he/she deems that the child's behavior causes safety issues for the Staff, other children, or the facility. The General Manager will consult with the Director of the Child Care Programs.

If termination of care is required, the Director will provide written notice as well as request a personal meeting to discuss why the decision has been made. As much notice as possible will be given. Please refer to the *Fee Policy* for further details of suspension and/or termination of care.

**Voluntary Withdrawal Policy**

For voluntary withdrawal of care from the Huntington Hills Childcare Programs, families are required to provide the Program with at least one (1) month notice in writing received on or before the first of the final month.

If at least one (1) month notice is not received, the family will be charged for the full final month of care.

**Community Connections**

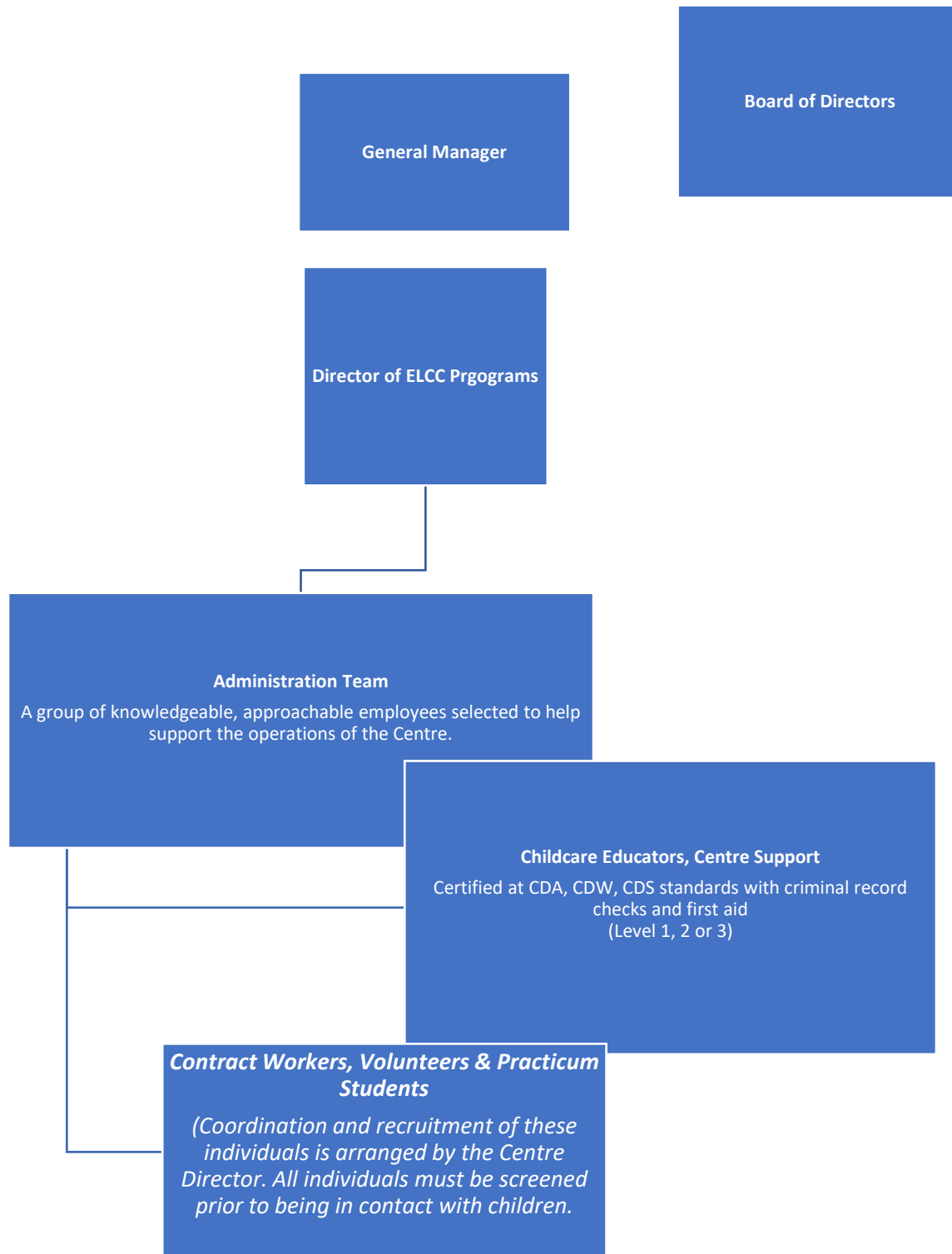
Huntington Hills Community Association believes that community is the heart of their association has many resources available to our families.

Located with the association is a number of health and wellness programs such as curling, yoga, and other sporting programs. We encourage families to utilize many different resources to be able to build a strong sense of community development. Please ask to see our community contact resource binder.

Our public Community Connections board is located in a highly visible area at the entrance to allow families and local businesses to share resources with each other.

Centre Basics

**Centre Organization & Committees**



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**Roles & Responsibilities**Board of Directors

Oversees general running's of the Community Centre. Approves all changes on a Community Association level as a group.

General Manager

Develops and maintain the administration and operation of the Association. Ensures follow through on the Program philosophy, vision and values. Responsible for the direct operation of Huntington Hills Community Association as a whole.

