



Operations Manual

Table of Contents

Table of Contents.....	2-3
Our Philosophy.....	4
Staff Qualifications.....	5
Society Membership.....	5
Board of Directors.....	5
Fundraising.....	6
Supported Child Care.....	6
Media Play.....	6
Child Guidance.....	7
Licensed Programs.....	8
Outdoor Play.....	8
Centre Closures.....	9
Part-time Care.....	9
Waitlist.....	9
Deposit.....	10
Fees.....	10
Subsidy.....	10
NSF Cheques.....	10
Late Fees/Late Pick Up Policy.....	10
Volunteer Policy.....	111
Gradual Entry Schedule.....	11
Arrivals and Departures.....	122
Clothing/Possessions.....	122
Birthdays/Celebrations.....	133
Nutrition.....	133
Illness.....	13
Health and Safety.....	14
Immunization Policy.....	14
Communicable Illness.....	14



Medications	155
Emergency Situations	155
Confidentiality.....	166
Suspected Child Abuse.....	16
Conflict Resolution.....	16
<i>Appendix 1</i>	17
TRAINING STANDARDS REQUIREMENTS.....	17
<i>Appendix 2</i>	18
School Pick up Policy	18
<i>Appendix 3</i>	18
Harrasment Policy	18
<i>Appendix 4</i>	18
ROLES AND RESPONSIBILITIES OF SOCIETY MEMBERSHIP	18



Welcome

We are pleased to welcome you to Glenora Child Care Society! We are an accredited, non-profit, community-based centre, which has been providing services within the Glenora community since 1975. We look forward to working with your family and to providing quality child care for your child in a safe and caring environment.

The Executive Director, with the support of the Board of Directors, administers the child care programs at Glenora Child Care Society.

This operations manual is designed to provide you with information, to help you understand our philosophy and to explain how we operate our facility. If you have any questions or concern regarding this family handbook, please speak with the Executive Director.

Our Philosophy

Glenora Child Care Society's philosophy is based on the importance of play. We believe that children are unique individuals with the right to grow cognitively, socially, emotionally, physically and creatively through developmentally appropriate experiences.

Glenora Child Care Society supports an inclusive and multicultural program. We believe in the importance of understanding, accepting and empowering all children. Being part of an inclusive and multicultural environment helps children develop a healthy self-awareness as well as respect for others.

We believe in the importance of having trained, professional staff to provide a loving, caring, friendly and safe environment for all children.

Glenora Child Care Society believes that the centre is an extension of the home, not a replacement. We will work with your family to provide positive experiences for all children. We feel that our program is enriched by the contributions of individual children and families.

Staff Qualifications

According to Alberta Staff Qualifications Requirements, all staff working within a childcare setting must be certified as at least a Child Development Assistant (see *Appendix 1*). In addition to meeting this basic requirement, Glenora Child Care Society is accredited through the Alberta Association for the Accreditation of Early Learning and Care Services, meaning that the majority of our centre staff are Child Development Supervisors – in accordance with the Association’s accreditation standards.

All staff are required to update their skills and training through attending a variety of workshops and seminars on an annual basis. Each staff member is required to provide a clear Child Intervention Check (no more than 6 months old or within 8 weeks for a new one), as well as a clear Police Security Clearance (no more than 6 months old or within 8 weeks for a new one), and to complete *Child Care First Aid training* (within 8 weeks) to ensure the safety and well-being of the children in their care.

Society Membership

Membership in Glenora Childcare Society is automatic upon registration of your child within our facility. As a member of the Society, you are required to attend the Society’s Annual General Meeting held in May or June of each year and as a member in good standing you become eligible to serve on our Board of Directors and vote on issues that impact the centre.

Board of Directors

The Board of Directors is elected by the Society’s membership at the Annual General Meeting each year. The Board is responsible for the management of all the Society’s programs. The Board of Directors meets once a month. Any parent who wishes to attend a meeting as an observer may do so by making a request to the Executive Director. We encourage all Parents to consider becoming a Board Member or enquire to the Executive Director about sitting on one of the Boards subcommittee’s.

