



Right Start Daycare

PARENT HANDBOOK

September 29, 2025

TABLE OF CONTENTS

About this Handbook	3
Right Start Daycare's Vision and Mission	3
Standards of Excellence	3
Right Start Daycare Education Philosophy	4
Curriculum Strategies	8
Our Schedule	8
Right Start Daycare Daily Activities	9
Nap Time	10
Staff, Teachers, and Volunteers	10
Admission and Registration Policy	11
Subsidy	11
Tuition and Fees	12
Drop off Cut off Policy and Late Pick up Policy	12
What do you need to bring to Daycare?	13
Closure Dates	14
Arrival and Dismissal Policy	14
Communication and Family Involvement	15
Nutrition Policy	15
Staffing Plan	16
Orientation and Tour	16
Termination of Childcare	16
Termination of Care/Attendance Requirement-AB GOV Grant Related	17
Children's Records	17
Immunization Record	17
Administration Records	17
Portable Records	17
Outdoor Activities	18
Building, Play Area, Materials, and Furnishings Policy	18
Child Discipline Policy	18
Abuse and Neglect	20
Daily Report	20
Health Care	20
Emergency Removal due to Illness	21
Administration of Medicine	23
Anaphylaxis Policy	23
Accident or Serious Illness	24
Incident/Accident Reporting	26
Hand Washing Protocols for Staff and Children	27
General Cleaning	27
Onsite-Outdoor Play Supervision	28
Emergency Evacuation	28
Smoking Policy	29
Media Policy	29
Safety Policy	29
Program Evaluation	30
Complaints & Grievance	30
Supervision Policy and Practices	31
Off Site Activity Policy	33
Consent for Sharing Information with Government Bodies	33
Questions Parents and Guardians Ask	33

****Please note that throughout the year, there will be changes to Right Start Daycare’s policies and procedures. The most current enforced and overriding version will always be posted online in the Parent Corner section of our website and will take precedence over any prior handbooks. The parent handbook will be updated at minimum once a year to reflect any changes to policies and procedures. ****

About This Handbook

The intention of the Parent Handbook is to provide parents and guardians with the information they will require to have a successful working relationship with the Right Start Daycare team.

All new families will have the opportunity to review the Parent Handbook online or by booking an appointment with the Program Director or General Manager. Changes to this handbook will be provided to families currently attending the campus by way of email to advise that the amended booklet is posted on our website.

This handbook shall be reviewed no less than once per year by the program director(s), General Manager and Operations Manager. Families are encouraged to provide feedback on policies and procedures that affect them through the use of the comment and suggestion box, or through discussion or emails with the Managers at any time during the year. Families are encouraged to provide their feedback in writing, so we have a record of when the feedback was provided as well as the details. Parents and guardians interested in knowing more about the specific policies and procedures that govern our other programs can email us at rightstartdaycare@gmail.com

Right Start Daycare’s Vision and Mission

Vision

Right Start Daycare fosters a collaborative child-focused and project-based environment where we respect, honor, and empower children to learn and develop. We aim to create a strong foundation for all children built in a positive environment where we nurture every aspect of a child’s being.

Mission

At Right Start Daycare, we believe in the value and uniqueness of each child we serve. Our childcare experience is designed to promote each child’s own individual social, intellectual, emotional, physical, and cognitive development. As caregivers and educators, our mission is to provide a safe and developmentally appropriate learning environment, which fosters a child’s natural desire to be curious, discover, create, and become a lifelong learner.

Standard of Excellence

We believe in the power of early childhood education and the impact that this can have on the lives of children. That is why, at Right Start Daycare, we only hire highly experienced individuals who are very passionate about early childhood education and care. Through attendance at Right Start Daycare your child will be nurtured in all 5 areas of development daily. This will support them in increased self-esteem, social skills, and academic skills.

At Right Start we are constantly refreshing our knowledge and researching the latest advances in early childhood education. In doing so we aim to bring the very best of the best to our classrooms. We are fully licensed through the Alberta Government we are always working with our staff on continuing education to ensure we are executing at the highest level of excellent for your child.

Right Start Daycare Education Philosophy

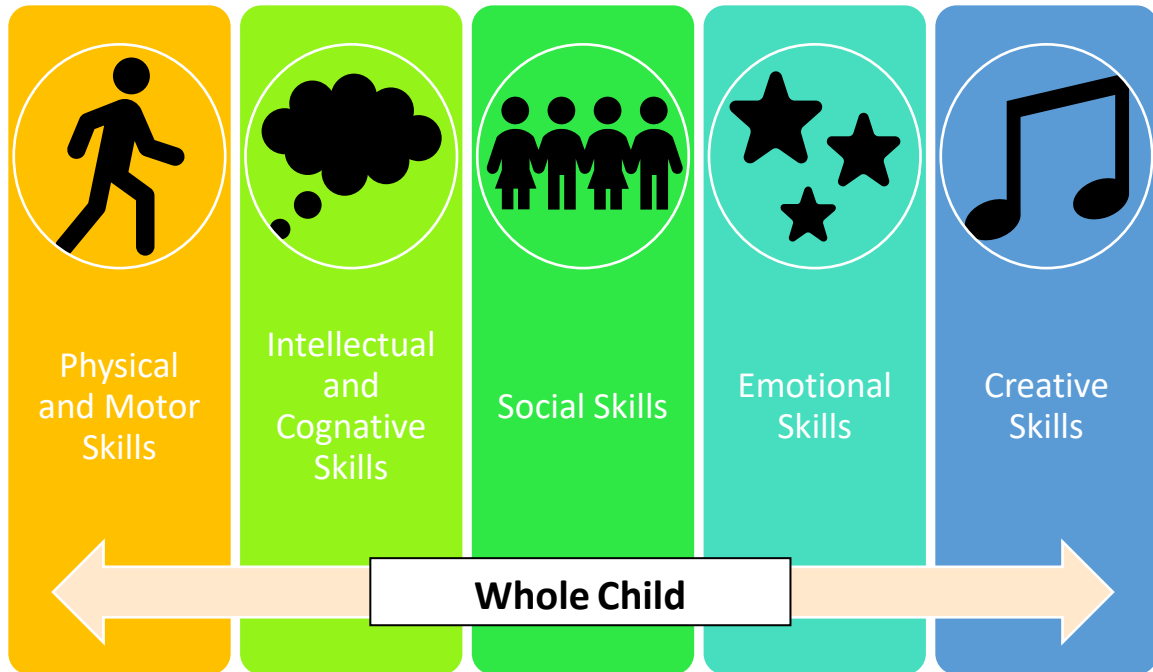
Our program is built around the concept that children are born ready to learn with an innate natural curiosity. As caregivers, we strive to create a learning environment that is safe, secure, stimulating and encouraging. Our classrooms are used in a manner to stimulate the child and then give the teacher opportunity to be able to give the children a tailored experience. Young children's developmental tasks are to build trust, learn social skills, begin mastery of academic skills and develop positive self-esteem. In order to best support these tasks, our program strives to provide developmentally appropriate activities, well trained and consistent staff, a safe and healthy learning environment, and continuity of care.

The following principles serve as the foundation for our curriculum:

- Children develop knowledge of their world through active interactions with caregivers, peers, and their environment.
- Learning is sequential, building on prior understandings and experiences.
- Learning proceeds at different rates in each area and each child; children will show a range of skills and understandings in any one area of development.
- Learning in each area is interconnected. Young children learn best through experiences, which incorporate several areas of development.
- Learning begins in the family, continues in early care and education settings, and depends on parent involvement and caregiver guidance.
- All children have the potential to achieve and learn with appropriate supports and instruction.

Whole Child

Our curriculum is designed to nurture every aspect of a child's development. The following diagram shows this in detail:



Physical and Motor Skills: Fine motor, gross motor, hand-eye coordination, pincher reflex, balance, etc.

Intellectual and Cognitive Skills: Critical thinking, self-regulation, greater focus and attention spans, language skills, effective communication, vocabulary explosion, written language skills.