Program Director

Responsible to carry out administration and operations of the Program; hiring and managing employees; preparing budgets; and administering policies. The Program Director is a senior leader responsible for both the day-to-day operations of the Program and for implementing, supporting, and constantly engaging employees towards the vision and mission of the Huntington Hills Community Association Childcare Programs. This role is critical to the successful achievement of the Program's objectives which hinge on providing high-quality childcare. Minimum qualification of Childcare Supervisor.

Assistant Director- OSC

To support the Program Director in the administration and operations of the Program; assists with hiring and managing employees; preparing budgets; and administering policies. The Assistant Director is a senior leader responsible for the day-to-day operations and is the designated alternate ("Designate") in charge when it comes to implementing, supporting, and constantly engaging employee towards the vision and mission of the Program.

Supervisory Team

A group of employees that have been selected to help support the operations of the Program during times when the Director is not present. If there is no Assistant Director, the Designate will come from this team. This team is knowledgeable and is trained in their respective duties.

Childcare Educators

To coordinate and assist in the daily curriculum for their assigned groups. Maintain high standards of childcare and interactions as well as continued growth and development of their own skills. Participation in committees is strongly encouraged.

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### Nutrition Leader

To provide nutritious well-balanced meals and snacks for the Program. Buys the approve groceries for the snacks provided. Works as a team member with employees, children and their families. Optional participant on the Health and Wellness Committee.

### Program Support

To assist each room with breaks, support and program planning; back up employee for days that room support is needed.

Contract worker (Instructors): to provide enriched programs on a contract basis.

### Program Committees

If a family member, employee, or community member is interested in signing up for any committees, an email can be sent to the Centre Director. A minimum four (4) hours per year commitment is expected.

### Volunteers and Practicum students

Coordination of volunteers or Practicum students will be by the Program Director. All individuals must be oriented to the policies and procedures of the program prior to being in contact with children. Potential volunteers are required to provide a criminal record check, including a vulnerable sector search within 8 weeks of starting their position, which is not dated earlier than 6 months prior to the date of commencement with the program and every 3 years after that.

### Daily Routines

Huntington Hills Childcare Programs believes it is essential that appropriate food, activity and stimulation are offered each day. Please refer to the program schedule posted on the parent board.

### **Arrival and Departure Policy**

Before and After Kindergarten and School care (OOSC) will be provided for children between the hours of 7:00am till the start bell of their school and again from the last bell of their school till 6:00pm. Daily drop-in rates will apply for any extra days your child uses.

When a child arrives at the Program, family member(s) are required to park their vehicle in a designated parking spaces in the Huntington Hills parking lot. Families are to walk their child up to their designated room unless the child is over nine years old and has a signed Distal form. It is imperative that families do not park in front of the building or along the sides, these areas are active roadways and can become dangerous. Families are to ensure their child washes their hands to help prevent the spread of communicable illnesses, then check-in with the educator assigned to their room so the

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children can be properly signed in. It is the parent's responsibility to ensure that their child/ren gets signed into our care safely. It is a community center that is near a very busy bus location and offers a variety of different services throughout a very large building. You are responsible for your children until they are signed into our care.

Children ages 9 and older are able to have signed permission to walk themselves and siblings into the building. If you are interested in this for your child/ren please email a request.

To ensure successful transitions and to be respectful of the flow of our daily routines, we request that children arrive at least 15 minutes prior to their bus departure time in the mornings. The full transportation schedule is posted on the parent board. We require all families to sign a transportation agreement.

Children must be collected from the Program prior to 6:00pm. Family member(s) are required to check-out with the educator assigned to the door, to ensure children are properly signed out and any needed communication about their care can be shared. Late fees of \$20 for the first 15 minutes then \$1 per minute for every minute after will be charged for any pick-ups after 6:00pm and will be invoiced the following day, and must be paid in cash to the staff. The late family member is to stay in constant contact of their delayed timeline. If we have not heard from a family member, we will be calling the other contacts listed on the child's portable records until someone can be reached for arrangements to be made. If we are not able to reach a family within 20 minutes past the program's closure time, Calgary and Area Child and Family Services will need to be contacted and possibly 911 to assist in making contact and arrangements.

If a child is unable to attend school for reasons such as suspension or expulsion, they are not permitted to attend the Program during scheduled school hours.

### **Absence Policy**

The Program asks that family member(s) let us know when and why a child will be absent ahead of time, either by the parent communication book located by the children's attendance sheets; phone 587-392-2265; text to their child's cohort phone or email at [elccadmin@huntingtonhillscalgary.com](mailto:elccadmin@huntingtonhillscalgary.com). This allows us to be clear in our understanding of attendance and allows us to adjust planning and ratios accordingly. The why is so that we can be aware of any illnesses within the Program.

It is crucial that you let us know prior to 2:30pm of your child absence from the PM portion of the program by one of the listed ways above. The educator assigned to the front door will acknowledge your message with a response and will mark your child's absence on their attendance records. If we have not received notice of an absent OSC child by the time of bussing, we are required to call the family member(s). The van/bus cannot leave the child's school until they have been accounted for. If a family

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member(s) cannot be reached, we will move on to emergency contacts. A \$25 delay bus fee will be charged for any children that do not show up to the bus that we have no information of their absence. This fee will be invoiced the following month.