Fundraising

We rely solely on parent fees to provide funding for our centre. We apply for grants to improve the quality of our program on a regular basis; however, we rely on the support of our families during fundraising events to provide us the extra dollars required to afford a high quality program. As a non-profit centre, we need all the help we can get. In the past, our families have helped us to raise thousands of dollars; these funds aid in the successful operation of our centre and enhance our program greatly. The children in our Out of School Care program also plan and implement fundraisers. This incorporates a sense of community in the children while they have fun! Any contributions that can be made to our centre are very much valued and appreciated.

Supported Child Care

Glenora Child Care Society is proud to be an inclusive environment supporting children with varying abilities. We are funded supported child care (Alberta Child Care Licensing) as well as by many professionals within our field. Maintaining these supportive relationships enables us to meet our mandate of providing high quality care for all children. If you require further information about accessing additional funding or supports, please discuss this with the Executive Director.

Media Play

Each Program has access to a limited amount of media and technology. Technology is often used in the classroom by Educators for the purpose of documentation as well as tracking children and staff attendance. Children may access technology if it is a benefit or enhancement to ongoing program planning. It can be a valuable tool to enhance children's learning however technology will not be utilized without purpose or as an alternative to hands on play experiences.

Out of school care children will have toy and technology days that are posted for families. Children are invited to bring a toy or technology from home to use on that particular day.

Please speak with your child's Educators or the Executive Director if you have any questions regarding the use of technology.

Discipline Policy

The staff at Glenora Child Care Society view themselves as facilitators to child's learning. We believe that as adults, we have the necessary tools to be productive members of society therefore we can lend those tools to children until they can learn and use them effectively and independently. Our approach to children's learning is **guidance before discipline and discipline rather than punishment.**

We use many appropriate strategies such as **positive verbal guidance, reinforcement of appropriate behaviour, ignoring inappropriate behaviour, offering choices, facilitating problem solving with children, natural and logical consequences, reminders, re-direction and compromise as our problem solving techniques.** It is our goal to develop a sense of empathy within each child and to focus on the positive aspects of their behaviors rather than the negative. Any disciplinary action must be reasonable in the circumstances.

We will always approach children at their level and acknowledge their feelings about the particular situation. As children become more independent our **problem solving techniques** become "conversations" and include your child's understanding of what the natural consequence should be. Older children will participate in class meetings to discuss safety rules. A child who is endangering himself or herself, another child or the environment will be re-directed within the room to another play area. It is our role to provide a safe environment for every child.

Employees are not permitted to use the following forms of discipline with children:

- a) Physically hitting a child or hurting a child in any way including pushing, pulling, pinching, or squeezing.
- b) Harsh belittling or degrading verbal or non-verbal actions that could humiliate a child or undermine his/herself respect.
- c) Denial of usual comforts, including affection, clothing, bedding, food or shelter.
- d) Confinement in a lockable room or structure, isolation or physical restraint of any kind of a child will lead to disciplinary action, including dismissal.

*** Glenora Child Care Society reserves the right to remove a child from our care without notice if we at any time feel children, families or staff members have reason to fear for their physical or emotional safety. Our goal is to provide an emotionally and physically safe and trusting environment for all children, families and staff members***

Licensed Programs

Toddler & Preschool

We begin enrolling children at the age of 12 months. Children are grouped in mixed-age groupings from 12 months until the age of two. Our next age group is from two to three-and-a-half years. Our final preschool age group is from three-and-a-half years until children are ready to enrol in a Kindergarten program.

Staff and parents will make the decision about moving a child on to the next grouping together. This decision will be based on the child's age, level of readiness and availability of space in the next program. Your child's room staff will be able to provide you with both information and support during this transition.

Out of School Care

A child is eligible to enroll in the Out of School Care program at the start of their Kindergarten school year until the age of 12 years. We provide drop-off and pick-up service for children attending both St. Vincent Elementary School and Glenora Elementary School. Children attending other schools will need to have transportation arrangements in place. Our Out of School Care program is available for full-day care on professional development days and during school breaks. We are, however, closed on statutory holidays.

Outdoor Play

All of our programs include daily outdoor play. Our Toddler and Preschool programs go outside twice a day. These outdoor activities include access to climbing equipment, bikes and cars, sand and water play and neighbourhood walks. Our Out of School Care programs access the outdoor equipment at Grovenor Park, St. Vincent School and Glenora Park.

