

Wetaskiwin Early Learning and Child Care Centre – Parent Handbook



Boys & Girls Club
of Wetaskiwin

Parent Handbook 2019

Wetaskiwin Early Learning &
Child Care Centre

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Mission Statement

To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

Core Values

Belonging

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

Respect

We ensure that everyone – children, youth, families, volunteers, staff – is heard, respected, valued and treated fairly.

Encouragement and Support

We encourage and support every child and youth to play, learn and grow to achieve their dreams.

Working Together

We work together with young people, families, volunteers, our communities and government.

Speaking Out

We speak out with children, youth and families so that we can make our world better.



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Introduction

Welcome to the Boys and Girls Club of Wetaskiwin Early Learning and Child Care Centre. This booklet provides information about the philosophy, policies, and operation of our program. We encourage you to drop in at any time to talk with the Child Care Program Director or staff. We welcome any suggestions you feel might improve the quality of our program. The program provides care for children ages 12 months- 6 years old. This is a Licensed and Accredited facility, operated by the Boys and Girls Club of Wetaskiwin. The purpose of the Early Learning and Child Care Centre is to provide a quality child care program that is safe, secure, creative and promotes the development of each child.

Philosophy

- A) Every child will be integral member of the Child Care Centre, whose uniqueness is acknowledged and appreciated by all. Children will be active learners, and treated as individuals, with unique strengths, interests, and personalities.
- B) All child care educators are trained and certified Early Childhood Development Professionals. They will continually demonstrate their knowledge of child development by ensuring that their interactions with the children are characterized by the following:
 - a. Respect for the individual child regardless of religion, race, creed, or disability;
 - b. Acknowledgement and acceptance of the child's feelings and rights;
 - c. Involvement with the child in problem solving, as appropriate;
 - d. Modeling of appropriate behaviours; and
 - e. Encouraging the child to verbally express his/her feelings.

Curriculum and Program Objectives:

Our curriculum is emergent, child-centered, and play based. As educators, we plan according to the different interests and abilities of the children in the Centre. We are able to arrange the classroom environment, select activities and provide the appropriate props based upon observations and assessment of play. We believe that learning should take place naturally in an environment that offers a choice of activities created with the child's need and abilities in mind.



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Program Hours of Operation

6:30 am to 11:00 pm (Monday – Friday excluding stat holidays)

Professional Day – Staff Training

The Early Learning and Child Care Centre will be **CLOSED** for Professional Development Staff Training on the following date: October 4th, 2019 and February 28th, 2020

Program Fees

Full-time - 4+ days/week (maximum of 10 hours per day)	\$550/month
Part-time - 3 days/week (maximum of 10 hours per day)	\$325/month
Part-time - 2 days/week (maximum of 10 hours per day)	\$225/month
Daily/Drop in (subjected to space availability)	\$25/month

Child Care Subsidy

It is the parent's responsibility to ensure that their subsidy remains active. If we do not receive confirmation of active child care subsidy within one week of expiration of proof that you have re-applied for child care subsidy, your child care spot will be terminated. Subsidy is paid directly to the program by the Alberta Child Care Subsidy Office on your behalf. You are responsible to pay for any difference between the subsidy amount received and your monthly fee.

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Cancellation or Withdrawal

We must be advised at least two weeks in advance when you plan to terminate your child care spot. If sufficient notice is not given, you will be expected to pay two weeks lieu of notice. Should you decide to terminate your spot, then wish to return to the Centre and we are full, you will be placed on our wait list.

Late Pick-up Policy

The program is unable to offer childcare outside of program hours (6:30am- 11:00pm) Your child(ren)'s Child Care hours may not exceed ten (10) hours per day effective September 1st, 2018. After this date we will be unable to serve families that require more than 10 hours per day for their child(ren). Exceeding ten (10) hours per day may result in cancellation of enrollment.

Conflict Resolution and Grievance Policy

Upon entering a program each individual will be informed of his/her right to lodge a grievance by way of program orientation and/or through signing Informed Consent Forms.

- a) A grievance is a written complaint filed by a current participant. When an individual believes that any condition affecting him/her is unjust, inequitable, or a hindrance to effective job performance, that individual may initiate a grievance.

Emergency Drills & Evacuation

Evacuation procedures are posted in all rooms and at the entrance to the Centre. Staff are assigned duties as part of the evacuation procedure. Monthly drills are held to ensure the safety of all children and staff.

Attendance/Absences

It is the parent's/guardian's responsibility to ensure the staff are made aware of a child's absence. We ask that you call the Centre if your child will be brought in later than 11:00am, for children that are not accessing the extended hours program. To access the extended program, you **must** confirm your registration hours with the Program Director.

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Participant Pick-up

Only those people authorized on the registration form will be allowed to pick up a child from the program. In case of emergency a parent can give permission, verbally or written, for a third (3rd) party to pick up their child(ren). We would appreciate your promptness at the end of the day so that the program can close on time. Persistent lateness causes considerable inconvenience for the staff, and a great deal of stress to the child and may result in cancellation of enrollment.

Medication

Medication can only be given to your child by staff if an Administration of Medication form has been signed. All medication must be supplied by the parent/guardian. Prescribed medication received by staff must be in a pharmaceutical container with the original label from the pharmacy and must contain the following information: child's name, medication name, dosage amount, frequency and physician's name. For children 6 years of age and under, staff will provide appropriate storage and assistance with the administration of inhalers, Epi-Pens and insulin. Please note staff are prohibited from administering over the counter medication to your child, such as Tylenol, Advil, Benadryl etc.