### **Outdoor Policy**

We will do our very best to ensure that children will have an opportunity for outdoor play each day including cold weather days down to -25 °C. Family member(s) are responsible for providing their child with appropriate outdoor clothing. Please see *Clothing Policy* for more information. If we are unable to outfit all children with weather-appropriate gear, or if weather is deemed unsafe for outdoor play, educators will provide an indoor gross motor play option in the Programs' gymnasium or arena.

Outdoor play areas will be set up in a manner that will allow educators to see and directly supervise children at all times. The Outdoor Safety Checklist will be reviewed and completed prior to children using the outdoor space.

Our outdoor supervision is implemented in accordance with our *Supervision Policy and Practices*. The outdoor space includes the playground, the ball diamond, and the fields surrounding the Community Association.

Different outdoor times and/or areas are scheduled to ensure activities are developmentally appropriate.

There will be a variety of other materials available as options to enhance children's outdoor experiences such as:

- Creative materials – crayons, paper, glue, chalk
- Books
- Dress up clothes
- Water (when weather appropriate)
- New explorations
- When coming inside from the outdoor play space, all toys must be put away and stored indoors each time.

Any outdoor incidents and/or accidents will be documented and recorded.

A first aid kit and portable records will always be taken with the educator.

### **Personal Storage Area**

We do our best to ensure this area is kept tidy. We ask that families label all extra and outdoor clothing, including shoes and backpacks, to assist us in the organization of this area.

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A lost and found box can be found by the foyer area for any items that appear to have lost their homes. We request that families check this box regularly to ensure the safe return of all belongings. Lost and found box will be emptied and donated after winter break and after summer camp. Huntington Hills is not responsible for any items that have been left behind and donated.

Fridays are "boot room clean-out" days. Personal areas should be cleared of extra clutter, and the area should be left as tidy as possible. This will allow the weekend cleaners to do an even better job of cleaning this area.

### **Distal Supervision**

Distal supervision is defined as intermittent indirect supervision when there is a planned, location specific, time-limited program or activity. For instance, an OSC child may have permission to do their homework in a given location while the remaining group participates in a planned activity nearby. The child completing homework would be checked on by an educator every 15 minutes.

This privilege may be earned only within the OSC program for children in grade four or higher (ages 9 and up) who exhibit responsible, mature and respectable behaviour. Employees, children and families will be required to sign the *Distal Supervision Contract* before permission will be granted.

Children the age of 9 and over have the option of walking permissions. This can include walking to the centre from school, walking to meet the bus at another school from a child's school or walking to or from home and the centre. A meeting with the Director and written permission is needed from the parents before a child is granted walking permissions. The child will also have the privilege of going place within the Huntington Hills building themselves, for example to use the washroom inside while the group is outside.

Distal supervision is a privilege. If a child is misusing their privilege, it can be suspended for a certain amount of time or terminated.

## Health and Wellness

### Clothing Policy

Children's clothing can have a significant impact upon their health, safety, and wellbeing. This can relate not only to the types of clothes that children wear, but also to when and how these are worn. A child's age is also an important consideration which may affect their comfort and safety. Please consider the following with regards to clothing at the Program:

- Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately.
- We encourage families and children to choose clothing that will encourage self-help skills (elastic waisted pants and shorts without buttons or zippers-which can be difficult for children to manipulate, t-shirts that will slip on and off without buttons, jumpers that are easy to slip on or off over the head etc.).
- We request that all clothing is clearly labeled with the child's name at all times.
- We request that all children have a spare set of weather appropriate clothing with them at the Program. Items should include a spare shirt, pants/shorts, underwear & socks. The spare set of clothing should be changed out as the seasons change. Spills and accidents happen often. If a child requires a change of clothing but does not have any spares the child's family will be contacted to either bring their child a change of clothing or pick up the child.
- We also request that shorts are worn with skirts and dresses for play purposes.

### Temperature

It is important that children are not over or under dressed, and that clothing suits the temperature. During the summer months children are asked to bring a sun hat and a light sweater or jacket from home. During the winter months children are asked to bring in a winter coat, snow pants, boots, toque, gloves, etc. Educators must ensure that children are dressed in warm clothing before going outside. Waterproof pants, jackets and rubber boots are encouraged for the children to wear in the spring/fall for rain or inclement seasonal weather. For the spring/fall seasons we encourage families to provide multiple outerwear options as the weather can change significantly during a day.

### Footwear

Safe, comfortable footwear that fits well is essential. Indoor and outdoor shoes are required. Shoes must provide support as well as protection for the feet. Shoes that give little protection or support or that have raised heels or soles can cause accidents. Dress

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up shoes, for example those with high heels, can be a safety hazard and are not recommended. Footwear must enable children to safely run, climb and engage in experiences. Flip Flops, clogs or backless shoes have a trip factor and are not recommended. In case of emergencies children will need to evacuate the building in their indoor shoes. Please ensure your child's footwear is appropriate for outdoor use.

### Clothing types and accessories

It is important that the design and fit of clothes and accessories, including those for dressing up play, are safe. For example, long hems can put children at risk of tripping, and items such as capes, scarves, necklaces, long drawstrings and ribbons also present strangulation or tripping hazards. Educators need to ensure that children engaging in dress up play are carefully supervised to monitor any clothing hazards. As the Program has many dress-up options for every room we discourage items being brought from home.

