

Aspen Out of School Care

11811-40 Avenue

780-705-1133

Edmonton, Alberta

Parent Handbook

Welcome to Aspen Out of School Care

We accept children from the age of kindergarten to school age children.

What to Expect at Aspen

- A diverse centre where you will meet children and families from different cultures and background.
- Open door policy: a warm welcoming environment to all parents and families
- Spacious room for children to play and learn.
- Varieties of Open-Ended materials that encourage individual creativity.
- Trained and certified staff for early childhood education; plus, staff receive ongoing professional training for their professional development.
- Outdoor school playgrounds where children use for physical activities that promote gross motor development.

What we believe

We believe that each child is unique and special.

We believe that children take different time and pace to achieve the development milestones.

We encourage children to reach all milestones in each area of development.

To achieve the milestones, our staff provides varieties of activities and materials that are age appropriate; Materials and activities provided help the children in developing their social skills, physical, intellectual, creative, and emotional areas of development.

Staffs help the children to learn new concepts and help them to develop problem solving skills that will help them in their future.

Days and hours of operation

7AM - 6PM Monday to Friday. The centre will be closed for all the statutory holidays, Good Friday, and Easter Monday. The centre is also closed during the week of Christmas. Our center caters to fulltime children. We provide drop-in service per day but that will depend on the availability for that day.

Philosophy

The Aspen Out of School Care has an open-door policy and learning through play is the base of our program. Our routine is balanced between independent times and staff directed times to allow children to decide on the activities freely and comfortably they wish to pursue as well as time to learn in group settings. Learning through play provides the children opportunities to grow and enhance their creative, intellectual, social, physical, and emotional development. Language will strive to foster positive self-image and respect for all the children and adults. Building positive relationship is the core of our practice. Families play the most important role in children's lives, keeping close communication with families is important for the optimal care of the children.

Staff qualification and police clearance check policy

The centre goal is to meet the diverse needs of the families, children, and community. To achieve that goal, the Aspen management hires the staff with certified Early Childhood Education, first Aid certificates and police clearance checks. ***(See staff certification posted at the entrance)***

Police clearance check for childcare certification is one of the requirements for employment. Under the Childcare Regulations, Police clearance check is required as part of the provincial childcare staff certification process. This check is one way to ensure that children are safe and cared by someone that has not been criminally convicted or a related offence. There is a great amount of responsibility on persons in childcare facilities, it is important to screen all individuals working at the childcare to ensure the safety of our children. Police clearance checks are required for all persons over the age of 16 years who have the opportunity to be in direct and regular contact with children in the daycare.

Parents' involvement

We hope that your involvement with our program will be a happy and growing experience for you and your children. Please feel free to call or visit us. Our center welcomes your ideas, suggestions, or recommendations you may have. We encourage consistent family involvement and inputs to incorporate children's background and experiences into our program. we welcome parents to volunteer during the field trips. Parents are also welcome to discuss with children in the centre about their professions; share special talents they have and or perform cultural activities/celebrations with children.

Parents are welcome to donate items to the centre such as papers, art and craft, cultural materials for the children to learn about different backgrounds.

Open communication is encouraged, and we strive to develop positive relationship with parents.

Families are also encouraged to review and update policies; they can also participate in our monthly staff meeting and contribute their ideas for children's programming.

Family concerns/Grievance policy

Although the center makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events situations or staff. In these events, parents are encouraged to talk to their child's caregiver as a first point of contact. If they have tried this without satisfactory results or the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the director/owner of the center. The director/owner will then schedule the meeting as necessary with the appropriate parties to gather relevant information before deciding on a course of actions. Parents will be informed as appropriate within confidentiality requirements as to the results of the Director/Owner inquiry action taken.

Again, our goal is quality childcare, and we encourage parents to bring their concerns to us, so that we can work together to ensure the quality.

Technology and Toys Policy

All other technical equipment such as handheld game consoles, cameras, cell phones, personal music devices like iPod will not be allowed in the centre. We encourage parents not to send these items to the centre. It is important to know that items brought to the centre by children are the child's responsibility and not the centre. The centre is not responsible for the lost items.

Toys: We encourage parents to keep their child's toy at home to minimize frustration among other children. These toys can be misplaced or get lost at the daycare and the child will be upset. We have show and share day every Thursday, your child can bring only one toy from home on this day, but the centre will not be responsible for lost or broken toys brought from home.

Excursions Policies

We have different daily outdoor activities for our children, which we need parents/guardians to give us permission to do that. Please indicate in the registration form whether you allow/do not allow your child to participate in those activities.

Holiday policy

The Aspen centre will be closed from Christmas Eve and will open on the first working day in the New Year. The center will remain closed for all the statutory holidays. Please be informed that the fee will not be adjusted when the centre is closed for the holidays.

Monthly fees policies

Monthly Fees: All fees are due by the 1st week of the month (five working days). After that the centre will charge a late fee of \$5 per day for one week. If the fee is not paid at the end of the second week, the centre will send formal letter to the parents; if the fee is not paid after that, the centre will terminate your child from the daycare.