In order to maintain your child's health, your child is required to wear a sun hat and sunscreen during the summer months and appropriate winter clothing during the colder months.

See Health and Safety Manual for cold weather guidelines.

Centre Closures

Glenora Child Care Society will be closed on the following statutory holidays:

New Year's Day	Labour Day
Good Friday	Thanksgiving
Easter Monday	Remembrance Day
Victoria Day	Christmas Eve (12:00 noon closure)
Christmas Day	Canada Day
Boxing Day	Family Day

***The Centre will be closed for one day in October and May for Staff Professional Development Days. Parents will receive a minimum of one month's notice for the confirmed date.**

Part-time Care

Part-time care is available within the daycare and Out of School Care Programs. Parents looking for part-time care will be offered a space when we are able to work out the enrolment to share a space with another family (minimum of 2 days/week). Part-time rates vary for each age group. Please see attached *Appendix 3*. Part-time families will be charged on a daily rate.

NOTE: If a child is sick or absent on a regularly scheduled day, part-time families are still responsible for payment of those days; however, they are not responsible for payment if the centre is closed.

Waitlist

Glenora Child Care Society maintains a waitlist. Families are offered spaces based on the order in which the requests were received, with one exception: priority will be given to families who already have a child enrolled in the centre.

Security Deposit

We require a security deposit equal to a half of the first month's fee, per family, upon enrolment in Glenora Child Care Society. Upon receipt this deposit is cashed and secures your child's space within the centre. This deposit is fully refundable upon withdrawal from the centre ONLY if and when the Executive Director is provided one month's written notice of withdrawal. Withdrawal notice is accepted on the 1st day of the month.

Fees

Please see Registration forms.

Subsidy

Subsidy is available through Glenora Child Care Society. Please ask the Executive Director for the appropriate forms.

NSF Cheques

All NSF cheques must be paid in full immediately including a \$40.00 service fee.

Late Fees/Late Pick Up Policy

Fees are due on the first day of the month and are considered delinquent on the fifth working day of the month. There will be a \$10 charge per working day beginning the 6th day until fees are paid in full. If full payment is not made by the 15th of the month, child care services will be suspended. If the outstanding amount, including penalties, and the next month's payment is not paid in full by the 1st of the following month, the family will lose the child care spot and it will be filled from the waiting list. Fees outstanding for more than 30 days will be sent to collections. All NSF charges are the responsibility of the parent(s). Staff members do not have the authority to waive these charges.

Arrangements for an alternate date may be made with the Executive Director if necessary.

All children must be picked up by 5:45pm. Staff will allow a five-minute grace period on occasion. If your child is not picked up by 5:45pm, you will be asked by a staff member to sign our Late Book to document the incident. If your child is not picked up by 5:50pm, a late charge will be in place as follows:

- 5:50-6:00pm = \$40.00
- 6:00-6:20pm = \$80.00

If either a parent or an emergency contact does not pick up your child by 6:20pm, we will contact Children's Services.

Volunteer Policy

Glenora Child Care Society acts as a learning facility for students attending the Early Childhood Development Program at Grant McEwan College. Students will attend our facility in order to gain the practical knowledge required to have a career in this field. Volunteers may also join our programs from various high schools in the community to gain work experience and to complete community service placements.

All students and volunteers are screened appropriately through their schools and are supervised closely by Glenora Child Care staff and the Executive Director, never being left unattended with a child enrolled in our program. Please take a moment to introduce yourselves to these students/volunteers and view the posters they provide introducing themselves.

Gradual Entry Schedule

When a child first begins attending daycare, we strongly recommend a gradual entry into the program. An example is provided below:

DAYCARE:

Day 1: *Morning visit* – spend approximately 30-60 minutes in the room with your child.

Day 2: *Morning visit* – stay for morning snack or one other transition.

Day 3: *Morning visit* – leave child in room for around 30 minutes. Parent stays on-site.

Day 4: *Morning visit* – leave child on-site for morning. Check with room staff if parent can leave site.

Day 5: *Morning visit* – leave child for morning, lunch. Pick child up early.