Health Care/Supervision of Sick Children

Please do not bring your child to the program if they are not feeling well. Keeping your children home will help stop the transmission of colds/flu. The program will determine that a child is ill and the parent will be contacted to remove their child from care if they exhibit any of the following: Vomiting, Fever (a temperature greater than 38°C or 100.4°F), Diarrhea or a new and unexplained cough or rash. Staff will use visual observations to determine if a child is exhibiting any of the symptoms in either point above. If, in the opinion of staff, a child is not well enough to be in care, the parents will be notified and requested to make immediate alternate child care arrangements. If these attempts are unsuccessful, the child's emergency contacts will be called. Sick children will be directed to a chair/mat/rug away from the other children either in the same room or in a separate room where they can quietly wait for their parent to arrive. A child may not return to the program until they are symptom free for at least 48 hours or if the parent has a physician's note. All children attending the Centre must maintain up-to-date immunizations or give reasons for not being up to date.

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First Aid

Staff are certified in first aid and will take appropriate action in cases of illness or injury. The program reserves the right to engage medical assistance for any child when such attention is deemed necessary. The parents will remain responsible for any expense incurred by this action. When an accident or incident occurs:

- a) First Aid procedures are applied as required
- b) The staff completes the accident/incident form
- c) The parent is informed and given a copy of the report to read and sign. It is kept on record in the child's file.

Parent Involvement

The program encourages parents to participate in special events with their child(ren) when they happen in the program or when we go on off-site excursions. We would also like to invite parents to share their cultural experiences or skills with the program when they have the opportunity as it would enhance the experience of all the participants.

Information Changes

It is vitally important that parents keep the program informed of changes in:

1. Telephone numbers
2. Places of employment
3. Hours of employment
4. Personal status.

Also, please keep the staff informed on any current or anticipated changes in your child's environment. Open communication between the home and the program helps to meet the child's needs effectively.



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Parent Provided Items

Infants/Toddlers

- a) Diapers/pull-ups and wipes
- b) Extra clothes/bibs
- c) Lunch, snacks & drinks
- d) Light blanket
- e) Indoor shoes, no flip flops
- f) Non-aerosol sunscreen
- g) Non-aerosol, child friendly bug spray
- h) Appropriate seasonal wear

Preschoolers

- a) Extra clothes
- b) Lunch, snacks & drinks
- c) Light blanket
- d) Indoor shoes, no flip flops
- e) Non-aerosol sunscreen
- f) Non-aerosol, child friendly bug spray
- g) Appropriate seasonal wear

- Please label everything with your child's name

Guiding Behaviour

The staff applies a behavior management style that is consistent with helping the children develop control of their own behavior through guidance in a warm and caring way. Guidance and discipline will always be developmentally appropriate and based on an understanding of the individual needs of each child. Whenever possible children are encouraged to settle conflicts and find solutions themselves. A staff member will get involved when necessary. When a child demonstrates inappropriate behavior or action, our goal is to remain as consistent as possible and, after a warning, prescribe a consequence that is appropriate for the action. A cool down time will be suggested when necessary to help the child regain control. If a child is being extremely unsafe or repeats the same unacceptable negative behavior three (3) times in the same day (repeated (non-compliance), the parent/guardian will be contacted for pick-up and service will be ended for that day. Should this unacceptable negative behavior persist, a meeting with the CCC Program Director and parent/guardian will be set up to discuss the issue and develop a plan for the participant moving forward.

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Concerns/Issues

All concerns/issues will be taken seriously and dealt with according to policy guidelines. We encourage parents to discuss concerns with staff when they arise. Staff and parents need to create effective partnerships in order for us to provide children with quality care. The following guidelines will be followed to address concerns/issues:

- a) Parents will discuss their concern/issue with staff in the program.
- b) If a parent feels that their concern/issue has not been addressed, they will speak with the CCC Program Director.
- c) If a parent feels that their concern/issue has not been addressed, they will speak with the Senior Director.
- d) If a parent feels that their concern/issue has not been addressed, they will speak with the Executive Director.
- e) If the concern/issue still remains unresolved, it will be brought to the Board of Directors. The Board of Directors decision will be final.

Staff/Participant Interactions

To provide and maintain a consistent high standard of practice staff will interact with participants both indoors, outdoors and during field trip by:

- a) Staff acknowledge participants, respond attentively and show interest when the participants communicate with them
- b) Staff guide participants to respect the rights of others
- c) Staff model respectful interactions with participants
- d) Staff guide participants to interact with each other positively and respectfully
- e) Staff seek out meaningful interactions with each participant encouraging them to express their needs and desires
- f) Staff engage in active conversations with participants
- g) Participants are allowed to finish speaking without being interrupted
- h) Staff are actively engaged with the participants as appropriate and are available to the participants at all times
- i) Participants are taught strategies that support relationships
- j) Staff facilitate a safe environment for participants to express their feelings
- k) Staff are responsive to the participants abilities and needs for assistance.
- l) Redirect them to acceptable behavior
- m) Helping participants to solve problems on their own
- n) Moving to the physical level of the child to maintain frequent eye contact if appropriate to promote good communication
- o) Asking participants to take part in developmentally appropriate activities such as cleaning up after themselves
- p) Setting up safe, stimulating environments to allow participants to explore, experience and interact independently.

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Contact Information

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We are a proud:



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