



when you get here you understand

**RED DEER COLLEGE**

**CHILDREN'S PROGRAM**

# **Child Care Centre**



## **PARENT HANDBOOK**

**ACCREDITED SINCE APRIL 2007**

## **INTRODUCTION:**

We are pleased to welcome you and your family into our program.

This booklet provides information about the philosophy, policies, and operation of our child care services. We encourage you to drop in at any time to talk with the staff about your child, the Program, and the Centre. We welcome any suggestions you feel might improve the quality of our program

It is your responsibility to read this handbook prior to your child's attendance in our program.

## **Red Deer College Children's Programs:**

1. Red Deer College Child Care Centre  
Red Deer College, Room 1601  
100 College Boulevard, Red Deer, AB. T4N 5H5  
Phone: 403-357-3600



2. Red Deer College Family Day Home Program  
Office: Red Deer College, Room 1601  
100 College Boulevard, Red Deer, AB. T4N 5H5  
Phone: 403-357-3601

**\*\*Care in Private Homes of Providers**

## **MISSION STATEMENT:**

### **RED DEER COLLEGE CHILDREN'S PROGRAM IS COMMITTED TO QUALITY CARING AND TEACHING OF YOUNG CHILDREN**

#### **PHILOSOPHY:**

Red Deer College Children's Programs are committed to quality caring and teaching of young children. Our goal is to provide a warm, friendly, and safe environment for children and their families. We believe that children thrive in an environment that is child-centered and play-based. All experiences are potential learning situations. Therefore, we want to provide a positive, stimulating environment involving the whole child in all areas of development; social, emotional, physical, intellectual, and creative. In providing this program adults try to be sensitive to the child and to the child's relationship to the world. In this way, children have every opportunity to establish a positive self-concept, to become responsible and independent, to get along with others, and to enjoy the challenge of learning about their world.

#### **PROGRAM GOALS:**

- To create an environment that is child centered and play based.
- To provide a positive, stimulating environment involving all areas of child development: social, emotional, physical, intellectual.
- To provide a play environment this encourages learning and allows children to make choices.
- To provide a program this allows for flexibility according to needs and interests of children.
- To complete transitions from one routine or activity to another in a relaxed manner.
- To encourage independence in young children.
- To encourage parent involvement in the program.
- To maintain a staff who will interact with children to guide behavior, to extend children's play and who will plan a program which meets the developmental needs of the children.

## PROGRAM DESCRIPTION:

The Children's Program is based on individual needs and interests. Through on-going assessment, careful observation and respect for the child's level of growth and development, activities are organized and centres of learning developed. The program will involve children in decision-making, problem-solving, and sensory exploration as well as small groups and large group interactions. Children will learn through play and physical manipulation of materials. Caregivers help to create play situations, to extend and to stimulate learning where possible. At all times we aim to foster a child's positive self-concept and a respect for the feelings, ideas and property of others. The day is organized around a relaxed and changeable schedule.

Red Deer College Child Care Centre offers an Early Childhood Services (Kindergarten) program which integrates activities based on the needs and interests of the children throughout the child care day. This program is especially suited to working or studying parents and children who require both child care and a Kindergarten or Special Needs Program.

Alberta Learning provides direction and monitoring for the Early Childhood Services (Kindergarten) program.

Alberta Children and Youth Services license and provide regulatory inspections of child care programs. There are minimum Government regulations that are required; however, we strive to exceed these requirements as much as possible.

License inspections occur regularly and the written reports are posted at the centre for viewing. Licensing officers will have access to child records during inspections.

Parents are welcome to visit their children any time and telephone calls are encouraged. Parents and caregivers work together to provide a positive and consistent way of working with children. Activities, highlights and concerns are shared with parents daily.

Parent information nights may be organized in order to provide information and share concerns. Family activity nights provide an opportunity for staff and parents and siblings to interact and have fun.

The Demonstration Centre for the Early Childhood Development Program, Red Deer College Child Care Centre provides practicum placements for students. Both first and second year students work directly with the children and staff in the program.