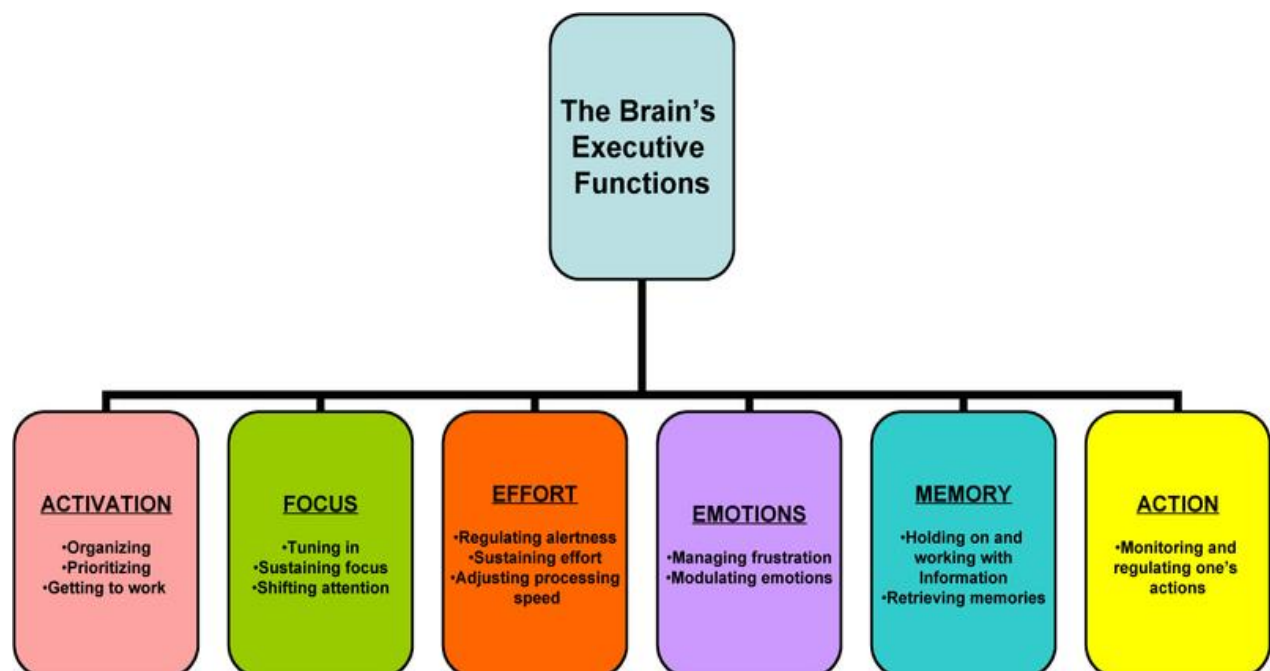
Social Skills: Social skills in a group setting, positive behaviors, social interactive norms with peers.

Emotional Skills: Self confidence and self-esteem, ability to express feelings and emotions.

Creative skills: Experiences produce new ideas and skills every day, self-expression, creative problem solving, discovery and experimentation skills.

Early Brain Development through enhancement of Executive Functions

When children are young their brains develop at an astounding pace. These are the brain functions we use to manage our attention, our emotions, and our behavior in pursuit of our goals. It has been determined that executive functions predict children's success as well as — if not better than — IQ tests. At Right Start Daycare we have trained professionals, a curriculum, and specially designed environment, that is designed to maximize your child's time with us by focusing on growing the below 6 executive functions every day to set them up for success for life.



Reggio Emilia Influence



The Reggio Emilia Approach to early childhood education originated in the city of Reggio Emilia in Italy. Since its development in the 1940's, this inspiring and innovative educational approach to early childhood learning has since been used worldwide. The Reggio Approach fosters the children's intellectual development through encouraging young children to explore their environment and express themselves through all their available "expressive, communicative and cognitive languages" It is not seen as an educational method rather it is seen as a living process. The Reggio Emilia approach values the belief that children are strong, competent and capable citizens who are full of wonder and curiosity to learn. It believes that children have a natural drive that makes them want to understand and know about the world around them and how this world relates to them. Children are believed to be capable of constructing their own methods of researching and learning using everything from play to a variety of other hands-on-learning experiences.

The environment is very important to the learning process in this approach, and parents as well as teachers are considered to play an important role in the education of children using the Reggio Emilia approach. Learning is also made "visible" through documenting the child's learning experiences.

In using this approach to education, time is given to the children, so they may be allowed to learn, explore, or go back and revisit an investigation or a focus of interest as needed. It is an approach based on listening rather than talking; where doubt and amazement are welcome factors along with the scientific inquiry and the deductive methods used by a detective. The Reggio approach views children as being worthy of being listened to and feels that adults can learn from children as well as the other way around. Teachers are also encouraged to allow the children to guide their own curricula based upon their own interests and curiosities. The classroom environment is also geared to accommodate the needs of the children. Children are encouraged to develop their own curiosities and potential to understand the world around them and how they fit within this.

The Reggio Emilia Approach is seen as an inspired child-led approach to learning. The general principles of Reggio can also be incorporated into home life. Adults are encouraged to slow down and listen to their children, discover what interests them, and then provide them with ways to nurture these interests. Learning and play are not considered to be separate, but rather as being related to each other. This approach to education views the child as playing a very important role in their own educational experience.

Curriculum Strategies

Allowing Children to Make Choices

Right Start Daycare endeavors to assist children in developing strong independence skills, encouraging children to be responsible for their choices and the inevitable outcome of these choices. A universal problem-solving model will be used with all children. The cause/effect relationship of choices/outcomes will be stressed with all children in the program.

Multiple Learning Environments

Most early childhood programs in Calgary enroll children into a single classroom; however, children in Right Start Daycare are enrolled into class groups where children can participate in multiple learning environments through the day. The Right Start teachers coordinate amongst each other to plan developmentally-appropriate activities in multi-age groupings when developmentally/skill/activity appropriate for the children.

Interest Based/Reggio Planning

Right Start Daycare recognizes that all children are individuals and acknowledges that children will grow and develop at unique and varying paces. Our teachers differentiate their planning specific to each child. Developmentally appropriate activities are used to grow your child's skills and abilities. Ongoing observation of children's interests and abilities will be conducted and used as a guide when determining future planning goals and directions. Play will always be the main medium with which children learn and develop new skills in the program. Planned activities for children in the program will be open ended and the children will be allowed to complete the activity in ways that express and encourage their individuality.

Our Schedule (sample, varies by age)

6:30am to 9:00am: Breakfast and free play.

9:00 to 11:30am: Session 1

(Classroom time and outdoor play)

11:30am to 12:00/15: Lunch time

12:00/15pm to 12:30pm: Transitioning in the classrooms and nappers are being put to sleep.

12:30 to 3:00pm: Session 2

2:30 to 2:45pm: Naptime over, transition in classrooms.

2:45 to 3:00pm: Snack time

3:00pm to 6:00pm: Snack time, Free time/educational playtime.

Right Start Daycare Daily Activities



Activity Centers: Language and literacy, science, math, numbers, building and construction, puzzles and manipulatives, creative centers, dramatic play, art.

Meal Times: Served family style, table manners are encouraged, meaningful conversation is encouraged, promotion of healthy eating choices.

Structured and Unstructured Play: Outdoor play space, nature walks, play at park next door, indoor playroom, musical instruments.

Class Ownership: Cleaning up after meals by putting dishes away, cleaning table, sweeping floors at end of day, emptying class garbage/recycling bins, helping with prep for classroom projects, etc.

Enrichment Programs: Age appropriate Karate, Yoga, Zumba, Mad Science, Music class, hosted by special guests, etc.

Nap Time

Children ages 12months-3years are observed napping. Some older pre-school aged children nap as well. An interrupted nap leaves a child too tired and unable to go back to sleep, become increasingly fussy and easily upset. Children who do not get the appropriate amount of sleep required to sustain their continual development could suffer illnesses rooted in the fact that the child is simply exhausted. **We appeal to parents to be mindful to observe our nap time by trying to drop off children before 12:00pm or after 3:00pm.**

Staff, Teachers and Volunteers Hiring Procedures

Staff, teachers and volunteers are required to adhere to the health, nutrition, and safety policies as outlined in the employee handbook provided to them upon hiring. Specific information on the certain teachers, staff, and volunteers is posted on our website or is provided on the 'Meet Our Staff' bulletin board.

Staff Hiring Procedures

All staff persons employed by Right Start Daycare must:

1. Provide a criminal record check, including vulnerable sectors search, dated within six months of their commencement date with the company. The criminal record check and vulnerable sectors search is renewed, at minimum, every three years thereafter in order for the employee to continue being employed by the daycare.
2. Be childcare first aid certified and for this certification to remain current for the duration of their employment with the company.
3. Provide Child Care Certification issued by the Government of Alberta. Within the first six months of employment maximum, expectation will be this is done as soon as possible.
4. The Government of Alberta issues certification levels or standings based on employee's education backgrounds. The three levels of certifications available are Assistant, Worker, and Supervisor.

Volunteers

We strongly encourage all volunteers to be first aid certified and all volunteers must adhere to all Right Start Daycare policies. They must have a valid criminal record check including vulnerable search sector obtained within 6 months of application date, and prior to start date with the daycare. It is required to have a volunteer contract from the General Manager stating duration, hours available, etc. on file. They must maintain daily attendance log as required by all adults present and working with children in our program. It is an expectation that volunteers model appropriate behavior and language and not be left alone or counted in ratio, assist with light cleaning, and follow instructions from the Director or General Manager.

Hiring Procedures

Prospective employee must complete our program application form and submit a resume for review. Applications submitted in person may result in immediate interview depending on program staffing needs. All applicants will be interviewed in person and questions will be asked to verify information provided on resume. Applicants must submit a written reference with their application. Reference checks are also done by telephone. A second interview may be required if all persons involved in hiring were not in attendance at initial interview. Our program also accepts recommendations from parents or current employees.

Each staff will have a file to save all hiring documents which includes but is not limited to the

following: application form, offer of employment, resume, criminal record check, first aid/CPR, terms of employment agreement form,, policy/procedure/handbook agreement form, nut policy, immunization record, anaphylaxis training, abuse training, and orientation checklist.