KINDER/OSC:

Day 1: *Morning visit* – spend the drop-off time in the room with your child.

Afternoon visit – spend approximately 30 minutes in room with your child.

****This will vary from child to child. Please consult with staff about recommendations for your child.***

Arrivals and Departures

Each room has a sign-in/sign-out sheet. Please make sure to mark your child's arrival and departure time. It is a licensing requirement and ensures the safety of your child during emergency procedures, such as evacuation.

Parents should feel free to speak to staff about their child's day, or raise questions or concerns, when arriving or leaving the centre. Please keep in mind, though, that drop-off and pick-up periods are busy times of the day with many parents and children coming and going. If you have a question requiring more than a few minutes, please speak to a staff member to set up a time to meet with you. This way staff can focus on your concern without jeopardizing the safety of the children in their care.

If your child will be absent from the centre, we require a phone call by 9:00am. Also, if you will be late picking up your child, please phone to advise the staff. If you arrive later than 5:45pm, the late fee will be in effect.

At Glenora Child Care we have an open door policy: if at any time parents have anything they wish to discuss, any questions or concerns please speak either to your child's teacher or to the Executive Director. Parents are welcome to visit their child's program throughout the day, but are asked to be respectful of nap times.

You will be provided an opportunity in your registration package to list all adults who have permission to pick up your child.

NOTE: Staff require verbal or written permission on a daily basis for alternate pick up arrangements. We will not release your child without it. Your alternate pick up will be required to produce photo identification prior to the release of your child.

Clothing/Possessions

As the children participate in a variety of indoor and outdoor activities it is helpful if your child wears washable, comfortable clothing that is appropriate for all weather conditions.

All children are required to have a pair of comfortable indoor shoes, boots and rain gear, warm winter attire, a hat and an extra set of clothing to be left at the centre at all times. Children in the Toddler program will need a complete change of clothing, a blanket for rest time, a cuddly toy (if desired) and diapers, a soother and a bottle or sippy cup (if needed). We strongly encourage labelling your child's personal items with his/her name.

While children are toilet training, it is advisable to bring three or four complete changes or clothes daily as well as extra socks and shoes.

Birthdays/Celebrations

Children's birthdays are recognized within their program. Children will take part in a rousing version of "Happy Birthday". If you wish to bring a cake or cupcakes to celebrate your child's Birthday it needs to be store bought and nut free. We do not allow any homemade cakes or treats to be shared with the children.

Nutrition

Teaching children healthy habits early in life is one of our goals. Our Preschool, Kinder Club and Out of School Care children are provided with nutritionally balanced snacks and meals throughout the day.

On school days Out of School Care children are provided a morning and afternoon snack, but are required to bring a bag lunch to be eaten at school.

On **non-** school days, Out of School Care children are provided a morning and afternoon snack, but are required to bring a bag lunch. A refrigerator is provided for storage as well as microwaves for warming foods.

Please be advised that Glenora Child Care Society is a 'nut free zone'.

Illness

Each child's health and wellness is a concern to all of the staff at Glenora Child Care Society; while we are sensitive to the stress that illness may cause for families, we do not have a facility to care for sick children for extended periods of time.

If your child is unable to participate in the full daily program, indoors and outdoors, they should remain at home.

The following are definite indicators that your child should remain at home:

- A developing or acute cold with fever, runny nose and/or watery eyes, coughing and sore throat, Child is tired and irritable. Child does not feel well enough to participate in the program.
- Fever over 38 degrees Celsius (100 degrees Fahrenheit).

- Communicable illness or undiagnosed rash.
- Contagious infection, including pink eye.
- Vomiting or diarrhea (children must be clear of these symptoms for 24 hours before returning to the centre).

As children often become ill rapidly, it is essential that we be able to reach families by telephone during childcare hours. If a parent cannot be available, an alternate contact must be designated. In the event that a child does become ill, the staff will isolate the child until the parent arrives. While every effort will be taken to maintain a healthy environment, it is important for families to plan alternate arrangements in the event of their child's illness.