## **Reggio Emilia Approach to Early Learning**

### **(Social, Emotional, Creative & Intellectual Development)**

The Red Deer College Child Care Centre, guided by the philosophy and goals identified previously, draws upon current research and theorists that support best practices. One approach that has been a significant inspiration to our current practice is the Reggio Emilia program. The Child Care Centre incorporates the Reggio Emilia educational philosophy into its operation and daily activities. This educational philosophy creates a stimulating learning environment for the children. The RDC Child Care Centre approach to early learning is based on the following principles:

- Emergent curriculum – the curriculum develops throughout the year based on the interests of the children. Topics are developed to build on these interests and are explored over short or long periods of time.
- Project work – projects are developed based on the interests of the children and evolve along with the changing interests of the children. In-depth studies of concepts and ideas maybe part of each project, and long term projects enhance lifelong learning.
- Representational development – activities and projects include the integration of the arts as tools for cognitive, linguistic, and social development. Children explore areas of interest using a variety of methods of expression.
- Collaboration – Children are encouraged to learn along with others through dialogue, critique, negotiation, hypothesizing, and problem solving in large and small groups. Collaboration between home, school, and community are key elements that support learning.
- Teachers as researchers – Teachers learn alongside children, acting as a resource and a guide.
- Documentation – Work in progress is documented as a tool for planning, assessment and advocacy, and is shared with the children, caregivers, and parents to enhance the learning process.
- Environment – Our classroom environment is seen as an important “third teacher” and includes organized space for small and large group projects, small intimate spaces for small groups, display space, common space where a variety of ages can converge, views between spaces and flexibility to allow for the curriculum to unfold within the space.

## **Seeds of Empathy**

### **(Social, Emotional & Intellectual Development)**

The RDC Child Care Centre also draws upon the Seeds of Empathy program to teach our children respect and acceptance of others – empathy. This is done through interactions with a baby and parent. The program also promotes early literacy skills including an introduction to books, letter recognition and the relationship of pictures to words. The literacy lessons focus on emotional themes like feeling loved and friendship, which are expanded on during family visits.

## **GENERAL INFORMATION:**

The Red Deer College Child Care Centre is housed in Room 1601 at Red Deer College located at 56<sup>th</sup> Avenue and 32<sup>nd</sup> Street.

The hours of operation are 7:30 a.m. to 5:30 p.m. The Centre is open from September until June with the exception of statutory holidays as established by Red Deer College.

The Centre is a licensed and accredited Child Care Program and accommodates 50 children from 2 ½ to 6 years of age on a full or part-time basis. The Centre is used by RDC students and staff, and members of the community

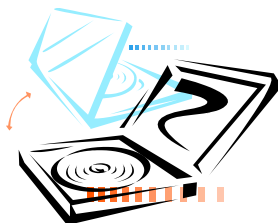
Primary staff has a Certificate or Diploma in Early Childhood Development or a Degree in Early Childhood Education. All staff has a First Aid Certificate in Child Care. The staff in each room is responsible for the children's program and daily communication with parents.

Children are placed in an appropriate group depending on the age and needs of the child and the available space at the Centre. We try to ensure that once a child is placed in a group with specific caregivers they will remain in that group. Sometimes changes are necessary and desirable. Within each main playroom there are 25 child spaces with 3 child caregivers. Each staff person is assigned a specific group of children to maintain observation records and compile child portfolios. This "family group" can also be used to facilitate division of the group at other times: lunch, field trips, gym, etc.

The Child Care Centre consists of two main playrooms with an adjoining common play space at the front. Each play room is self-contained with its own bathroom facilities, loft areas, water sources and playground accesses. In addition, there are spaces for support services including a kitchen, staff room, reception area and offices.