### **Hand Washing Policy**

Families, community members, educators and children are expected to exhibit excellent personal health practices by thorough hand washing on a regular and ongoing basis, this includes the use of warm water and soap and is completed:

- Upon arrival to the Program
- Before and after eating
- Before being involved in any food service activity, including setting the tables
- Before and after sand and water play and sensory activities such as play dough
- Before and after toileting
- After wiping noses, sneezing or coughing
- Before and after administering medication (except in the event of an emergency)
- After contact with animals
- Before and after feeding a small child
- After any activity which leaves hands dirty or contaminated

### **Nutrition**

The program will provide an AM snack from 7am-8:30am and a PM snack between 3:15pm-4:30pm. All snacks will follow the new food guide standards with as many of those foods as possible being "whole foods" to make sure that all nutritional requirements are met for all children. Whole Foods are defined as food that has been processed or refined as little as possible and is free from additives or other artificial substances. Children are required to provide their own lunch's, including PD days.

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Families are responsible for providing any special dietary foods such as dairy, gluten, and meat free products. The program will accommodate children with food needs as much as possible by offering alternatives.

The Program encourages all children to try or attempt at least one bite of any snacks offered. If you know your child to be a picky eater, we suggest that you pack an extra snack for them to have each day.

Children may have second helpings of all foods upon request, after they have finished a first serving of all option offered. Children will eat when they are hungry and will get all of the nutrients they need when consistently presented with a variety of healthy choices. All children will be seated while drinking or eating at an appropriately sized table.

The monthly snack schedule will be posted on the program bulletin boards and emailed to the parents. If there are any concerns with certain foods or you are wondering about the ingredients in certain recipes, please ask the Program Nutrition leader or Director.

We are an **Allergy Aware** facility meaning that we are aware of all allergies that are a part of a child's daily care but cannot guarantee that it is an allergen free environment.

A list of children with allergies and special dietary needs (including the child's photo) is posted by the program binders and in the kitchen. Educators and the Program Nutrition leader are expected to be aware of any and all allergies. Educators are required to be aware of medications and special requirements at all times. Open communication between employees is necessary to ensure the health and safety of all children.

The program will continue to strive to make healthy changes or additions to the menus on an ongoing basis. We are always open to trying new recipes if you have any to suggest.

### **Food from Home**

The only exception for a child to not participate in daily snack routines is due to special dietary needs. For example, milk or nut alternatives. These items must be provided by the family of the child with the dietary concern. Arrangements for menu alternatives must be discussed with the Director or Designate.

If you would like to celebrate a birthday or other special event at the Program during snack time, options can be discussed with the Director, or the program nutrition leader to ensure that what is being brought is safe for all the children to eat.

### **Food Handling Policy**

Educators are required to sanitize the tables and wash their hands before setting the table or handling food. Proper serving utensils and portion sizes are to be used

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depending on the age group. Dishes may be cooled down by time, water or ice. Blowing on the food is not acceptable, unless done by the child. Children are encouraged and able to assist with service as long as they too have washed their hands appropriately. See *Kitchen Procedures manual* for more detailed information about food handling and sanitation procedures.

### **Food Contamination Reporting Policy**

If a cross-contamination for an individual child with an allergy or food preference has been identified, the employee must immediately notify the room educator and the Director or Designate with an explanation and the severity of the issue. An *Incident/Accident Report* must be completed by the employee who identified the contamination. Families of impacted child(ren) will be notified immediately by phone call. If immediate medical attention is required, refer to the *Emergency Medical Care Policy*.

### **Potential Health Risk Policy**

#### Immunization Policy

Our program embraces family options, diversity and inclusion. As such, our environment does not exclude participation related to immunization beliefs. However, immunization details must be provided during registration. It is important that the Program is provided with updated immunization records and/or changes to immunization status at any time a change has occurred. Un-immunized children may be excluded from the program during a period of communicability. Please see "High Health Risk Policy".

All children must be well enough to participate in all daily activities at the Program at their normal abilities.

When a child exhibits a temperature between 37.4°C – 37.9°C AND one or more of the following symptoms;

- cough
- nausea/ vomiting
- Diarrhea
- sneezing
- runny nose
- becomes increasingly sick during the day
- Lethargic behaviour or behaviour that is unusual to the child (i.e. sleeping during play) or a temperature above 37.9 °C. A parent or caregiver will be contacted to pick the child up as soon as possible.

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Temperatures of children are taken with a thermometer that reads the child's forehead, by a first aid certified staff member. A staff member may also use their hands to feel if a child is cold or clammy.

Educators will be required to fill out a *Caregiver on Illness Report* at the first sign of a possible illness symptoms (one or more of the above symptoms) which includes:

- Name of child
- Symptoms of child observed including time of observation
- Employee name who identified the symptoms
- Time family was contacted
- Employee who contacted the family
- Date the child can return to the Centre
- What steps have been taken for the child
- Time child is removed from the program

Educators will consult with the Director or Designate to determine next steps. If a decision is made to have the child removed from the program, then the child(s) family will be contacted and a plan for picking up their child will be made with the staff member. If 30 minutes elapses and no plan has been made, then the Program will begin to call the emergency contacts.