Admission and Registration Policy

Right Start Daycare accepts children 12 months - 6 years of age before the first day of service being provided, and they must not have started attending grade school.

To begin the registration process please visit our website www.rightstartdaycare.ca and click the “ENROLL NOW” button located on the top of the screen. Once here complete the two-step process (Application form & non-refundable Registration fee). Once your application is received, a detailed email will be sent describing the application process.

Families of prospective students must complete a formal application to gain admission into our preschool program. Although, applications are accepted year-round, admission is heavily based on the qualifications of the family and student.

In determining a candidate’s admissibility, the site leadership will consider a student’s development history, aptitude and behavior, citizenship qualities, and extra-curricular interests. Simultaneously, goals of further enhancement and enrichment, and abilities to stay actively involved in their child’s development at Right Start Daycare, will also be considered. The site leadership may request a personal interview, classroom visit and permission to contact references from any other curricular or extracurricular activities the child is involved with to help us reach a complete assessment. Siblings of existing students are given preference over other candidates. Once admitted, parents will be asked to complete an Enrollment Contract from our Registration Department.

You will be required to maintain current records on your child with the campus at all times. A semi-annual review of the child’s enrolment application and emergency contact information will be required to be completed, at minimum, each March and September. At this time all parents may be expected to complete files (twice a year) regardless of registration date. Changes to a child’s file can only be accepted in writing.

Subsidy

We support the use of Alberta subsidized child care for families who qualify. Once accepted, parents are eligible to apply for subsidy. This can be done by visiting our website and clicking the “Apply for Subsidy” button on the top right corner. We recommend all parents apply and see if they qualify. The online application takes less than an hour and the results are instant. **Please forward the conditional approval letter prior to your enrollment date.**

If subsidy is established for the family, they are responsible for paying the difference between the program fee and the approved subsidy coverage amount as provided by the child care subsidy office.

It is the family’s responsibility to ensure subsidy applications are completed and maintained in an up to date status at all times. The campus will not provide partial fees while waiting for a subsidy application

to be processed. Families must be diligent in monitoring their subsidy file status as the campus will charge families full fees for services provided as soon as subsidy lapses or discontinues for any reason.

Tuition and Fees

Program fees are calculated on a yearly basis. Although the number of days in each month varies depending on the number of recognized holidays or closure dates, there is no change in monthly fees for current students.

Parents must complete a Pre-Authorized Debit (PAD) Form prior to their children's first day of Right Start. The Electronic Fund Transfer is processed on the first day of the month. Parents are responsible for having the adequate funds in their account at this time. If your payment is NSF, you will need to pay the monthly tuition by cash, draft, e-transfer in person; plus, the applicable NFS Fee of 100.00. If we do not receive your payment before the 2nd of the month, there will also be a late fee charged of \$100.00/week.

Families who are not diligent in ensuring their account is kept in current status risk having care of their child terminated. Any family with an account with an outstanding balance will have their position immediately placed on hold (i.e. your child cannot attend if your fees are past due). Your child will be terminated from Right Start if your account remains in a past due status past the 10th of any month. If childcare services are terminated due to non-payment of fees, families will still be responsible for ensuring the outstanding fees are paid to the campus. Right Start will forward any outstanding accounts to an outside collection agency to ensure proper closure of the account and monies owed are recovered.

Any fee for this will also be borne by the family involved.

One-Time Registration Fee

During application process, there is a *non-refundable, non-transferable registration fee of \$300.00* per child to be paid through e-transfer. If a parent chooses to withdraw your child's name from the waitlist, the full fee is non-refundable. Registration fees are to be paid via e-transfer to rightstartdaycarecalgary@gmail.com.

Drop Off Cut Off Policy

We do not allow children to be dropped off or picked up between 10:30am to 2:30pm with prior exception approval due to the disruption it creates in the classrooms during very busy times in the day and the impact to the overall experience of the other students.

Late Pick Up Fee

We do not encourage late pick-ups. All parents are asked to pick up children by 5:45 at the latest so there is time for a warm hand-off and transition for the child as it does take a few minutes for the pick up process and the pick up process needs to be completed with all parents and kids off site by end of our licensed time of 6:00pm. If by 6:30pm a child has not been picked up and/or we are unable to get a hold of parent/alternate contacts to verify the identity of person picking up child, we will call the police and notify the social service office as per the province mandated policy for these circumstances.

Childcare may be terminated if there is an observed trend of late pick-ups. There is a late fee of \$5.00/minute late pick up per child. This must be paid in full prior to the child returning to care the next day.

Tuition Includes

The monthly program fee includes the following for every child attending the program:

- Special guests, extracurricular activities, projects, and specialized instruction
- Activities, classroom supplies, and supervised care
- Personal cubby bins for storage of personal items
- Personal mattress or cot for napping

What do you need to bring to Daycare?

Families will need to ensure ALL items brought to the daycare are marked with the child's first name and last initial, including food items indoor & outdoor shoes, clothing, prepared bottles, soothers, etc.

Preschool

- Backpack
- Indoor shoes
- Appropriate outdoor attire for all seasons, including comfortable footwear and sunscreen during the summer months and boots, waterproof mittens, hats/toques, snow pants and jackets for the winter months.
- Crib sheet, pillow, SMALL blanket for napping-aged children, to be taken home each weekend for laundering and returned at the beginning of the following week.
- Personal water bottle
- Full change of clothing to be left on-site in child's bin

Toddlers

In addition to the items mentioned above:

- Diapering consumables
- Prepared formula if child is not consuming dairy milk

Families are asked to ensure no additional items are brought from home under any circumstance as the campus cannot be responsible for lost, stolen, or broken personal items brought into the campus. i.e. Toys, stuffed toys, etc. Personal cubbies are provided for children to keep their belongings and class materials. ALL personal items are required to be marked with the child's first name and last initial.

Issuance of Receipts

Right Start Daycare issues receipts on an annual basis via email. Anyone who has an outstanding balance will not be given a receipt.

Closure Dates

A full listing of campus closure dates is provided on the main bulletin board when entering the facility and is updated on an annual basis. **Please note there are no 'make up days' for days that children miss due to school closures, illness or vacation times. Fees are not prorated based on attended hours.

Christmas & New Year Break

Right Start Daycare closes for the holiday break. The school year calendar will have these closure dates available for you online. A reminder of these dates will also be posted well in advance in order for families to make alternate childcare arrangements.

Arrival and Dismissal Policy

Signing your child in and out

It is a licensing requirement that children in attendance are signed in when dropped-off and signed out when picked up daily. Staff must also sign in and out for start and end of their shifts. This information is vital in case of an emergency evacuation and for families who receive government childcare grant funding.

We are a “no outside shoes” facility in effort to provide the most sterile facility possible for our children. Parents/Guardians are required to remove their shoes at the front door if they are coming into the building to see the classrooms, for a tour, for a meeting with any staff, etc.

Drop off and Pick up Times

Our center currently opens at 6:30am daily. Future changes will be communicated well in advance. We do not encourage late pick-ups. If by 6:30pm a child has not been picked up and/or we are unable to get a hold of parent/alternate contacts to verify the identity of person picking up child, we will call the police and notify the social service office. Childcare may be terminated if there is an observed trend of late pick-ups. There is a late fee of \$5.00/minute late pick up per child. Parents are expected to provide as much advance notice as possible if they anticipate they will be late. Any late fees must be paid in full prior to the child returning to care the next day.

Parking

Our parking lot is designated for drop-off and pick-up only. There are 3 staff parking stalls and aside from that staff are expected to park in the alley behind the business, but not blocking traffic or the entry gate.

Communication and Family Involvement

Right Start Daycare exercises an open-door policy in the daycare, meaning that parents and guardians are encouraged to visit or check in on their children while at the campus at any time. Right Start Daycare allows observation, so you can monitor your children in their class environments. Please let the front desk know you would like to observe your child so they will not pick them up from the class for dismissal. That staff will guide you to the appropriate class. The daycare strives to ensure children and their parents or guardians are comfortable at all times while under our care. All parents must check in on the visitor sheet prior to observation of their child.

Monthly Newsletter

Right Start Daycare publishes a monthly newsletter. Newsletters contain information relevant to families attending, Right Start and its operations. Monthly updates on activities planned and points of interest will be shared.

Parent Feedback

Comments and suggestions are welcomed by the daycare and its management. Parents are encouraged to use the comment box.

At least annually, parents and guardians may be asked to complete a satisfaction survey or similar document in order for the campus to gain feedback on its services and the clients' levels of satisfaction with the services being provided. Right Start Daycare strongly encourages all families to participate in these voluntary surveys to ensure an accurate picture of the campus and its clients can be formulated.

Nutrition Policy

We serve breakfast from 6:30-8:45am and afternoon snacks from 2:30-3:00pm. Lunch is served at about 11:30am daily. All snacks and lunches will follow the Canada Food Guide and are reviewed on a regular basis to support children's healthy development and food preferences. A note will be made on snack calendar in the event that a planned menu is not served. Each meal includes a drink of milk or water when the meal plan is purchased. We do not force children to eat; we only encourage more eating using different fun approaches. Hot foods will be kept hot, and cold foods will be kept cold to prevent food poisoning. Lunches will be stored in the fridge and brought out just before lunch time. This ensures all lunches are kept cold until it is time to eat.