## **TECHNOLOGY POLICY**

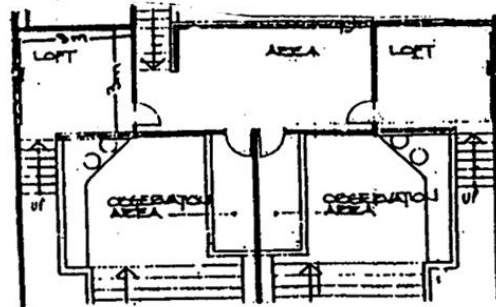
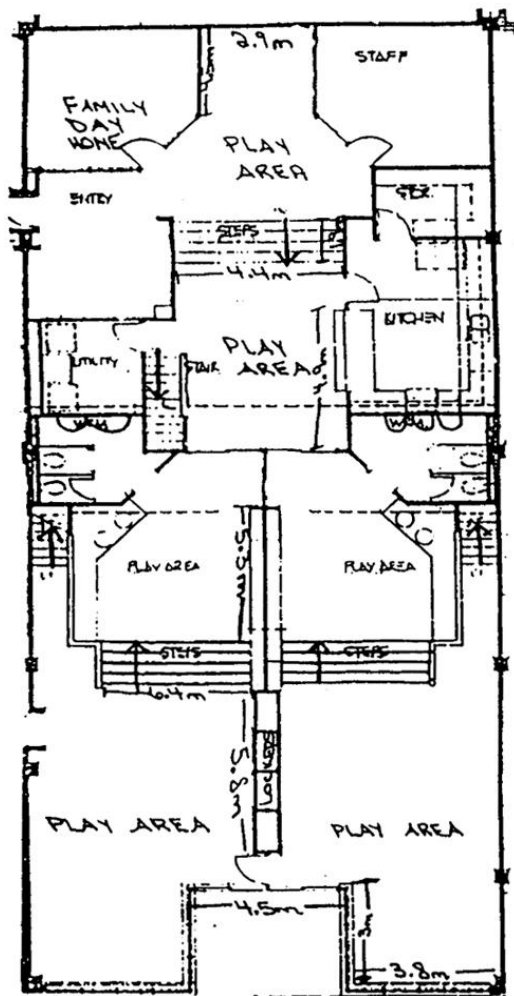
The Centre has a Technology Policy in place. Any games, DVDs/videos are to be reviewed and approved by the Child Care Centre Supervisor before use by the children.



## CHILD CARE CENTRE AREA

The total net floor area that is appropriate for eating, sleeping, playing and resting is 211.4m<sup>2</sup>. This provides 4.2 square metres per child space.

$\frac{211.4\text{m}^2}{50 \text{ spaces}}$



## **SAMPLE DAY:**

- 7:30 A.M.** Centre opens. Children are welcome to bring breakfast.
- 8:30 – 9:30** Free play and quiet activities.
- 9:00 – 9:30** A light, nutritional snack is provided.
- 9:30 – 10:30** Outdoor play time
- 10:30 – 11:30** Planned activities including special events, outdoor play, excursions, gym time, and dance studio time. A very busy and exciting time!
- 11:30 – 12:00** Hot lunch is provided. A quiet socializing time is encouraged between children and Caregivers. Sharing time and stories may precede or follow lunch.
- 12:30 – 1:30** Centre quiet time. Some children nap, others rest, daydream or visit quietly with a friend.
- 2:30 – 3:00** Snack is provided.
- 3:00 – 3:30** Free play in playrooms.
- 3:30 – 5:30** Outdoor play as weather permits, special afternoon activities and general room pick-up.

## **REGISTRATION:**

Admission of your child requires the completion of an application form. Red Deer College Child Care Centre is unable to accommodate all applications; therefore, your name may be placed on the waiting list.

Once your child has been accepted and a registration fee of \$20.00 has been paid, A General Information Sheet is completed. If your child is being accepted prior to the program start date, you will be required to pay a \$100.00 deposit. \$20.00 of this deposit is the registration fee, with the \$80.00 balance applied toward the first month fee. In the event of cancellation or non-attendance, this fee is non-refundable.

When your child is enrolled, it is desirable to orientate your child. You may choose to schedule a time to visit the centre. This will help your child adjust more readily to the Day Care experience. Please make arrangements with the Centre for these visits. You will receive a Parent Handbook at this time.

## **INFORMATION CHANGES:**

It is vitally important that parents keep the Program informed of changes in telephone numbers, places of employment, hours of employment, and student timetables.

Also, please keep the staff informed of any current or anticipated changes in your child's environment. To meet the child's needs, the link between the home and the Program must be close.

## **BOOKING POLICY:**

There are two booking categories at the Child Care Centre.

### **1. Permanent Bookings**

These bookings may be permanent full time, part time or hourly placements. These bookings are negotiated between the parent and the program prior to the child starting care. Once the booking has been agreed upon the permanent fee will be charged each month.

The fee for permanent full time care will remain the same each month regardless of the number of working days, public holidays, family holidays, school term breaks or College breaks.\*

The fee for permanent part time and hourly care will remain the same each month regardless of family holidays, school term breaks or College breaks.\*

Two weeks' notice is required to change a permanent booking. Depending on availability, a change in booking may not be possible to accommodate which may result in cancellation of care.

\*The Centre closes over the Christmas/New Year holiday period. In December, full time permanent bookings will be charged \$46.00 per day excluding the days the Centre is closed.

In December, part time and hourly permanent bookings will be charged the regular booked days excluding the days the Centre is closed.