Registration fee: Upon registration the centre charges a onetime \$100 non-refundable registration fee. This fee is due during registration. The registration fee will not apply in your monthly fee.

Medication Policy: Parents are required to fill out a medication form if your child needs medication during the day. Medication must be in the original container. The prescribed medication must have the child's name. Parents must fill the form also when medications and herbal remedies were given at home.

The medication must be in the original container and parents must fill out the name of the child, name of medication, the amount to be given, date and time to give, as well as any special instructions. The staff member administering the medication must have a valid first AID CERTIFICATE. The staff member will observe the child carefully and contact parents if any side effects occur after medication. All medicines are stored in two places in the kitchen, in a locked box inside the cupboard and a locked box in the fridge. The medication forms are kept with the child's staff in the room. When medication or the herbal remedies are no longer needed staff will return to parents. Only medication is being used should be in the medication boxes. In case of emergency medications, such as EpiPens or inhalers etc., these will go in a labeled container out of the children's reach. These medications will go with the staff in her emergency backpack while on outings with the children.

Staff will get training in the proper method of administering the type of health care/ medication required by the child and this is documented in the staff and child's file.

Incident/Accident Report policy

If a child is injured or gets sick, staff will ensure that the child receives appropriate first aid. If the situation requires medical attention staff will contact the parents or the emergency contact person to take the child for medical attention. The incident report will be written and signed by staff, the director will review and sign the report before given to the parents indicating that she/he had read it and verified the happenings. Parents will be notified of the incidents and need to sign that report.

The incident report form is also filled for any incident that requires First Aid or any concerns regarding the wellbeing of the child such as suspected abuse; or can also be used to document behavior concerns. All the incident reports will be filed for the Centre's records.

Child Illness Policy

When a child is ill, daycare staff will notify the parent/guardian if they feel that he or she is not well enough to stay at the Daycare.

Our centre requires that following symptoms will be reasons for a child to be absent from the daycare and for 24 hours post symptoms and post treatments:

- -Temperature over 100 degrees centigrade.
- -Eye infection commonly referred to as Pink Eye.
- -Bronchitis: Hoarse Cough and slight elevation in temperature.
- -Rashes that cannot be identified or have been diagnosed by a doctor.
- -Impetigo: Show up as red pimples on the skin.
- -Diarrhea which is watery or greenish bowl movement that looks different and is much more frequent than usual. A child has severe cold with fever, sneezing and or significant nose drainage.

For contagious diseases a child must also be absent for the long of time that covers the contagious and recovering periods. This will vary with the type of cases; verification by a doctor may be required to allow your child to return to the centre.

Field Trip Policy

Field trip will be planned, and emergency procedure prepared. The field trip will support the program philosophy and children's interests. Whenever possible, field trips will be planned with the input from children to compliment the program and meet children's interests. The staff will notify parents and director for any field trip or walk trip. Parents must sign field trip permission forms. Any field trip requiring busing must be approved by the bus company and follow Canada field trip guidelines. Staff will never transport the children to the field trips or emergencies. Children will use yellow bus or approved public transport.

Parents are invited to attend field trips. Above ratio adults will be required to accompany the group in case there are a large number of children, or the field trip is near water.

The staff will notify parents and director for any field trip or walk trip. Parents are invited to attend field trips. A portable backpack must be on hand from every playroom, with a first aid kit,

children's emergency contact information, hand sanitize and cell phone to keep in touch with the center.

Two caregivers are required to go with the children. Caregivers must ensure that children are dressed appropriately for the weather. And children must wear Daycare T- SHIRTS for the field trips.

Staff must have photocopy of the field trip consent form with them in the field trip.

If any injury occurs, one of the caregivers will phone the daycare for help while other staff assists the child who gets hurt. The medical incident/accident report will be prepared, and procedure will then take place. Staff must be aware of all safety requirements and review these with their children and other chaperons before departing. The caregivers must also let the children know where they are going, what will take place, what they will see, so the child will know who should or shouldn't be with her.

Transportation Policy

While in our care safety of the children is the most important and a must.

Children who are walking to and from school

Staff who drop children to school will remain at your child's school until there is teacher supervision. At pick up time staff will be at your child's school when the bell rings and will meet the children at the prearranged spot. The staff will remain in that spot until all children arrive. It is important to know that the school is responsible for the children until the daycare staff arrives at school for pick up. The teacher in charge from school is required to communicate with childcare staff during pick up time for safety reasons.

Procedures of locating children that do not show up at the meeting spot at school during pick up:

- Contact the school office to check if the child was at school.
- Contact the centre if the parent has called.
- Centre will call parent to see if the child was picked by them; if not the parent will be asked to come to the centre to assist.
- Staff will notify the school and ask for assistance; school can help by calling the child's classmates.
- Search playgrounds, centre, and school quickly. Call the centre for additional staff.
- Call police and continue searching the area.

Release of your child: Please inform staff, if someone else will pick up your child even if these people are already on authorized release, we cannot release your child to anyone without parent's prior consent. Photo identification will also be required.