We will NOT serve any foods that may contain nuts.

We will NOT serve left over meals/snack from a previous day to the children.

We will post a monthly snack menu online, and in the app.

We will never force a child to finish what is on his/her plate, **BUT** encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like!!

Program staff are responsible for food storage and some light preparation of snacks for the children. All food preparation surfaces and utensils will be sanitized after each use.

Manner of Feeding

All children will be seated family style while eating or drinking. Children (defined as 12 months-18 months) will be helped if needed but encouraged to eat on their own. All children 19 + months, will be encouraged to eat on their own, but if help is needed, we will use the hand over hand method.

No beverages will be provided to children while they are napping.

Allergies/Diet Preference

Please provide us with a list of medical, food preference, and food allergies your child has, the symptoms that go along with it and treatment. A written consent is required for us to administer any emergency medication for allergic treatments, i.e. EpiPen.

Staffing Plan

With five classrooms, we will operate our program with 14 full time primary caregivers excluding program director in the following Certification Levels:

3 Early Childhood Development Supervisors

4 Early childhood Development Workers

7 Early Childhood Development Assistants

Staff-Child Supervision Ratios by Rooms

12-18months old: 1 to 4 children (16 licensed spaces, 4 staff minimum)

19-35 months old: 1 to 6 children (30 licensed spaces, 5 staff minimum)

36+ months: 1 to 8-10 children (43 licensed spaces, 5 staff minimum)

We will always have a program supervisor on premises at all times between 8:30am and 4:30pm daily.

Our program will have onsite relief staff to assist with lunch breaks, nap time

routines, and other duties to support smooth operation of our program routine. We will always meet the minimum staffing standards set out by the Licensing Regulations. During nap times, our ratio doubles. However, our program will strive to have 2 staff member supervision during nap times whenever possible or needed especially in cases where we have children who do not nap for very long or children who do not nap at all. Staff members take their lunch breaks during nap time.

Ratios must be maintained at all times, including when emergency procedures are in effect.

Orientation & Tour

Families new to our program can arrange to have a tour of our facility. Tours can take place during business hours and booked in advance with our Program Director or General Manager. Tours may last up to one hour. Parents are welcome to ask as many questions as necessary to help with their decision to enroll their children into our program.

Termination of Childcare

If the center gives termination of childcare service, the center will give as much notice as possible however the center reserves the right to terminate care immediately based on the below listed infractions or major incidents. When notice of termination of child care is given by parents/guardians one full month written notice is also required.

- *Consistent violation of center policies and procedures, parent handbook and program expectations (immediate termination)

- *Failure to make childcare payment for more than 5 working days after payment is due (no one month notice in this case)

- *Failure to pay subsidy fees shortfall within 5 working days due to loss of subsidy status (no one month notice in this case)

- *Uncontrolled and/or unsafe child's aggressive behaviors with potential danger to self and others (immediate termination)

- *Abusive behavior from parents/guardians to staff/management (immediate termination)

Challenging Behaviors are sometimes difficult; however, we will make every attempt to work with a child. If there are continual problems with severe disruptive or aggressive behaviors, in which child is a danger to self and to others, parents will be invited for a conference to work out a plan of action and to provide referrals. Our goal is to work together to help your child.

Unsuccessful attempts will lead to removal of a child from our program.

At the center discretion due to safety issues for the enrolled child, other students in the class and/or teachers termination of care made by made effective immediately. A prorated refund of the parent portion will be provided. This also applies to people not following COVID, AHS or other procedures as stated mandatory by the center.

Termination of Care/Attendance Requirements-AB GOV Grant Related

In order to receive the Grant funding for your child they must attend at least one full day within each calendar month (min 8 hours). If you terminate care and your child does not attend a day in a calendar month causing the government to not pay out the grant the parents are responsible to pay for the entire tuition. The AB GOV has a requirement that a child attend at minimum one day a month to pay the grant

so if your child is on vacation, sick, or a combination and this causes them to not attend for the minimum requirement as set by the government to receive the funding the parents will be required to pay the entire monthly tuition so there is no shortfall.

Children's Records

The following records will be maintained on our premises and kept up-to-date:

- Child's name, date of birth, and home address, and a completed registration form
- Parents name, address, and phone numbers (work, cell, home)
- Names of Emergency contact people (local contacts) as well as their address and phone numbers
- Any medication to be administered and a signed consent form
- Any special Health care provided with written consent from parent
- Any relevant Health information
- Immunization Yes/No Information
- Allergies, Reactions and treatment
- Observation Notes, developmental checklists (ages and stages) provided by parents
- Signed form by Parents that they have read and understood parent handbook and program Policy and Procedures.
- Photograph and video consent
- Copy of Child Custody court order if applicable
- Transportation contract form if applicable

Immunization Record

We no longer require a child's full immunization records however do need the immunization question answered on the application in respect to if your child is immunized or not.

Administrative Records

The following administrative records will be maintained on our program premises and kept up to-date:

- Daily attendance of each child (arrival and departure times)
- Daily attendance of each staff (arrival, departure and hours in care)
- Staff Certification
- First Aid and CPR Certificates for all staff
- Criminal Record checks and vulnerable sector search for staff, volunteers, practicum and work experience students
- Routine License and Health inspection reports visibly posted
- Food Safety Certification
- Fire Prevention Safety Certificate-Use of fire extinguisher

Portable Records

The telephone numbers of local emergency response service and poison control centers will be included with the portable records.

All children have an "Authorization for Medical Treatment" card that has all their personal information on it. This card is kept in four (4) places: one in the room that the child is in,

one in the office, and one in the kitchen. Also, on each set is a list of all Emergency contact person and telephone numbers. Our program will observe a periodic review of these contacts to keep information current. All portable records are updated annually, but parents are required to update us with any changes as soon as they happen. The cards are signed and dated by each parent. We require that all contact information we have on file on a child must be current and active. We will notify you of any contact information that we discover is no longer in service for immediate replacement. All portable records will include the following information: the child's name, date of birth, and home address. They will also include the parents name, address, and telephone number, emergency contact name and their address and telephone number.

P.O. Box address is not acceptable. Families are required to provide address as is on their utility bills.

Outdoor Activities

All children are required to participate in all center outdoor activities. Studies have consistently shown that children are much healthier and have stronger resistance to illness with outdoors exercise. We observe outdoor activities twice daily: in the morning between **9:00am -11:30am** and after snack in the afternoon between **3:00pm-6:00pm**.

Please dress your child appropriately for the current weather, and in play clothes (with shoes that adequately protect the feet). When the weather cooperates, we will spend time outdoors, ranging from a walk to playing in the backyard to visiting the park across the back lot.

- **Summer time:** We will not be going outside should the UV index count be over 8
 - Sunscreen must be worn by children during outdoor play when it is warranted. Non-aerosol cream sunscreen must be provided by parents.
- **Winter Time:**
 - Children will be kept inside if temperature reaches below -12.5 (includes wind chill)
- **There are exceptions where the weather does not feel what it reads at the discretion of center management.**

Building, Play Area, Materials and Furnishings Policy

Daily inspection is done to ensure that the building, play areas and furnishings are in good repair. The materials and furnishings are hygienically sanitized. There is a checklist that staff must check off and initial to document indoor cleaning and sanitization.

Our building has a net floor area of 3 square meters per child. All indoor and outdoor furnishes are child sized and maintained in good repair, learning materials are safe and developmentally appropriate for children and of sufficient quantity and variety for children. All books, toys, and play equipment support literacy development and are easily accessible for children. Individual beds are provided for all children.

Child Discipline Policy

Any child disciplinary action taken must be reasonable in the circumstances, must not deny or threaten to deny any basic necessity. Staff must not use or permit the use of any form of physical restraint, confinement or isolation. The staff at the Right Start Daycare will prevent undesirable behavior by setting good examples, recognizing each child as an individual,

appropriately plan the program to all children's needs and interests, plan transitions, and organize the play space to prevent running and boredom. Child discipline methods are communicated to the parents, staff and children through parent handbooks and staff handbooks. Parents and staff will also verbally communicate successful strategies to maintain consistency at home and at daycare. These are communicated to the children as best as possible and as developmentally appropriate. Any child disciplinary action taken is and will be reasonable in the circumstance at that moment.

In order to provide a safe and supportive learning environment, each child will be supported in developing positive relationships with peers and caregivers through the following strategies:

1. **Redirection:** Children will be redirected to other areas within their classroom/outdoors. Older children will be reminded to use appropriate behavior strategies.
2. **Logical and Natural Consequences:** Children will experience the natural consequences for their behavior. E.g. (A child will be encouraged to pick up their crayons if they knocked them on the floor)
3. **Stating expectations clearly and positively:** Expectations will be stated clearly in language understood by children
4. **Structuring the Environment:** Adequate space, materials, and arrangement of the environment will limit conflict
5. **Modeling:** Caregivers will model appropriate social behaviors and problem-solving skills
6. **Encourage Problem Solving and Choice:** Caregivers will encourage children to solve their own problems whenever possible. Children will be given choices that lead to appropriate behavior.