### **2. Casual Hourly Bookings**

These bookings are booked as needed and are based on availability of care. The space is not guaranteed on a permanent basis. The fee for casual bookings must be paid on the day that care is received.

## FEE SCHEDULE:

### Permanent Bookings

	<b>Children 3 to 6 yrs.</b>	<b>Children 2.5 to 3 yrs.</b>
Full time	\$875/month	\$895/month
Part time	\$46/day	\$46/day
Hourly	\$9/hour	\$9/hour

### Casual Bookings

	<b>Children 3 to 6 yrs.</b>	<b>Children 2.5 to 3 yrs.</b>
Hourly	\$9/hour (up to \$46/day)	\$9/hour (up to \$46/day)

## PAYMENT POLICY:

Child care bills will be posted on your child's locker. **Fees are due by the 1<sup>st</sup> of the month preceding care.** Payment is made at the College cashiers using the identification number on the bill. Receipts will be issued by the College cashiers. There is a \$40 minimum monthly fee for full time and for regular part-time care.

Accounts that are not paid by the 10<sup>th</sup> working day of each month will be assessed a \$25.00 late payment fee. (This fee is non-refundable and is not tax deductible). A late fee will be charged each month that the account is in arrears. Failure to pay your account on time, two months in a row, will result in the termination of your child care arrangements and your account may be sent to collections.

## SUBSIDY:

Parents applying for subsidy may receive an application form from the centre. Subsidy is provided by Alberta Children & Youth Services according to family income. Subsidy contracts are made between the parent and Alberta Children & Youth Services. It is the parent's responsibility to ensure that their subsidy is approved and renewed when required. Failure to maintain subsidy approval will result in the parents being billed for any fees not covered by subsidy. The Day Care Subsidy office can be contacted at 340-5516.

## **ABSENTEE POLICY:**

**If your child is sick for more than 3 booked child care days in a row, upon presenting a doctor's certificate you will pay half the fees for the total time the child is ill. This amount will be credited to your next month's fee.**

## **WITHDRAWAL PROCEDURE:**

Notification of withdrawal must be received in writing, by the Centre two weeks in advance. This gives the Centre the opportunity to fill the vacancy, and helps those on the waiting list to make the necessary arrangements. Withdrawals with less than 2 weeks' notice may be charged for space booked.



## **ARRIVAL - DEPARTURE:**

Parents must accompany their children to the Centre each day and personally turn the child/children over to the staff member in the assigned room.

Parents sign the children in on the "Sign In/Out" sheet on the Parent Board. Only persons designated on the "Sign-In/Out" sheet and registered on your child's information form will be allowed to pick-up your child.

In an emergency, specific arrangements can be made for another adult to pick up the child. Parents need to call the Centre if someone other than the adult listed will be picking up.

Please be as accurate as possible when estimating the time you will return. It is important for the staff and your child that we know when to expect you.

On departure, your child must be signed out on the "Sign-In/Out" sheet and time of departure entered.

The Centre closes at 5:30 p.m. We would appreciate your promptness at the end of the day so the Centre can close promptly. A fee for care at the rate of \$10.00 for every 15 minutes (or portion thereof) after 5:30 p.m. will be added to a parent's fee as necessary. Persistent lateness causes considerable inconveniences for the staff and may result in cancellation of enrollment.

## **CLOTHES:**

Please dress your child in play clothes. Your child needs to be comfortable and uninhibited. A change of clothes should be sent with your child. Children sometimes have toileting accidents in unfamiliar surroundings and they play outside and in sand and water. Sometimes they get wet!



**Please label everything with your child's name.**

## **GUIDING BEHAVIOUR:**

The Red Deer College Children's Program are committed to creating a safe and nurturing environment in which children can grow, develop, play, and socialize. With the support of peers and consistent caregivers, children can relate realistically, responsibly, and constructively with the environment. Nurturing healthy self-respect and respect of others is of utmost importance. In setting realistic expectations and in ensuring that the children understand these expectations play rooms become a safe place.

### **Prevention**

1. Caregivers, in the program, will model appropriate behavior when interacting with all adults and children. Helping, sharing and turn taking will be modeled and encouraged.
2. Caregivers will acknowledge children's feelings through "active listening" and paraphrasing." E.g. "You seem to be feeling really frustrated."
3. Caregivers will provide activities and centres which are based on the children's interests and developmental levels. Centres and activities will be changed or enhanced on a regular basis to encourage renewed participation and enthusiasm.
4. Caregivers will allow the children ample opportunity for "free play." The children will make their own choices and decisions about which centres to play in or which activities to participate in.
5. Caregivers will provide opportunities throughout the day for children to make choices and to become more independent as they are ready. E.g. Children serve themselves at meal times. Children set the tables for snack.