Health and Safety

Universal precautions are taken during diaper changes and your child's health and cleanliness is of the utmost importance. Staff role model appropriate hand washing techniques and enforce the same for your child. Our toys are sanitized on a weekly basis and toddlers are monitored closely for mouthing toys or materials.

Each staff member has completed an approved First Aid course and is prepared and trained for emergency situations. Your child's physical and emotional safety is a priority throughout the day. GCCS ensures appropriate supervision at all times. In the event of a serious illness or accident involving a child, GCCS will notify the parent/guardian by phone and ensure that the child receives medical attention as necessary.

Please read Glenora Child Care's Health and Safety Manual provided in the registration package.

Immunization Policy

It is the recommendation that all children have regular vaccinations. If your child is not vaccinated and an outbreak occurs within the centre, you will be responsible for removing your child from care until the illness subsides. Our goal is to maintain the health and safety of each child and their family.

Communicable Illness

If your child is suspected of having a communicable illness, you will be required to pick them up immediately; a doctor's note will be required clearing them for return to the centre. We will provide information, in a confidential manner, informing parents of any communicable illness within the centre as well as a fact sheet describing what signs to look for in your child at home. As some illnesses are more

contagious than others, Glenora Child Care Society will follow the guidelines set out by Alberta Health Services when deciding if a child can remain in care while being treated for a communicable illness.

Medications

Glenora Child Care Society will administer both prescription and non-prescription medications to children, in accordance with licensing regulations. Families are required to provide the following:

- Written authorization, including the dosage and times any medications need to be administered. Forms can be provided by your child's educator.
- Medication must be in the original container, clearly labelled with the child's name, name of the medication, dosage, the date of purchase, instructions for storage and administration of the medication.
- Please note: non-prescription medication will not be administered for any longer than three consecutive days without a doctor's note.
- When medication is not in use, please remove it from our locked boxes and take it home. We cannot store medication on site.

Emergency Situations

All staff have current First Aid training. Fire Drills are practiced regularly so both children and adults are familiar with the routine and procedures. Each room has an evacuation plan in place as well as accessible emergency exits.

In the event of an emergency that requires evacuation such as fire, flood or gas leak, children will be walked to Glenora Playschool located at 104 Ave & 136 Street. Parents will be notified to come and pick up their child (ren).

MEDICAL EMERGENCIES:

If you have not specified an alternate hospital for emergency care, your child will be transported to the Stollery Children's Hospital in the event of an emergency. A staff member will remain with your child until a parent or emergency contact can be notified.

Confidentiality

Your family's confidentiality is very important to all staff members at Glenora Child Care Society. From time to time, you will be provided with a photo release form allowing us to take pictures of your child and to post them within our centre. Please ensure your release form is up to date. The centre will not release information about your child or your family without your consent.

Suspected Child Abuse

Every child has the right to be protected from abuse, neglect, harm or the threat of harm. As Early Childhood professionals, we must promptly report any matter of concern to the Ministry of Children and Families.

Please note:

- We are required by law to report suspected or disclosed abuse.
- We are not permitted to contact the parents unless specifically directed to by the Ministry or the Police.
- Reporting procedures are designed to protect the child.
- Our responsibility is to report suspicions and disclosures. It is NOT our responsibility to determine if abuse has occurred.
- Our main concern is for the safety and well-being of your child.

Conflict Resolution

Glenora Child Care Society and our staff are committed to working cooperatively with families. Families are encouraged to discuss any questions or concerns they have regarding the child care program or facility with the staff. As all staff, including the Executive Director, are directly involved in providing care for the children, they may suggest an appointment be made if lengthier discussions are required.

If a concern arises between an individual staff member and a family, they are encouraged to discuss the issue openly and attempt to reach a mutually acceptable resolution. If the issue is not resolved to the satisfaction of both parties, the Executive Director should be notified. If mutual resolution is still not achieved at this level, the Board of Directors should be contacted.

If a family is concerned about programming, a Glenora Child Care Society policy or a decision made, the family is encouraged to discuss it with the Executive Director. If a mutually agreed resolution is not achieved, the Board of Directors should be contacted

It is Glenora Child Care Society's intent to provide high-quality care to each and every family we service.