In order for the above methods to be effective, the caregivers will stay calm, move close to the child, acknowledge the child's feelings, focus on the behavior as unacceptable, and reassure the child that everything is okay and give a hug, redirect the child by offering choices of alternate behavior. Corporal punishment of children, including hitting and spanking, is NOT an appropriate method of discipline. Regardless of the techniques used by parents at home, corporal punishment must NEVER be used in the Daycare. Other discipline methods that are NOT acceptable include, harsh or degrading measures that humiliate or undermine a child's self-respect, isolating a child, or withholding food, shelter, clothing, or bedding. Time away will only be used when a child has lost control and are unable to reason with. Time away is only a break not a punishment. It will last as long as the child decides she or he has calmed down.

Guidance and Discipline

We stress main patterns of behavior: respect for others, and respect for property. As a result, we don't allow children to hit, shove or verbally abuse others. We also stress that all children treat the materials with respect. There is a difference between playing hard and mistreating the materials. Occasionally, children do not behave in respectful ways. We first communicate that what the child is doing is not appropriate behavior, then ask/tell what they could have done differently. If the behavior is repeated, the child is redirected to another area. If the child behavior still continues, then a "time away" will occur. When a child is getting too emotional or frustrated by a situation, you can help to teach them to **self-regulate their emotions and reactions** by taking them to a quiet, comfortable "safe" space where they can sit and do something calming (look at books, squeeze a stress ball, etc.). In time away, a child is the one who should have control of when to leave, when he or she feels calmed down enough to deal with the situation again more appropriately. At that point, it's helpful for them to have an adult join them in returning to the previously overwhelming situation to ensure that the child is set up for success

with the right words, tools, understanding or skills to be able to handle the situation. Under no circumstances will a child be punished by corporal punishment or verbal abuse.

PLEASE KEEP IN MIND... PARENTS WILL NOT BE ALLOWED ON OUR PROGRAM FACILITY TO USE CORPORAL PUNISHMENT OR VERBAL ABUSE AS WELL... INCLUDING SPANKING, YELLING, SWATTING, BEATING, SHAKING, PINCHING, OR THREATING TO WITHDRAWL BASIC NEEDS.

Positive Behavior

Positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline.

We:

- Encourage the children
- Reason with and set limits for the children
- Model appropriate behavior for the children
- Modify the environment to attempt to prevent problems before they occur
- Listen to the children
- Provide alternatives for inappropriate behavior
- Provide natural and logical consequences
- Treat the children as people and respect their needs, desires, and feelings
- Ignore minor misbehaviors
- Explain things to the children at their level
- Use short supervised periods of time-away and * Stay consistent

Abuse and Neglect

Our program staff are required by law to report child abuse and neglect. Please be aware, we DO report suspicious/unexplainable marks we see on children. We only need to suspect child abuse or neglect to make a report, and Child Welfare will determine if it is serious or not.

Daily Report

Children will have a daily report completed for parents to read about their child's day, which can be found in your Lillio App.

Health Care

Our program may provide or allow for the provision of health care to a child only if the written consent of the child's parent has been obtained. A section in our registration form will be provided for parents to provide this consent. When a child requires health care for minor or major injury, usually in form of first aid, caregiver will document on an Incident/Accident Form and sign. Parents will be informed and required to sign form on arrival. Completed form is stored in child's file. Only staff with valid first aid/CPR/AED training will be allowed to provide health care for a child.

Emergency Removal due to Illness

The Child Care Licensing Regulation (AR 143/2008) sections 8 (1) and (2) states that if a child exhibits the signs and symptoms of illness, the license holder or provider must ensure that:

- The child's parent(s) arrange for the immediate removal of the child from the program Premises (Maximum 45 minutes pick up from time of notification via message in himama or phone call from the center. Parents must be responsive to messages and calls in a timely fashion or alternate pick ups will be called as well); and
- A child may return to a program if the license holder/provider is satisfied that the child does not pose a health risk to other children or caregivers. A parent may provide to the license holder/provider a physician note or a parent can report to the license holder/provider that the child has been symptom-free for a period of not less than 24 hours.

Signs or symptoms of illness exhibited by a child to initiate cause for immediate removal include:

- ***As per COVID guidelines set forth by the Province of Alberta, any child exhibiting any of the signs of symptoms on the daily checklist cannot attend until they have a negative covid test on file and are symptom free. If a child develops symptoms of any nature throughout the day parents will be called and are asked to pick up children immediately.***
- Excludable symptoms based on COVID guidelines are as follows: vomiting, fever, nausea, diarrhea, or a new, unexplained rash or cough, cough, shortness of breath/difficulty breathing, sore throat, chills, painful swallowing, runny nose/nasal congestion, feeling unwell/fatigued, unexplained loss of appetite, loss of sense of taste or smell, muscle/joint aches, headache, conjunctivitis;
- Requiring greater care and attention than can be provided without compromising the care of the other children in the program; or
- If a child suffers from a communicable disease while at Daycare, the program requires immediate removal by the parent/guardian. If a staff member knows or has reason to believe a child is exhibiting the signs or symptoms of illness that is potentially a risk to others, program will immediately notify parent or guardian and arrange for the immediate removal of child from the program premises. To assess if a child is ill within our program, a Program staff will take child's body temperature using a thermometer to assess for fever, observe child's general temperament and play pattern, observe child's bowel movement type and frequency, and vomiting if any and observe child's eating during meal times.

A child who is removed from our program for the above reason will not be allowed to return until we are satisfied that the child no longer poses a health risk to other persons on our program premises. Acceptable evidence includes a child is symptom free for at least 24 hours or a parent has a physician's note.

Program will record and document on file children who are removed because of an illness. Form will provide information about name of child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program, and the date the child returned to the program and evidence provided to warrant return to the program. Document will also include where symptoms/traits have changed if applicable, including where parents are not called to pick up child.

All sick children will be cared for in the classroom or in a place separate from all the other children. A staff will remain with the child until parents arrive. Our office is not a licensed space. In the event that a child is confirmed to have a communicable illness, staff are required to sanitize the entire classroom and toys. Program will immediately contact the Health Services office should a parent fail to arrange for immediate removal of their child from our program following a confirmed potential health risk to others. A parent meeting with program administrator will be held to discuss this concern and develop an action plan which might require a review of emergency contacts.

Parents will be required to sign a policy refractor letter documenting event. A parent faces the risk of termination of child care in our program should this become a pattern of behavior. Our program will communicate how we manage children who are ill and require immediate removal during parent-child orientation into our program, via email, in parent handbook, and policy and procedures manual.

Other reasons for a child's exclusion from our Program

We are unable to list all existing communicable illnesses. We will seek advice from a public health nurse on any communicable illnesses we are not familiar with. Parents would be informed to seek alternate child care or keep their child at home if the child is not well enough to participate in the regular activities of our program, if the illness requires greater care from the child care staff than can be provided without compromising the care of the other children in the program, or their child has received one or more of the following diagnoses from a physician or other health professional:

- ***Chickenpox** (the child can be permitted to return to the program when he or she feels well enough to participate in all activities, regardless of the state of the rash and as long as the child returns to the same group they were with one to two days before the onset of the rash);
- ***Diarrhea or loose stool** (the child would be excluded for 24 hours until symptoms are resolved or assessed by a physician);
- ***Hepatitis A** (the child would be excluded until 14 days after onset of illness or seven days after onset of jaundice);
- ***Impetigo** (the child would be excluded until 24 hours after antibiotic treatment has been initiated);
- ***Wheezing/Persistent Coughing**; (the child would be excluded until assessed by a physician or the symptoms are resolved);
- ***Measles** (the child would be excluded until four days after the appearance of a rash);
- ***Mouth** sores with drooling (the child would be excluded until a physician has determined that the symptoms are non-infectious);
- ***Mumps** (the child would be excluded until nine days after onset of parotid gland swelling);
- ***Pertussis, or "Whooping Cough"** (the child would be excluded until five days after antibiotic treatment has been completed, until three weeks after onset of symptoms, or until the coughing has stopped);
- ***Purulent conjunctivitis, or "Red/Pink Eye"** (the child would be excluded until 24 hours after antibiotic treatment has been initiated);
- ***Rash, with fever or behavioral change** (the child would be excluded until a physician has determined that the symptoms are non-infectious);
- ***Rubella** (the child would be excluded until at least four days after onset of the rash, or up to five to seven days at the option of local health authority);
- ***Scabies, Head Lice, or other Infestation** (the child would be excluded until appropriate treatment has been completed);
- ***Strep throat or other Streptococcal Infection** (the child would be excluded until 24 hours after appropriate antibiotic treatment and cessation of the fever);
- *Symptoms of Possible Severe Illness, such as **lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing** (the child would be excluded until assessed by a physician or the symptoms are resolved);
- *Temperature, with a **fever of 38.0 degrees C** or higher ;(the child would be excluded for 24 hours until symptoms are resolved or assessed by a physician)
- ***Tuberculosis** (the child would be excluded until a physician has approved his or her return); or

***Vomiting** – with two or more episodes of vomiting in the last 24 hours (the child would be excluded for 24 hours until symptoms are resolved or assessed by a physician)

Supervised Care for Sick Children

All sick children will be cared for in a quiet area of their classroom and kept as far away as is practicable from the other children. A child will be removed from other children if the child is believed to be ill from an infectious disease and supervised by a primary staff until the arrival of parents or guardian. Our program will ensure that the sick child is directly supervised by a primary caregiver, who will provide the appropriate care needed to keep the child comfortable until their parents /guardian arrives.