Child guidance policy: All our staff understand the importance of establishing and being consistent with limits set for our centre. Our policy is to guide and remind the children of the limits on daily basis and being consistent, by redirecting, acknowledging feelings, giving choices, stating rules and expectations. We encourage children to solve their own conflicts with others with staff support. We also encourage cooperation. Staff will help children understand their own feelings and emotions and feelings and emotions of others; also, the impact of their behavior on themselves and others. Parents will be notified verbally or in writing if there were issues during the day.

Snacks and Mealtime for infants up to kindergarten children: We serve breakfast from 7.30am till 8:00am. If you are planning to come after that time, please feed your child at home. Lunch time from 11.10am to 11.45 pm is for morning k/g and 12:00, noon is afternoon k/g and afternoon snack is served at 2:30 for morning kindergartners and 3:40pm for afternoon kindergartners.

Snacks and Mealtime for after school age children: The daycare provides breakfast and afternoon snacks only. Parents must pack lunch for their children on the days that their children spend the whole day at the daycare or when schools have early dismissal and children must be at the daycare during lunch time.

Allergies: if your child has allergies, parents must indicate in the registration form, stating what types of allergies the child has. Also indicate if your child has emergency medication such as EpiPen, or puffer. Due to many children having nuts allergies Aspen is not serving any nuts or nuts products to the children. Also, parents are not allowed to bring nuts or nuts products to the centre. If that happens the centre will keep the snacks away from the children's room and parents will pick them up at the end of the day (pick up time).

Parents/staff relationships: We encourage positive relationships between staff and parents. This will ease the communication and feedback about your child and how his /her day was.

Hours of operation and late pick up policy: The Aspen opens from 7:00am -6:00 pm. Please pick up your child no later than 6:00pm. Otherwise, pay the late fee directly to the staff as follows: 5 minutes late = \$5; 10 minutes = \$10; 15 minutes = \$15; 20 minutes=\$20; 30 minutes=\$40. More than 30 minutes is not acceptable and staff may need to call social services if parents do not notify the centre that they are on their way to pick up their child. Parents must sign to acknowledge that they understand the late pick-up policy.

Termination policy

Termination of childcare is based on various reasons such as:

Parent decision: When a parent/guardian decides to remove the child from our care, the centre require parent to provide a one-month notice. This will allow the centre to enroll other children from the wait list. Failure to give one month notice; the centre will charge the parent a full monthly fee. Parents have to sign that they agree to give the centre one month's notice when they decide to remove the child from the centre or they are responsible for paying the monthly fee.

Monthly fee: The centre requires the parents to pay their fee in full/parent's portion fee on the first week of the month (five working days). If the fee isn't paid on time, the centre will discuss with parents verbally, and later the written letter will be given; after that the centre will terminate the child if parents fail to pay.

Behavior of the child: The centre follows the child guidance policy to support the children with behavior issues. Parents will be involved in the process and will receive feedback. The centre have the right to terminate your child if: The concern about the behavior won't stop after efforts made by staff and parents; or when the child is bullying other children or when the child's behavior becomes a threat to the staff and or other children. Abuse of any kind against staff or other children in the centre won't be tolerated by the centre, and if it doesn't stop after all the effort made, the child will be terminated from the program.

Inability to meet the child's need: The centre will do its best to meet the child's need, however if the child has severe disabilities and the centre do not have special facility or specialized staff to meet your child's needs, the centre will advise parents to seek assistance from special facilities that offer services needed by the child.

Parents' responsibilities policy

Parents must:

- sign your child in and out every day on the children's attendance sheet.
- Keep aware of anything that may cause change in your child's behavior.
- Notify us if someone else is picking up your child, write in the parent communication book.
- Pay the fee the first week of every month.
- Supply diapers pull ups and wipes for the children who are not potty trained.
- Notify us if your phone number and address change.
- Call by 8 am if your child is not coming that day.
- Take your shoes off at the front entrance to maintain hygiene and keep our little ones away from germs and dirty stuff that are carried with outdoor shoes.

Acknowledgment form

Please sign and return this form to acknowledge that you received, read, and understand the parent handbook with the following information:

- Days and hours of operation & centres' Philosophy
- Staff qualification and police clearance police check
- Parents involvement policy
- Family Grievances/concerns policy
- Technology and toys policy
- Excursions policy
- Holiday policy and fee will not be adjusted when centre is closed.
- Fees policy
- Medication Policy; Allergies and Child Illness Policy
- Incident/accident Policy
- Transportation policy and Field trip policy
- Release of your child policy
- Child guidance policy
- Child drop in policy
- Snacks and mealtime policy (school age children need to bring lunch from home)
- Parent/staff relationship and Parent responsibilities
- Hours of operation and late pick up fee
- Termination Policy and reasons for termination

I _____, parent of _____,
received, read, and understand the policies outlined in the parent's handbook.

Parent Signature _____

Date _____

Director's name _____

Signature _____

Date _____