6. Caregivers will prepare children for transition times. E.G. "We will be finished lunch soon. After lunch we will need to use the washroom and wash our hands."
7. Caregivers will provide enough play materials so children can choose to play together or alone.
8. Caregivers will arrange the space in a manner which clearly defines the desired behavior in that area. E.G. The book centre will be located in a "low traffic area." The Centre will contain books and a soft cozy space (pillows, carpets, couch or chair, etc.)
9. Caregivers will stress the desired behavior rather than the undesirable behaviour. E.G. "You can colour on the paper" rather than "Stop colouring on the table."
10. Caregivers will set clear guidelines and limits for their group. These will be communicated to the group in a clear and age appropriate manner. Caregivers will be flexible and adaptable with limits if it becomes necessary. They will take into consideration individual needs as well as group needs when setting limits and guidelines.
11. Natural and logical consequences will be set by the caregivers and communicated to the children in a clear and age-appropriate manner. Withdrawing or using the usual needs and comforts (food, clothing, shelter and security items) to change the children's behaviour will not be accepted.

### **Intervention**

The Caregiver's role is to intervene when they see a problem arising. After assessing the situation they may intervene by using the following methods:

1. When children are in conflict with one another, Caregivers will encourage the children to problem solve and will model problem-solving techniques. The Caregivers will help the children to identify and discuss the issue. She will encourage the children to share their feelings with one another and to explore possible solutions. The Caregivers will help the children to follow up with the solution. Children will be given the opportunity to discuss role play and practice this technique. E.G. group discussions, storytelling, etc.
2. The Caregivers may use diversion when young children are in conflict. E.G. If two children are fighting over a tractor the Caregiver may distract the children by providing a different toy or a new activity.
3. The Caregiver may console the injured or offended child and ignore the "attention-getting behavior" of the other child.

4. The Caregiver may need to direct a child to play in another area (of the child's choice) until they are ready to become part of the problem-solving process or until emotions subside. "Time Out," with identified area (chair, bathroom, etc.) and an identified length (5 minutes, 10 minutes, etc.) will not be used in the program.

If specific concerns arise, Caregivers and the Program Coordinator will assess the situation, consult with parents and devise approaches to deal with the concern. If necessary, appropriate agencies will be contacted for consultation.

**The following approaches will not be used in the Red Deer College Child Care Program:**

Centre staff will not treat children in a manner that is disrespectful, degrading, threatening or physically harmful.

1. Staff will not use any form of physical punishment (hitting, spanking, pinching, squeezing, pushing, grabbing, etc.).
2. Staff will not use any form of physical restraint, confinement or isolation.
3. Staff will not use demeaning, degrading statements or threats.
4. Staff will not yell at children.
5. Staff will not use "time out."
6. Staff will not withdraw or use the usual comforts to change children's behavior.

This policy is written in both the Parent Handbook and the Staff Handbook. Discussion is invited to clarify the philosophy and practices.

**INCIDENT/SERIOUS ILLNESS PROCEDURE AND REPORTING:**

In the event of an accident or a serious illness your child's medical needs will be given immediate attention by the first staff with a valid first aid certificate. The Program Director and the parent will be notified immediately. An ambulance will be called if necessary.

All incidents will be reported to the Program Director and the parent immediately. An incident form will be completed and signed by the Caregiver(s) involved. The Program Director and the parent will sign the form.

## MEALS AND SNACKS:

Red Deer College Child Care Centre employs a cook who provides snacks and a hot lunch for the children. Nutritious snacks are provided mid-morning and in the afternoon. Staff and children eat in their rooms in small groups, and are encouraged to eat a well-balanced lunch and to try various foods. Monthly menus are posted.

If your child arrives at the Centre early in the morning, the staff will happily serve breakfast that your child brings. We require that you include all foods, including milk for cereal, and juice. We are a “nut free” program. Please do not send food with nuts or traces of nuts.

Special diets (cultural and religious preferences, allergies, and infant diets) are accommodated to the best of our ability. Specific information is required on the General Information Form and should be discussed with caregivers and/or the cook.