Administration of Medicine

If a child is on medication or a herbal medicine and it needs to be administered while he/she is at daycare, the medicine must be prescribed by a physician, in the original container and labelled with the child's name, name of medicine, dosage, and exact time to be taken. Consent form will also state the last time the parent administered the medication. All medications will be administered according to the labelled directions. We will have a medication consent form for parents or guardian to sign giving us permission to administer the medication. The staff who administers the medication must document by writing name of medication, time and dosage amount, and initial. After medication administration, staff must wait to observe child for an allergic reaction before leaving child. Only staff with valid First Aid/CPR/AED training may administer medication to a child in our program. All medications will be stored in a medication lock box. If it is not a refrigerated medication, it will be stored in a lock box in the top cupboard in child's room. All emergency medication such as an Epi-pen will be stored away in an easy to find location for quick access. Regularly administered medications must be taken back home at the end of each day. **We will not give any child cough drops.** The same medicine administration protocol is also applicable in the administration of herbal remedies.

Please note we will not administer Tylenol, Advil or any other medication that is not prescribed by a doctor.

Anaphylaxis Policy

Right Start Daycare is committed to the health and safety for all participants in our program. The purpose of this policy is to minimize the risk of exposure for children or staff with severe allergies to potentially life-threatening allergens without depriving any child or staff with severe allergies to normal interactions or placing reasonable restrictions on the activities of other children or staff in the facility. The policy also explains the management of an anaphylactic reaction. Epinephrine is the first line medication, which will be used, in the emergency management of a person who is having a potentially life-threatening allergic reaction. In studies of individuals who have died as a result of anaphylaxis, epinephrine was underused, not used at all, or administration was delayed. Epinephrine should be injected in the muscle on the outer side of the thigh.

Right Start Daycare is a nut FREE facility. Individuals who have nut and, or food allergies must be aware that we will be extremely sensitive to all allergies. The General Manager/ Program Director will ensure that in-service is provided (by Alberta Health Services) to child care staff and volunteers when children prone to anaphylaxis are enrolled on how to recognize and treat anaphylactic reaction. Training on how to use an Epi-Pen, Twinject, or other auto-inject devices will also be provided if a child has it.

Information will be included in the Staff Orientation List and subject to review/revision and updates as a part of the annual review process. Staff will ensure all medication required in a possible anaphylactic reaction is taken on outings or emergency evacuations. All medications will be stored unlocked, and accessible to adults, NOT children. Temperature and exposure to light while medication is stored will be adhered to according to instruction label on the device.

ANAPHYLAXIS REACTION

Caregivers will be trained on how to recognize a suspected emergency reaction and calls to other team members to alert them of the situation. In case of an ANAPHYLAXIS reaction:

1. Each staff is pre-designated to complete a task related to the emergency at hand. Staff who recognizes the reaction will stay with the child until relieved by EMT. This staff will try and move to a safe space to administer the Epi-Pen and maintain a calm atmosphere for the other children.
 - Program Director or designate will call 911 to request for an ambulance service for a possible anaphylactic reaction. The same staff will stay on the phone with the 911 operator unless otherwise instructed to hang up.
 - If a third staff is available, that person will be responsible for supervision of the other children until the crisis is over.
 - If no other staff is available, Program Director or designate will administer the epinephrine and call 911 while a second staff maintains supervision of the children. If there is only 1 staff, they will administer medication, and call 911, while staying calm.
 - Instructions will be followed by the 911 operator, and EMT's. Parents or Emergency contact person will be contacted as soon as possible that their child has received an injection of epinephrine and taken to the hospital via ambulance.
 - Staff is not responsible for direct care of reactor and will gather and give to the EMT's, as well as the ANAPHYLAX ACTION PLAN, used Epi Pen, and recorded time that it was administered. Also, the copy of the child's Emergency care should accompany the child to the hospital.
2. Written record of events and actions will be completed by all caregivers involved.
3. Licensing Authority will be notified of the incident.
4. Policies and Procedures will be reviewed and updated, as well as debriefing session will be held as needed with all staff.

Accident or Serious Illness

Staff must immediately call 911 if warranted - this occurs prior to consultation with the program supervisor or consultation with parents. In case of an Emergency, the parents/guardians will be contacted by telephone immediately. If these people are unavailable, alternate contact person on the emergency cards or on registration forms will be contacted by phone. Parents will be immediately notified by phone of any serious incident or accident leading to a major injury. The same will be done in case of a serious illness requiring removal or immediate medication attention. If a child requires immediate medical attention, parents will be immediately notified and then all necessary precautions and arrangements will be made. Our program will also document event in our incident/accident form for parent or guardian to sign on arrival. This form will contain how incident happen, time of accident, place, and type of medical or first aid treatment administered. If there is more than one staff at time of incident, a staff will be designated to coordinate the first aid procedures while a support staff calls out for support, advice child's parents or guardian, and to maintain supervision. Staff designated to coordinate first aid treatment must have a valid current first aid/CPR training posted onsite.

Attending staff must determine the nature of illness whether it requires administration of an emergency medication or not. A chart of children requiring emergency medical treatment is maintained in each classroom.

A staff must use his/her discretion to call for additional medical help if he or she believes that it is in the best interest of the child to do so. The emergency contact person for child must be notified as soon as possible if emergency services have been contacted. Sometimes the emergency contact person will question whether an ambulance is warranted. The first aider must ensure he or she has acted in line with his or her training.

- Supporting staff can start up completing an incident report form to document incident and treatment
- A toll-free telephone number to the health link is available onsite for staff to call and consult with a health nurse about possible treatment for a child.
- If illness does not require emergency medication administration, attending staff will assess child's current condition by taking body temperature using an onsite thermometer or assess child's current
 - activity level.
- Parents of the ill child must be contacted immediately to share child's medical condition with the option to come in to check on child or pick-up
- Staff is required to document an ongoing child's medical condition with the intent to contact parent/guardian or while awaiting the arrival of a parent or guardian.
- An incident involving blood must be immediately communicated via the telephone to child's parent or guardian.
- Attending staff must maintain all precaution when providing a first aid care for blood related incidents.
- Bruises, bites and scratches must be treated with an ice pack or a cold cloth
- A staff must call for immediate medical assistance if a child is observed with the following symptoms following an incident:
 - o has experienced unconsciousness or who has an altered conscious state
 - o is experiencing difficulty breathing
 - o is showing signs of shock
 - o is experiencing severe pain, bleeding, or who is vomiting blood or passing blood
 - o has slurred speech
 - o has injuries to the head, neck or back
 - o could have broken bones.

A staff is not allowed to transport a sick or injured child to receive medical services in personal vehicle. Child's parent or guardian must first be contacted and informed of intent to get child emergency medical services through an ambulance. A staff may accompany child in an ambulance.

Our program will put in place a tally system in each room to track type, cause and frequency of incidents occurrence. A periodic summary of tally will be made and assessed to identify trends and causes to put in place a plan to minimize or eliminate future re-occurrence

In case of an Emergency, the parents/guardians will be contacted by telephone immediately. If these people are unavailable, alternate contact person on the emergency cards or on registration forms will be contacted by phone. Parents will be immediately notified by phone of any serious incident or accident leading to a major injury. If a child requires immediate medical attention, parents will be immediately notified and then all necessary precautions and arrangements will be made. Our program will also document event in our incident/accident form for parent or guardian to sign on arrival. This

form will contain how incident happen, time of accident, place, and type of medical or first aid treatment administered.

Our program has a tally system posted in each room to track type, cause and frequency of incidents occurrence. A periodic summary of tally will be made and assessed to identify trends and causes to put in place a plan to minimize or eliminate future occurrence.

Minor Injury

Minor cuts and abrasions suffered while at the center will receive proper care -- specifically, they will be washed out with warm water and properly bandaged. Treatment will be logged in our incident/accident form and we detailed information about how and when the injury occurred. Parent/guardian will be required to sign this form on arrival. We are also required to log any injuries we observe on your child which have occurred outside the center.

Major Emergency

Staff must immediately call 911 if warranted - this occurs prior to consultation with the program supervisor or consultation with parents.

If a serious accident occurs, parents/guardian will be contacted immediately. If unreachable, we will contact the emergency contact people listed on child's emergency card. If necessary, we will call 911 and an ambulance will take child to the Hospital. While waiting for medical help, we will have a program staff trained in first aid, administer basic first aid treatment to comfort child.

If the emergency is of an allergic reaction where we have to administer an Epi-Pen or other prescribed emergency medical treatments, parents/guardian will be notified, and child will be taken to the hospital by an ambulance. Our program requires parents to provide us with an up to date contact for themselves and alternate contacts in case of an emergency.