The child will be isolated to the best of the Program's ability from the other children within the care of an employee until the child's family arrives.

A child must be symptom free for a minimum of 24 hours or have a doctors note stating they are well enough to return to the program.

When a child is sent home, families are requested to follow up with the Program by 11:00am the following day (sooner if possible) with explanation for the illness. Families are required to follow up with the Program immediately with a formal diagnosis if the child's symptoms persist, get worse, or the child demonstrates any of the symptoms indicated in the *High Health Risk Prevention Policy* below. If two or more children are sent home within 48 hours with similar symptoms, then *High Alert Cleaning Procedures* will be activated. The Program will follow up with the family of the children sent home by end of the next day to determine an explanation and/or diagnosis for the illness. If no answer is obtained the Program will proceed under the presumption that at least one case has been confirmed.

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Children are permitted to return to the Program for daily care once they have demonstrated being symptom free for at least 24 hours or at the discretion of the Director or Designate.

If a child returns to the Program with ongoing symptoms that may be considered High Health Risk (see below) the Director or Designate may suspend care for at least an additional 72 hours or more. The Director or Designate has the right to refuse children to return to the Program if they exhibit ongoing illness symptoms.

#### High Health Risk Prevention Policy

The Program has three different levels to communicate the spread of illnesses within specific rooms and the Program as a whole. They are:

- “Green” indicates no current confirmed cases within the specific room
- “Yellow” indicates there is one confirmed case within the specific room
- “Red” indicates there are two or more confirmed cases within the specific room or the complete Centre

Our Employees are not trained medical professionals, but have been educated in the awareness of recognizing if a child is suffering from a disease listed in Schedule 1 to the Communicable Disease Regulation (AR 238/85) and any of the following symptoms: (any of these could be deemed High Health Risk)

- Fever of 38°C or above
- Vomiting, in excess of typical infant spit-ups
- Diarrhea (definition: more than 3 loose stools in the day)
- Conjunctivitis ("pink eye")
- Consistent complaints of ear or stomach pain
- Bleeding other than minor cuts and scrapes
- Excessive greenish nasal discharge, indicating possible infection
- Head lice
- Rash or rash illness

Educators will use their best judgment when assessing if a child has any one or more of the above symptoms and will contact the child's parent to arrange for the immediate removal of the child from the programs premise.

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The child will be isolated to the best of the Program's ability from the other children within the care of an employee until the child's family arrives.

High Alert Cleaning Procedures will be activated as soon as a decision for a child to be removed has been made. In addition, rigorous hand washing will be expected from all staff, children, and families who enter the Program.

If a child is sent home with one or more High Health Risk symptoms families are required to follow up with the Program the following day (sooner if possible) as to the diagnosis of the condition using the medical terminology. If the Program receives no communication by the next day, a follow up phone call will be placed to track down an answer. If no answer is received by 4:30pm the Program will proceed under the presumption that one case has been confirmed. The Director or Designate will record any confirmed case(s) on the *Illness Tracking Form*.

2 cases of a communicable illness have been confirmed within a 48-hour period (High Alert)

- The room will be placed on 'High Alert'
- The 'Yellow' communication poster will be displayed on the affected room door.
- Outbreak Prevention Procedures are activated.
- Families of any children identified as unimmunized will be sent home immediately.
- Siblings of those children with a confirmed illness may be requested to stay home as well. This is determined by the Director or Designate on a case by case basis.
- The room will be cleaned thoroughly each evening referring to the High Alert Cleaning Checklist.

3 or more cases of a communicable illness have been confirmed in the Program (Outbreak) (Reportable to AHS):

- All employees within the Program will be continually updated of the outbreak and the Outbreak Prevention Procedures will continue to be followed.
- The 'Red' communication poster will be applied on the room door as well as the front community connections board.
- The room as well as all public high touch areas will be cleaned thoroughly throughout the day as well as at the end of each day referring to the High Alert Cleaning Checklist.
- All families of the Program will be notified of the high health risk outbreak via email.

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Employees will remain on high alert for a period of 48 hours from symptom resolution of the last case, or 96 hours from the onset date of the last case (whichever comes first), or as otherwise instructed by Alberta Health Services Communicable Disease Control. Once the high alert period has past then the Program or affected room will return to "Green" communication posters.

Incubation periods for communicable diseases vary from one another. To minimize further spread to other children and families, consult your family doctor and discuss with the Director or Designate before a child can return to the Program. If a child returns to the Program with ongoing symptoms that are considered High Health Risk (see above) the Director or Designate may suspend care for at least an additional 72 hours or more. The Director or Designate has the right to refuse children to return to the Program if there is concern of further spread.

All *Caregiver on Illness Reports* are kept in each child's file for a period of at least 3 years. On an annual basis the Director and Accreditation Committee will review illness reporting to assess for trends, commonalities, health risks and/or possible opportunities for resolution to areas of concern. This will be a part of the Program's re-accreditation process and any plans to mitigate illness incidents would be included in the annual accreditation action plan.

Family Members and community members will be provided with any illness reporting statistical data or trend analysis information during the annual parent information meeting or at any time upon request.

### **Supervision of Sick Children**

All children deemed ill by the Director or Designate will be kept in a designated space with a first aid certified staff member until a parent or guardian comes to collect the child.