Menus are planned following the nutrition guidelines of the Canada’s Food Guide. Foods from home will not be accepted. **The following foods are not to be served due to risk of choking or poor nutritional value:**

- Nuts and seeds
- Candy (Hard or Soft)
- Gum
- Chocolate Bars
- Popcorn
- Jelly Beans
- Pop/Energy Drinks
- Potato Chips, Cheezies or Cheez Puffs
- Caramels or Toffee
- Gum Drops or Chewy Fruit Snacks

If you are providing meals or snacks parents are encouraged to follow the Canada’s Food Guide. The Cook will ensure that the child’s meals are supplemented if quantity or selection is not adequate.

## FOOTWEAR:



Due to recent injuries and near misses from slippery or inadequate foot wear, it has been determined that all footwear worn by staff and children must have a rubberized tread and must be a strap secured over the top of the foot and at the back of the foot.

## HEALTH POLICY:

Children playing in close contact with one another provide a ready vehicle for transmission of disease. All precautions are taken to ensure the health and safety of children in our care. For the well-being of children and staff, children in attendance must be well enough to participate in all day care activities, including outdoor play.

Our program has neither the space nor the staff to care for or comfort a sick child. 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.

Some signs of possible severe illness are uncontrolled coughing, difficulty breathing, wheezing, persistent crying, or lethargy. Other signs include fever along with behavior change or other signs of illness such as a sore throat, rash, vomiting, diarrhea, earache, etc. **If after 24 hours the child is symptom free they then can return to care.**

A child may be considered too ill for care if they have:

- Behaviour: Extreme irritability, continuous crying, or if a child requires more attention than we can provide
- Colouring: Yellow skin or eyes. Pale grey or whitish skin accompanied by fever and/or lethargy
- Coughing: Severe coughing, with obvious discomfort is a sign that a child is too ill to be in care.
- Sore Throat: A sore throat with fever, swollen glands, and/or a rash.
- Diarrhea: Diarrhea, runny, watery or bloody stools, a stool that runs out of a diaper, or a sick child who cannot make it to the bathroom in time
- Eye Discharge: Discharge that is thick with mucus, puss, or pink eye
- Lice: Head lice or nits (eggs)
- Rash: An undiagnosed rash or any sort of rash, especially when accompanied by a fever or behavior change
- Temperature/Fever: A body temperature over 100.4F or 38C

- Vomiting: A child with severe vomiting or vomiting more than once in the previous 24 hours would be considered too ill to be in care with other children. As well, it is recommended that a sick child not return to care for a minimum of 24 hours after vomiting
- H1N1 Influenza: Symptoms of influenza include sudden fever of 38C (100.4F) or higher, headache, dry cough, muscle aches, extreme weakness & exhaustion. May include vomiting and/or diarrhea.
- Communicable disease: If a child has contracted a communicable disease, Public Health regulations regarding incubation and/or isolation will be followed for re-entry. A physician's certificate may be required. All communicable diseases are reported to the Public Health Unit.

Parents are requested to notify the Centre if their child is ill.

## **MEDICATION:**

If you wish the staff to administer prescribed medication to your child, a medication release form must be completed.

All medications must be signed in each day that it is to be administered. Each section of the Standing Medication Form must be completed and signed by the parent before the staff can administer it.

All medicine must be in the original container and be labeled with the child's name. Staff can only administer according to label amount and as directed by a physician.

Medication that is normally purchased "over the counter" (E.G. Tylenol, cough syrup, etc.) will have to be prescribed by a doctor in order for us to administer it. Parents are welcome to administer these medications themselves, and the staff will keep parents informed about the child's well being.

If you have given your child any type of medication when they come in for care, E.G. Tylenol, cough syrup, inhaler, please fill in the **Medication At Home form** that is located on bulletin board in your child's room and give it to a Caregiver. This will assist us in your child's health and safety.

All medication must be given directly to a staff person. The staff person will then place the medicine in a locked container in the refrigerator or cupboard. **Please do not leave medicine in your child's bag or locker.**

## **NIPISSING DISTRICT DEVELOPMENTAL SCREEN:**

The Nipissing District Developmental Screen is a tool designed to provide an easy-to-use method of recording the development and progress of infants and children. The areas of development covered by the screen forms include vision, hearing, communication, gross and fine motor, cognitive, social/emotional, and self help skills. The screens coincide with immunization schedules as well as key developmental stages up to six years of age. The Staff/Caregivers of the RDC Children's Program will endeavor to conduct the screen at each stage.