Glenora Child Care Society reserves the right to remove a child from our care without notice if we at any time feel the children, families or staff members have reason to fear for their physical or emotional safety. Our goal is to provide an emotionally and physically safe and trusting environment for all children, families and staff members.

Please see attached Appendices.

Appendix 1

TRAINING STANDARDS REQUIREMENTS

The Day Care Regulations requires all primary staff to be certified at one of the following three levels:

Child Development Supervisor

- A person who has completed a two-year Early Childhood Education (ECE) diploma program offered by a public college or private vocational school.
- A person who has completed course work that is considered equivalent to the course work required for an Early Childhood Education diploma.

Child Development Worker

- A person who has completed a one-year Early Childhood Education (ECE) certificate program offered by a public college or private vocational school
- A person who has competencies, completed course work or a combination of both that is considered equivalent to the course work required for a certificate.

Child Development Assistant

- A person who has completed a course in child care.
- A person who has competencies that are considered equivalent to a course in child care.

What are the Training Requirements?

- A Program Supervisor (a person who is certified as a Child Development Supervisor) must be on the staff of the program at all times.
- When the Program Supervisor is not on the program premises, the Program Supervisor must designate a staff member to assume the responsibilities of the Program Supervisor during his/her absence.
- Day Care Regulation 30(1) requires that at least one in every 4 of the primary staff members is certified at minimum as a Child Development Worker and the other primary staff members are certified at minimum as Child Development Assistants between 8:30am and 4:30pm.
- At all other times of the day, every primary staff member is certified at minimum as a Child Development Assistant.

For more information, please visit the Alberta Children's Services website:

www.child.gov.ab.ca

Appendix 2

School Pick Up Policy

At Glenora Child Care Society, we look at the needs of the children as a whole and what is best for every child. When a child is asked to stay back for disciplinary reasons in their classroom after school hours, it impacts the children as a whole because all the children need to stay on school grounds and wait for that one child this is a concern as it might be cold outside for the children waiting and could impact child/staff ratio at the centre.

Therefore, when children are kept back in their classroom after school hours, we ask that the school notify both Glenora Child Care Society and the child's guardian. And that on such occasions it is the guardian's responsibility to find arrangements for the pick-up of the child from school.

Appendix 3

HARASSMENT POLICY

1. All Directors, employees, members, and children who attend the Glenora Child Care Society have the right to be treated with fairness, dignity and respect.
2. In all of their dealings with and on behalf of the Society, Directors, employees, members, and children must refrain from acts of discrimination and harassment against other individuals. Such acts are unacceptable behavior and will be subject to disciplinary action.
3. The Following list includes some examples of harassment, but is not an exhaustive list of all things which might be found to constitute harassment:

Verbal Harassment: Foul or obscene language; derogatory comments about a person's appearance, race, culture, religion, age or sexuality or other immutable characteristics; demeaning jokes or slurs; and unwanted sexual comments.

Physical Harassment: Practical Jokes; pushing or shoving; any unwanted physical touching or interference with free movement.

Visual Harassment: Obscene gestures; demeaning posters, cartoons, drawings or graffiti that are shown to individuals or displayed in plain view.

4. If a Director, employee, member or child feels that she or he is the victim of harassment or that harassment is occurring the Executive Director must be notified. If the harassment involves Executive Director the Board of Directors must be notified.

The Executive Director must investigate fully all complaints of harassment, and if harassment is found to have occurred the Executive Director must take action to prevent the harassment from continuing and from occurring again in the future.

Appendix 4

ROLES AND RESPONSIBILITIES OF SOCIETY MEMBERSHIP

As a member of Glenora Child Care Society, you:

- Work with and communicate positively with staff to provide the best possible care for your children.
- Follow policies and practices outlined in the Operations and Health and Safety Manuals.
- Keep every child at Glenora Child Care Society safe by :
 - Locking the outside gate
 - Allowing only your children to enter the building with you.
 - Shutting doors behind you as you enter and exit the building and classrooms.
- Keep our centre clean by removing soiled footwear at the door and keeping your child's locker clean.
- Fundraise. There are numerous fundraisers held each year. You should contribute to at least one.
- Volunteer some of your time. There are always many opportunities for this during the year.
- Attend the Annual General Meeting held each May or June.