Incident/Accident Reporting

Our program will maintain an onsite incident/accident reporting form to report any occurrence for any child. Descriptors on form will include name of child, date of birth, time at which incident/accident happened, what was the incident or accident, where it happened, how it happened, form of first aid applied if applicable, who administered first aid treatment, time parents were notified of incident or accidents. Reporting staff will sign and date form, program director will read, sign and date form, and parent/guardian will read, sign and date form as well. Parents will receive immediate telephone call to inform them about any bodily harm or injury to their child before arrival. Please note that there is a certain level of normal minor injuries due to children's natural gross motor play which we do support and encourage the children to engage in.

All incidents/Accidents which occurs in our program will be analyzed annually and a report, using the prescribed form (CDEV0001), is submitted to the regional child care office (Annual submission is considered the license expiry date or anniversary of the license expiry date.)

Critical Incident Reporting

This includes emergency evacuation, unexpected program closure; intruder on program's premises; serious illness or injury that requires the program to access emergency medical attention or require overnight hospitalization of child; error in administration of medication; death of a child; unexpected absence of a child from the program (example: missing or lost child); child removed from program by non-custodial parent or guardian; allegation of physical, sexual, emotional abuse and or neglect by a staff member or volunteer; commission of offence by a child; child left on premises after program has closed). If any of the above listed critical

incidents occur, program Staff must immediately call 911 where warranted- this occurs prior to consultation with the program supervisor or consultation with parents. Then followed by an immediate report to licensing office.

Program will submit a complete a critical incident report form available onsite and fax it the appropriate dept within 2 working days marked “urgent.” Incidents will be reported immediately to regional child care office using the prescribed form. All incidents which occurs in our program are analyzed annually and a report, using the prescribed form (CDEV0001), is submitted to the regional child care office (Annual submission is considered the license expiry date or anniversary of the license expiry date.)

Head Lice

We will immediately remove all play materials that may spread head lice to prevent spread. All such materials will be washed and then bagged away until the lice situation is fully dealt with. Parents will be notified if their child is found to be with head lice and advised about treatment options. Other parents will also be notified of confirmed cases of head lice. A child will not be allowed admittance into our program if staff confirms the presence of eggs, or live bugs.

Biting

Staff will be alert and ready to watch for any bites. If a child continues to bite after several attempts to stop, a parent conference would be set up to work out achievable strategies. A child will be removed from the center after unsuccessful attempts to stop or minimize biting.

Hand Washing Protocol for Staff and Children

All staff practice thorough hand-washing routines, using warm water and soap before and after eating and food preparation and handling; before and after feeding a baby or small child; after diapering and toileting; after wiping noses and whenever hands are dirty. Where hand washing is not possible, hand sanitizer is used. All children in our center are required to participate in daily hand washing routine. It is required that children wash their hands with soap and under clean running water and then dry with a clean cloth or disposable paper towel. ***Children practice thorough hand-washing routines using warm water and soap before and after eating and food preparation and handling; after diapering and toileting; after playing in the sand; after coming inside from outside after wiping noses, sneezing or coughing and whenever hands are dirty.*** This practice will greatly minimize the spread of communicable diseases in our center, especially during a Flu Season. Our goal is to maintain a safe and healthy environment and encourage children to continue this habit at home.

General Cleaning

Daily cleaning done by our staff includes sanitizing the bathroom, sweeping, vacuuming and mopping the floors. Periodic deep scrubbing and floor sanitizing is done through the daycare.

Laundry

All blankets, cot sheets, dress-up clothing, and any other cloth like materials are washed once a week in our onsite laundry machine. We prefer to have children’s clothing bagged home due to detergent allergies or clothing getting mixed up or lost. Soiled clothing from bowel movement will be bagged home.

Toy Cleaning

We have a commercial dish washer which also sanitizes. Toys are bagged into a mesh bag and washed in it. Individual rooms adopt varying cleaning routine. Large items that cannot fit into our machine are sprayed down with sanitizing solution (quats or bleach).

Cross-Contamination Policy

Regular cleaning disinfecting of the furnishings and play materials are noted on a weekly schedule. There is a checklist in place that the staff follows. Diapering surfaces and potty chairs are sanitized after each use. Soiled diapers, linens, and garbage are stored in closed containers. Each child uses his or her own-labeled cot for sleeping. Our center does not use bottles and grooming items. Used paper towels are discarded after each use. Staff understands their responsibilities with respect to preventing the spread of infectious diseases thorough hand washing practices, safe food handling, disinfecting surfaces and sleep areas.

Onsite-Outdoor Play Supervision

Staff will ensure that a head count is done before taking children out and also at the end of playtime to account for all the children. Also, staff must check play areas to ensure that no child is left behind after an outdoor play session.

Emergency Evacuation

Program will observe monthly an onsite fire drill to develop an emergency awareness in case of a real evacuation. A designated staff will be responsible for fire drills. Primary childcare staff will ensure that they take the backpack which is equipped with the emergency cards of all the children and first aid materials. Staff will be notified when a fire drill is scheduled. Staff will be informed about fire drill expectation and emergency evacuation procedures during orientation. Emergency evacuation procedures will be known to all staff and children. Where developmentally appropriate, staff will inform children about fire drills, exit route, need to do a head count, need to follow leading staff, need to stay together with the group. In the event that an Emergency Evacuation happens we will first assemble on the north side of our program facility, at the muster sign, and then move down the front entrance of the Nose Hill Bottle Depot where we would begin making phone calls to parents to alert them of evacuation order and request for pick up. For our Fire Drills, children will be taken to the field on the north end of the center. A Fire Safety Checklist will be posted in the office to document when a drill takes place. Each room will take out children and follow emergency exit route. Designated staff then joins group at meeting point and declares it is all clear for group to return. Time duration of evacuation and total number of children and adults is noted and documented. Program will ensure that all emergency exit routes are free of obstacles. When notified, primary staff will ensure that children are ready by having on appropriate clothing, especially during winter months. In each room, program staff are required to do a quick head count before leaving. The last staff leaving room must check the washroom to make sure no child is left behind. On evacuation, each room staff must do another headcount to check that all children who evacuated building are still present before proceeding to re-enter program premise after receiving an all clear signal. Each classroom has posted on wall, evacuation route out of our program premises.

Smoking Policy

No person shall be allowed to smoke on program premises. This includes staff, parents, guardians or any one working on the facilities. No staff member shall smoke where childcare is being provided. We will have on the entrance to our program site a sign stating:

“SMOKING IS NOT PERMITTED ANYWHERE NEAR THE CHILDREN OR BUILDING”

Media Policy

Actively involved in the daycare, staff of Right Start Daycare may take photos of the children attending the daycare for postings within the daycare, social media, and on our website for parents, families and friends. Photos may include individual photos of the children, photos of children involved in various activities throughout the daycare, photos taken to document a series of events to reach a learning goal or objective identified by daycare staff, or for similar reasons.

Additionally, as children complete various art experiences with the daycare, these may be posted in the rooms to enhance the visual space as well as promote a sense of accomplishment and inclusion of children in the daycare.

Media Release

Photos and/ or video may be taken of children or their artwork while they participate in Right Start Daycare program activities. Media images or reproductions of original art and writing involving the children may be used in newsletters, childcare sector workshops, Right Start social media sites, Right Start websites or by community media outlets.

Such use might occur during or several years after participation in our programs. Media Release forms are provided at the time of registration and give parents the opportunity to provide or withhold consent for the situations described above.

Safety Policy

An inspection is done daily to ensure that the building, play areas and furnishings are in good repair. Classroom materials and furnishings are hygienically sanitized using quart or bleach solution. There is a classroom checklist that all staff must check off and initial to document indoor cleaning and sanitization.

All indoor and outdoor furnishes are child sized and maintained in good repair, learning materials are safe and developmentally appropriate for children and of sufficient quantity and variety for children. All books, toys, and play equipment support literacy development and are easily accessible for children. Individual beds are provided for all children.

A checklist is posted and maintained to indicate that a routine daily maintenance and safety inspection of the outdoor play space has been completed to ensure that potential hazards are addressed immediately.

All outdoor play structures comply with the standards outlined in the current edition of *A Guideline on Children’s Play spaces and Equipment, CSA Standards*.

Our outdoor play area is free of toxic plants.

The Center provides a daily schedule of opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment.

Only non-toxic arts and craft supplies are used.

Program Evaluation

Program evaluation is ongoing. Parents and staff are free to communicate a concern, or suggestions. Concerns are immediately addressed, discussed and a plan of action is put in place in response.

Communication can be in form of emails, telephone calls, in person, anonymous notes placed in a suggestion box located at program entrance, or in the annual survey.

Parents and Staff have input into developing and updating of program handbooks annually, notice will be sent out by email well in advance to encourage participation. Updated versions or amendments will be dated and sent out via email and a hardcopy will be available onsite. Staff members have opportunities to provide feedback at staff meetings or anytime either verbally or in writing by email or a note in our suggestion box. Policies are communicated to staff and families verbally and via email. Staff and parents are free to ask questions about center policies and how they are connected to daily program practices. There will also be an annual survey sent to parents to evaluate the program and provide feedback. It is highly advocated that the parents participate in the survey, so we can provide continuous improvements to the daycare.