## **FIELD TRIPS:**

Parental approval is required for all outings away from the Centre. Authorization for walks on the grounds of Red Deer College or within the Red Deer College building is received on the General Information Sheet. All other field trips must be authorized on a per trip basis. Prior to the outing a Field Trip Authorization Form with details of the outing and the list of children taking part will be posted to collect parent signatures. It is imperative that written approval be obtained – without it the child cannot take part, and the whole trip may be jeopardized.

## **EMERGENCY PLAN:**

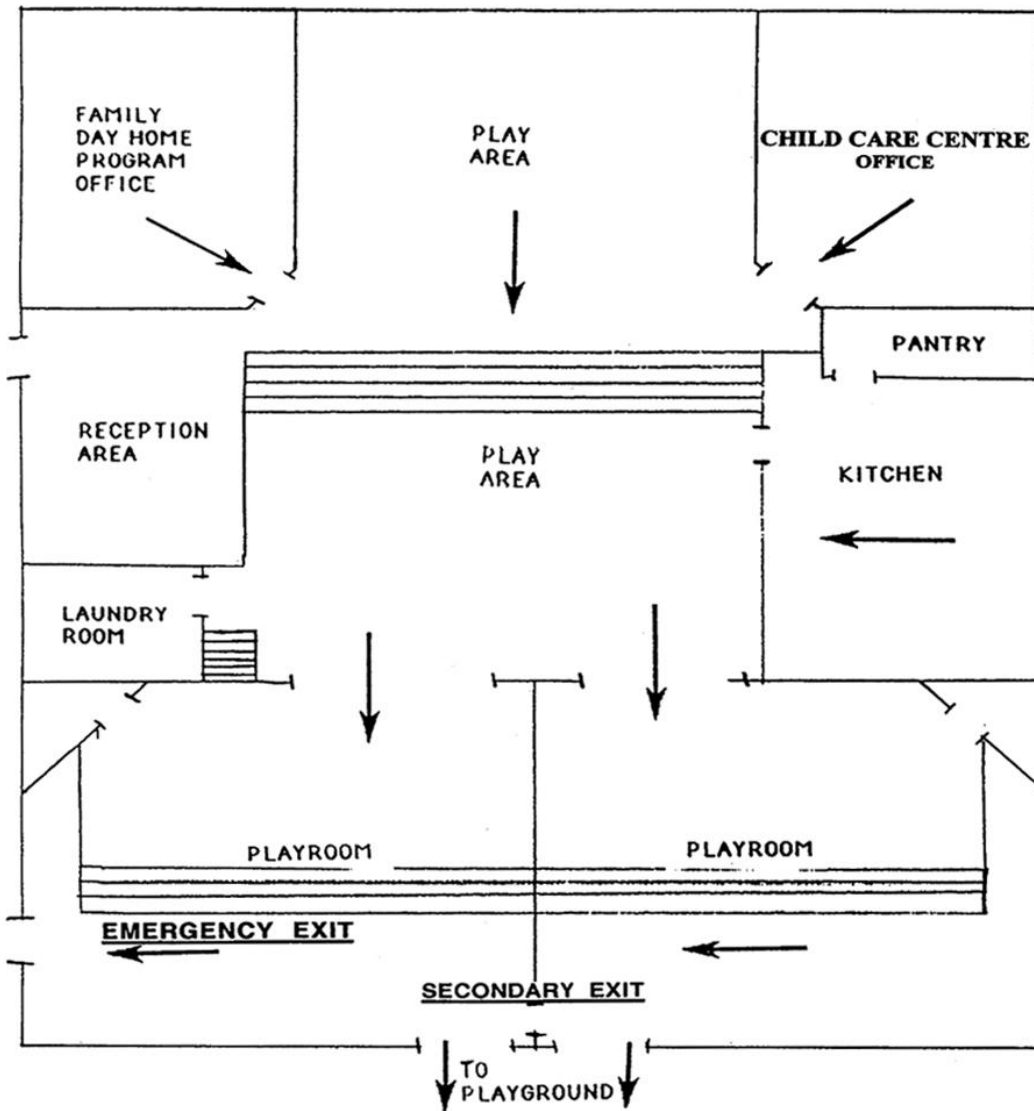
Evacuation procedures are posted in all play areas and administration areas in the Centre. Staff is assigned specific duties during an evacuation. Contingency plans go into effect when staff are absent. Emergency evacuation drills are held each month to ensure the safety of children and staff. A record of the drills is posted in the entry area of the Child Care Centre.