In no circumstance will a sick child be allowed to remain in the room or space where children are playing or in a close proximity.

### **Emergency Health Care Policy**

Permission is given through signed consent in the registration package upon intake for provision of Emergency Health Care to a child when neither parents nor emergency contacts can be reached.

When a child is in imminent danger 911 will be contacted immediately.

In less severe instances, in the event that a child's family cannot be reached to make arrangements for emergency medical or dental care, the emergency contacts will be utilized. However, should the Program Employees be unable to reach any of the designated contacts, the Director or Designate will determine if it is necessary to access emergency medical care, including 811 on behalf of the family on a case-by-case

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basis. This means that in the event that a child requires medical attention that is not considered imminent, but still urgent, the Program Employee will accompany the child to the closest medical facility with emergency medical services (EMS). The Program Employee will continue to attempt to reach the child's family and emergency contacts. However, until contact is established, the Program Employee will aid the child until an alternate arrangement can be made.

The child's family accept liability for all treatment costs and or ambulance expenses as per the *Emergency Authorization Consent form*.

### **Medication Policy**

The Program asks that families dispense medications at home whenever possible. However, we understand that this is not always achievable, and will administer prescription and/or over-the-counter medications (Benadryl, Advil, etc.) when the following steps have been taken:

- A *Medication Authorization form* must be filled out, signed and reviewed by an authorized family member. It is important that educators are aware of the details surrounding the administration of the medication, including dosage, date, time and signatures.
- **If a family member and employee do not fill out a Medical Authorization form, the medicine will not be administered.** Faxed, scanned, or emailed permission is acceptable.
- Medication must be double checked by an employee of the Program to confirm that it matches the medication label on the form, and then stored in a locked box in the kitchen. (See Storage of Medication policy below.)
- Prescription medication must be in its original labelled container, displaying the pharmacist's label with the child and doctor's names and instructions for use. Over-the counter medications such as Tylenol must be in their original containers. In addition, all prescriptions prescribed more than 2 weeks prior must be accompanied by a signed note from the child's medical practitioner.
- The *Medication Authorization Form* will be posted by the First Aid area in the child's classroom, and a note will be made in the room communication book.
- Medication will be administered by an employee holding a valid First Aid certification, according to the directions on the label. (As per job descriptions, all employees will hold valid first aid training within 3 months of commencement of employment).
- After the medication is administered the name of the medication, the time of administration, the amount administered, as well as the initials of the person who administered the medication is recorded.

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- Educators will be careful to observe for any adverse reactions to medications and notify the Director or Designate immediately if anything appears out of the ordinary.
- Medication will be returned to families each night if required, and when the authorized period described has ended.
- Families must provide written notification daily on the *Medication Authorization Form* to educators describing when medications were last administered prior to arriving at the program each day.
- Should a dosage outlined on the *Medication Authorization Form* be missed or a medication error occur the employee is required to follow Accident/Incident reporting process.
- Educators are required to fill out time, amount administered and initial.

Any child requiring prescription medication for contagious illnesses will need to be kept at home for a period of at least 24 hours from the first dose and until no longer contagious, unless accompanied by a signed note from the child's medical practitioner.

### **Storage of Medication**

All medication will be stored in a locked box in the kitchen. The keys will be easily accessible in an emergency.

### **Emergency Medication**

Employees will be made aware of any emergency medications in use at the Program via an *Emergency Medication Notice* posted in each room, including the kitchen and staff room. These notices provide details of where the medication is stored and proper administration procedures.

The most common emergency medications are used to treat allergies and include:

- EpiPen, AcuPen
- Adrenalin-based medication (anaphylactic kit)
- Ventolin or inhaler

Educators must:

- Be knowledgeable and able to recognize symptoms and know how and when to administer the medication
- Have written permission, instructions and signature of the family
- Record the date, time and dosage of medication

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- Notify the family as soon as possible after the medication has been administered.
- Be careful to observe for any adverse reaction to prescribed medications and notify the Director or Designate immediately.
- Ensure medications are returned to families when the authorized period has ended.

Life-saving emergency medications will be stored in an unlocked container within that child's room, in a place that is not accessible to children. It will also be included in the portable travel bag when out of the Program.

### **Other Health Care**

Any child requiring any provisions to health care must be attended to by a staff with a valid first aid certification.

Regarding children who may be in need of other health care such as diabetes, colonoscopy bags, etc. (additional to giving medicine): Proof of this training must be documented in both the employee's file and the affected child's file.

### **Homeopathic Remedies, Nutritional Supplements and Topical Ointments/Creams**

Any herbal remedies, nutritional supplements, or topical ointments/creams to be administered to children must be in their original containers and accompanied by an information sheet. The *Medication Authorization form* still needs to be filled out as outlined.

### **Perfumes and Scents**

The Program is a scent free zone. Some children and employees have sensitivities to various chemical-based or scented products. We ask for everyone's cooperation in our efforts to accommodate their health concerns.

### **Safety**

#### **Release of Care**

A child will not, under any circumstance, be released into the custody of anyone other than the parent(s), guardian(s), or authorized alternates as listed in the emergency contact information sheet. If an alternate person not otherwise listed is to pick up a child, a signed consent form is required in advance or notify us via email. The name and date on which the alternate person is to pick up the child must be provided. Photo identification is required as proof of identity at the time of pick up before the child will be released.