Complaints & Grievance

The program encourages positive relationships between families and staff. Every parent/families have the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day well-being of the program in a fair, prompt and positive manner.

How the Policy will be implemented (Specific Policies & Procedures):

- Every parent is provided with clear written guidelines detailing grievance procedures, included in the Parent Handbook and found online.
- All confidential conversations/discussions with parents/families will take place away from children, other parents and staff who are not involved.
- The Complainants names will remain confidential between the owner/director and the person/s to whom the complaint is directed.
- The name address and phone number of Alberta Child and Family Services is provided below
- All unresolved complaints or concerns dealing with children's health and welfare will be reported to the Alberta Child and Family Services within 48 hours
- A current copy of the Child Care Regulations is available in the center for parents to read at any time.

Complaint & Grievance Procedure

Grievance procedure is the process by which problems or issues are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When grievances are not able to be resolved informally by the persons directly involved, a formal grievance process should be provided.

1. Procedure for Dealing with Parent-Staff Conflict

- The parent should discuss the problem with the relevant staff member concerned.
- If the parent still feels action is necessary after discussion with relevant staff member they should take the matter up with the Director.
- If the parent is still unhappy with the situation the Director can offer to take the matter to the General Manager for guidance.
- OR, the parent can write/email directly to the General Manager at rightstartdaycare@gmail.com to explain the problem.

2. Procedure for Dealing with Parent/Management Conflict

- The parent/families can discuss all problems with the Director.
- If the parent still feels action is necessary after discussion with Director, they may ask to

present the problem with the General Manager. The parent can write directly to the General Manager to explain the problem. rightstartdaycarecalgary@gmail.com.

- General Manager will advise the Director of any decision and the Director will submit the solution to the family/parent concerned in one week from day of grievance. General Manager will write directly to the parent concerned to advise of their decision. The Director will also be advised of the decision in one week from the day of the grievance.
- If the parent is still unhappy with the situation they can request a meeting with the Director or General Manager to discuss the matter further. After this meeting the Director or General Manager will write directly to the parent to advise of their final decision and why this was made.

Parent – Teacher Conference

Parent conference may be requested to set goals for a child, to follow up child's developmental progress, or discuss concerns. Parents are welcome to request a conference with primary caregiver and or with program administrator as needed and vice versa. All parent conferences will be documented.

Supervision Policy and Practices

Caregivers will always:

- Position themselves so as to ensure clear sight lines throughout the entire play space. Exceptions to the policy may include occasions where caregivers may be required to assist a child with toileting and diapering routines or in assisting a child in need of quiet or one on one care. In these instances, caregivers need to ensure communication of their absence to remaining caregivers so as to support increased momentary supervision challenges.
 - Will inform their coworkers whenever they are leaving the room or playground
 - Situate themselves equally around the play space either indoors or outside-carefully avoiding congregating or grouping together due to increased supervision needs during active play. Caregivers should wherever possible be actively engaged with children and facilitate interactions at the child's level as appropriate.
 - Will strive to continually scan the playroom and/or playground, being alert to any potential issues that may increase risk of effective supervision or safety of children.
- Staff in our program will be made aware of the above guidelines and required to acknowledge content by signing.

To ensure that staff effectively observes children's play and behaviors both indoors and outdoors, reminders about appropriate staff supervision of children during play both indoors and outdoors will be done during staff meetings and as needed throughout the day. Staff will also have opportunities to attend professional development training on varied topics such as programming, child guidance, and effective supervision of children plays both indoors and outdoors throughout the year. Staff in our program will receive periodic evaluations and a face to face feedback about work performances and expectations to ensure understanding about child supervision. Updates shared by childcare licensing regulations about child supervision will be passed on to all staff to support their work.

All staff in our program will be made aware of the importance of staff child ratio to ensure adequate supervision during play indoors and outdoors. To ensure that staff effectively observes children's play and behaviors both indoors and outdoors, reminders about appropriate staff supervision of children during play both indoors and outdoors will be done during staff meetings and as needed throughout the day. Staff will also have opportunities to attend professional development training on

varied topics such as programming, child guidance, and effective supervision of children plays both indoors and outdoors throughout the year. Staff in our program will receive periodic evaluations and a face to face feedback about work performances and expectations to ensure understanding about child supervision. Updates shared by childcare licensing regulations about child supervision will be passed on to all staff to support their work.

All staff in our program will hold a minimum childcare certification of Level 1 (Child Development Assistant) Staff without childcare certification will not be left alone to supervise children. All staff will maintain required staff- child ratios in mixed age groups to ensure adequate supervision during outdoor play activities. Program staff is required to guide and model to children on how to safely interact with both indoors and outdoors toys to prevent hurting self or other children.

Program administrator will ensure that all staff actively engage in developmental and age appropriate program planning in their classrooms. Staff is expected to have program planning posted to demonstrate that activities are planned for children to engage in interested play activities to minimize unwanted behaviors indoors and outdoors. Outdoor program planning is also required to provide varied developmentally appropriate outdoor gross motor play opportunities for the children.

All staff will be given the responsibility to daily check for and remove damaged toys within their rooms. Staff is to daily observe all room furniture and fixtures within room for damaged or repair needs and alert program administrator immediately. Outdoor play equipment is also checked daily by staff for damages or need for repairs. Damaged outdoor play structure will be removed and items needing repairs will also be removed until properly fixed. Program staff are given a walkthrough of the entire indoor and outdoor program facility during orientation to make sure all staff are aware of our indoor and outdoor physical environment layout. Each classroom will have an outdoor floor map identifying different outdoor play structures, locations and exits to support outdoor program planning. Individual classroom maintains a classroom attendance sheet to account for the number of children in attendance daily. Staff are required to do a head count before, during and at the end of any outdoor activity to ensure that all children are accounted for both on and off program premises. The same practice is observed when children are entering or leaving program premises and especially during field trips requiring bus rides, a supervising staff is required to carry out a head count before entering and after leaving vehicle or bus. Program owners are responsible for transporting children from our program to other programs and are required to observe the same safety caution with the children.

Program supervision policy meets children developmental needs by maintaining required staff to child ratios at all times, observing and ensuring that all toys are developmentally and age appropriate for the children, damaged toys are completely removed from our premises and toys needing repairs are removed until repaired. Staff in children's supervision are all certified in early childhood certification levels, have a valid first aid/CPR/AED training, receive fire extinguisher training, and all must have a clear criminal record check and vulnerable sector check, staff are also well informed about our program's policies and procedures and know whom to communicate any questions they have for clarity.

Off-Site Activity Policy

Right Start Daycare can only take a child to an activity off the program premises if the parents/guardians have been informed of the activity. The method of transportations, supervision arrangements, and daily activity plan are fully explained to the parents/guardians. Written consent forms must be completed for

each child by parents/guardians prior to the activity. Whenever the children leave the daycare premises for an activity, the portable child records must be taken with the Daycare children and staff. Primary staff members will ensure that the parents have signed the Field Trip Waiver. The waiver will be posted for the parent's consent with a minimum of a week notice of the field trip. If a parent does not wish for their child to participate on a field trip, the parent is required to advise the Director and find alternative care. Each signed field trip form will be kept on file for a 2-month period. Children will be returned to the Daycare at the end of the field trip. They will not be left at any other locations. When parent volunteers are needed it will be the Daycare's responsibility to inform the parents and recruit the volunteers needed. Volunteer parents are expected to stay throughout the field trip and follow the rules.

Consent for Sharing Information with Government Bodies

At any time the government or related bodies, such as Alberta Health Services, Childcare Licensing to the Ministry of Childcare can ask for relevant information based on what you have provided at time of enrollment for your child. In signing this handbook you are providing consent to collect, use and share this personal information with the government to provide child care services and to receive grant funding for your child to attend the center.

Questions Parents and Guardians Ask

All my child ever does is play. When will they start learning some real skills?

For a child, play is work. Although it can sometimes appear that all a child is doing is filling the time of the day with the distraction of toys, a tremendous amount of learning is taking place. For instance, when a child uses Lego blocks for building, they are developing fine motor skills by sticking pieces together and pulling them apart, mathematical skills through the observation of how the different sized blocks fit into specific spaces and shapes, pre-literacy skills through the color or size sorting of pieces, and imagination skills when they are building their own creations without the assistance of a visual diagram.

My child's birthday is approaching. What does the daycare do to recognize birthdays, and can I bring anything in?

Right Start Daycare recognizes the excitement children will often experience around their birthday and the turning of another year. The daycare recognizes birthdays by singing 'Happy Birthday' to the birthday child during afternoon snack on their actual birthday date. The daycare does allow goodies to be brought on site for birthday celebrations so long as they have been purchased from an Alberta Health Services regulated establishment (any normal grocery store or bakery) and are nut free.

I have read the Parent Handbook in full. I understand all contents and will adhere to the spirit and letter of the handbook.

Parent Name Printed: _____

Parent Signature: _____

Date: _____