In the event of an emergency evacuation, children will normally exit the north 1600 wing door and collect as a group across the street and meet next to the stairs.



In the case of a total evacuation, the Director or Alternate will call the Associated Cab at 403-346-2222. Children and staff will be transported to West park Middle School at 3310-55 Avenue, Phone 403-377-8911.

Parents will then be called and informed of the situation.



## **IMPAIRMENT POLICY:**

If a staff person has reason to believe that a parent or any adult picking up a child has any type of impairment, which affects the person's ability to take care of the child or to drive home, then staff will follow the following procedure:

- Request that the individual leave their vehicle and arrange alternate transportation. (Taxi vouchers are available at the Centre).
- Ask if they can call their emergency contact to assist them. Inform the College Security Coordinator or Commissioners of the situation. (342-4000 or 342-3445).

If the individual leaves with the child and is driving, staff will contact the RCMP (911) and immediately provide as much information as possible such as license plate number, vehicle make, colour, home address, etc. Staff will inform the police that there is a child in the car. If the individual seems to be impaired but is not driving, staff will contact Child Welfare (340-5400) and provide as much information as possible.

Staff will document the incident on an incident form. They will include as much information as possible E.G. what were their physical abilities, how did they look, how did they smell, was their speech affected, etc.

## **CHILDREN ARE NOT PICKED UP:**

The Child Care Centre closes at 5:30 p.m. The staff will take the following steps if children are not picked up at the end of the day:

1. If the child has not been picked up by 5:30 p.m., the staff will phone the parents at home, at work or on their cell phone.
2. If staff is unable to contact the parent by 5:45 p.m., staff will phone the emergency contact and ask them to pick up the child. If they do, they will leave a note on the door telling the parent where the child is.
3. If staff are unable to contact the parent or the emergency contact by 6:00p.m. they will phone the Director to inform him/her of the situation.
4. If staff is unable to contact parent or if the parent has not called by 6:15p.m, staff will call Child Welfare (1-800-387-5437). Staff will also call the RCMP. They may be able to provide information on the location of the parent.
5. Staff will document the incident on an incident form. They will include what actions were taken and record times and results of all phone calls.

## **CHILD ABUSE POLICY AND PROCEDURES:**

In Alberta, Child Caregivers and staff are legally bound to report all suspected cases of child abuse to Alberta Children and Youth Services (ACYS). The Alberta Child Abuse Hotline is 1-800-387-5437,

The staff must follow the policy as set out in the current Government of Alberta "Protocol for Handling Abuse and Neglect in Day Care Services". Each staff member will receive a copy of this document upon hiring and the protocols will be explained during orientation.

The policies and procedures for reporting abuse are non-negotiable. Any allegation regarding abuse including mental, physical, emotional, social and sexual must be immediately reported to ACYS and the local police authority.

## **COMPLAINT PROCESS:**

In the event that a parent has a questions or concern, please feel free to meet with the Manager to discuss the issue.

Complaints regarding noncompliance to the Social Care Facilities Licensing Act and Day Care Regulations should be addressed to the Regional Day Care Services office at:

Bishop's Place 3<sup>rd</sup> Floor  
4826 Ross Street  
Red Deer, AB  
T4N 1X4  
Phone: 340-5516

The identity of the complainant is not divulged to the license holder. All complaints are investigated. Written complaints will be responded to in writing by the Regional Licensing Office to indicate whether the complaint was verified and that appropriate action has been taken. Complaints are anonymous.



## **RESOURCES:**

Red Deer College Child Care Centre has a parent library available for borrowing. Besides many general resources, there are current magazines. Also available are:

Choosing a Day Care Centre: A Guide for Parents

Contagious Diseases in Day Care: A Handbook for Parents

Day Care Licensing Policy Manual

***(The above are available from Regional Licensing Offices also.)***

A Guideline on Children's Play Spaces and Equipment, CSA Standard (Can/CSA-Z614-M90) *(Also available from the Canadian Standards Association, 178 Rexdale Blvd., Rexdale, ON M9W 1R3 and the Red Deer College Library.)*

The Day Care Nutrition and Food Service Manual *(also available at cost from the Calgary Board of Health).*

Canada Food Guide *(also available at Health Units)*

Well-Beings – A Guide to Promote the Physical Health, Safety, and Emotional Well-Being of Children in Child Care Centres and Family Day Homes *(also available at some Public Libraries)*

Social Care Facilities Act

Day Care Licensing Policy Manuals