Copies of all custody and visitation arrangements need to be submitted to the Director and placed in the child's administrative file. Unless these papers are provided, the child will be released to anyone currently listed on the emergency contact sheet.

### **Child Abuse Policy**

All family members and employees MUST immediately report to the Director or designate any suspicions or concerns regarding the children.

At Huntington Hill Childcare Programs we follow the protocols outlined by the Child Abuse and Neglect Handbook through Alberta Children's Services. It is the responsibility of family, employees, volunteers, supply and support staff that are in contact with the children to report any abuse or report any suspicions of child abuse to the Director, and if necessary, a Calgary and Area Child and Family Services immediately.

Children who attend our program are cared for, nurtured, and kept safe at all times. Child abuse is a very serious allegation, policies are intended to protect both the children in our care, as well as employees at the Program.

It is the Program's goal to employ childcare professionals who are committed to the highest standards of ethical behavior. To ensure the health and safety of young children in care, a policy of 'Zero Tolerance for Child Abuse' is strictly enforced.

Any family member(s), community member or employee who exhibits unprofessional behavior that could be construed as abusive may be suspended from the Program without any notice. Any evidence of physical or sexual abuse or misconduct will be grounds for immediate dismissal. Please see *Termination Policy – Family Member and/or Disciplinary Action and Termination Process – Employee* for more information.

Corporal punishment or physical discipline is considered abuse.

We are required by law to report any suspected or disclosed abuse. Upon suspicion of abuse, we will contact Calgary and Area Child and Family Services to report the incident. We are NOT permitted to contact the family. Our responsibility is to report any suspicions/disclosures, NOT to determine if abuse has occurred. Our concern is the safety and well-being of the child.

Any family member(s), community member or employee accused of abuse or neglect shall have an opportunity to respond to the allegations. Until the issue is resolved, an employee suspected of abuse or neglect may be reassigned, suspended or placed on administrative leave, either with or without pay, at the discretion of the Director. A family may be suspended without reimbursement of monthly fees. Please see *Termination Policy – Family Member and/or Disciplinary Action and Termination Process – Employee and/or Fee Policy* for more information.

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If the child is in immediate danger, police will be contacted to determine whether the child is in need of protection.

### **Supervision Policy and Practices**

#### **Indoor Supervision:**

Staff to child ratios will be met at all times

1:15 for Kindergarten

1:15 for grades one to six

Staff members will position themselves in a way that allows them to have full view of the children in their care at all times (i.e. no backs to children). Special care will be taken in areas of higher risk such as stairwells, where one staff will walk in front of the children and one behind. Staff will ensure to be doing head counts especially during times of transition, arrival and departure.

#### **Outdoor Supervision:**

Staff to child ratios will be met at all times

1:7 for all children when off site

1:15 for grades one to six on the property

1:15 for kindergarten children on the property

An outdoor safety checklist will be completed before allowing children to go outside. Staff will ensure to have their cell phones on their person to use in case of emergency in times of need. Staff will also ensure to carry with them a backpack with a first aid kit and portable records binder.

#### **Incident and Accident Policy**

In the event of a minor injury such as scrapes, slivers, small cuts and bruises, first aid treatment (the injury will be cleaned and dressed with a bandage) will be administered by a qualified employee. Any time that first aid is administered, the Program Employee will contact the Director or Designate. The Director or Designate is required to assess any above shoulder injuries (head) and the parent will be notified as well.

Incidents can also be defined as medication errors and misses, mass food contamination, food cross contaminations, and other(s) as determined by the Director or Designate.

*Incident/Accident reports* will be filled out immediately (within 48 hours) after the incident/accident and signed by the Director or Designate. The family must also sign it at the time of pick up. The *Incident/Accident Report* is kept in the child's file and recorded in an Incident Log. The family may obtain a copy of the report at any time

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upon request. Any accident or illness that is deemed serious by the Director or Designate may require the child to be isolated from other children or an ambulance may be called.

Seriously ill / injured children will remain in one on one care with a staff member who holds a valid first aid certificate. Only staff who are first aid certified may assist an injured or ill child. Any provisions to the health care of a child can only be carried out if written permission from a parent is obtained or in serious cases verbal permission.

In case of an injury that requires a child to seek medical attention parent will be notified by telephone right away, we request families keep their child at home for 24 hours. If a child is to return to the Program inside this 24-hour window, we require written doctor's permission.

All *Incident/Accident reports* are kept for a period of at least 3 years. On an annual basis the Director and staff team will review incident reporting to assess for trends, commonalities, hazards, and or possible opportunities for resolution to areas of concern.

Family members will be provided with any incident/accident statistical data or trend analysis information during the Annual Parent Information Meeting or at any time upon request.

### **Missing Child**

It is always the responsibility of the Educator on shift to know the whereabouts of all the children in their charge. Supervisors must make sure that children are signed in and signed out by their parents or approved guardian and will keep staff informed of changes in their group.

Please see our Missing child procedures for more information.

### **Reportable Incidents**

The following major incidents/accidents will be reported immediately to the regional childcare office using the prescribed form:

- An emergency evacuation
- Unexpected program closure
- An intruder on the program premises
- An illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight
- An error in the administration of medication by a program employee or volunteer resulting in the child becoming seriously injured or ill and requiring first aid
- The death of a child

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- An unexpected absence of a child from the program (i.e. lost child)
- A child removed from the program by a non-custodial parent or guardian.
- An allegation of physical, sexual, emotional abuse and or neglect of a child by a program employee or volunteer
- The commission by a child of an offence under an Act of Canada or Alberta
- A child left on the premises outside of the program`s operating hours.

All incidents requiring formal reporting to the regional childcare office will undergo a formal accident/incident investigation process conducted by the Director. Recommendations or actions required will be documented within program meeting minutes and will be available for family member(s), and community member review at any time.

Family member(s) and community members will be provided with any reportable incident statistical data or trend analysis information during the annual parent information meeting or at any time upon request.

### **Off-site Activities**

All extracurricular activities, including community walks, will be planned in advance and written notice will be given to all families with at least 48 hours' notice stating the address and mode of transportation planned. Signed consent must be given by a legally authorized family member for a child to attend an outing. Any child without a signed consent form or a waiver from a third party must be signed the child will be left out of certain activities.

To enhance ratio, additional adult volunteers will accompany the group on scheduled field trips. The Program exceeds licencing standards for supervision ratios when it comes to off-site activities. The Program will provide a 1:7 adult to child ratio for any off-site low risk activities and a ratio of 1:3 on high risk activities (the Director and General Manger will deem whether or not a field trip is high or low risk). (Please see volunteer sections for rules and regulations on volunteers in the centre).

An emergency backpack containing a first aid kit and *portable* records will always be taken with the educator on all outings. Volunteers and Employees are required to know where the backpack is at all times. The *Offsite Safety Checklist* will be completed for any off-site activities. The Program enforces car safety rules that comply with *Transport Canada* guidelines.

While on the field trip it is the responsibility of the staff to keep the children safe and with the group. If a child is injured or goes missing it is the responsibility of the staff to notify the Director, parents and authorities. The staff must follow the steps outlined in the Lost Child Policy or Injured Child Policy.

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If a child wishes not to attend a field trip, other arrangements will need to be discussed with the director for that child.

### **Evacuation Preparedness Policy**

A written and drawn emergency evacuation plan is posted on each exit.

In each backpack / portable record binder are the following phone numbers:

- 911 (emergency services)
- Non-emergency police number
- Poison control centre
- Nearest hospitals
- Child abuse hotline

Causes for evacuation include, but are not limited to: fire, explosion, flood, severe storm, natural disasters, lockdowns, toxic fumes, electrical, heat, water and structural failure.

All employees and children will receive orientation and training in his or her responsibilities within the plan annually. Drills will be conducted under the following timeline. The Director or Designate and one other employee will be present for each drill.

- With each educator/and group 12 times per year
- Program wide 4 times per year
- Bus evacuation 2 times per year

All possible emergency scenarios will be covered on a rotating basis. Written reviews of the drills will be kept with the plan for reference.

The Director or Assistant Director will ensure that the appropriate reporting of any unscheduled evacuations is reported to the right authorities as outlined in the Reportable Incidents policy.

### **First Aid Kits**

First Aid Kits are located in the room, van/bus and each backpack throughout the Program. First Aid Kit checks are referenced on each room's *Safety Checklist* to ensure the kits are replenished on a daily basis. If a kit is low on supplies, the Director or Designate must be informed immediately on a *Maintenance Request Form*. The Director or Designate will ensure supplies are obtained as soon as possible.

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**Safety Checklists**

Daily Room *Safety Checklists* are completed in each room, as well as the outdoor play space. Anything that is identified as unsafe will be immediately removed or dealt with appropriately by Educators, Designate and/or the Centre Director.

Completed Room *Safety Checklists* will be placed in the designated area in the office.

**Preventative Maintenance**

All appliances and vehicles used in the childcare program meet current safety standards and are in good repair. Our Room *Safety Checklists* ensure this equipment is maintained regularly. The Room *Safety Checklists* are filed and kept in the office. If any appliance or vehicle requires repairs or has been broken, the Director or Designate must be informed immediately on a *Maintenance Request Form*.

**Live Plants & Animals**

The use of live plants and aquatic and/or non-allergenic animals is encouraged throughout the Program, with prior permission from the Director. Employees will ensure that any and all plants used in the environment are labeled with the name of the plant and that the plant is non-toxic in nature.

**Pesticides**

The use of pesticides is not permitted on the premises. Children will be kept indoors if pesticides have been used in the area around the Program, for as long as recommended by our Local Health Authority.

**Non-Toxic Supplies**

Only non-toxic art supplies will be used for unsupervised play with children at the Program.

**Sunscreen and Insect Repellent**

It is the family's responsibility to provide sunscreen and insect repellent for their child. The Program will notify families each season in advance of the sunscreen and insect repellent policy.

Educators will apply sunscreen and insect repellent to each individual child prior to going outdoors during appropriate seasons. Educators will only apply sunscreen and insect repellent that is labelled with the child's name and is within expiry dates. Educators will not provide or use another child's sunscreen or insect repellent and will always remain conscious of cross contamination.

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