



Inglewood Child Development Centre Parent Handbook

After Hours Emergency Contact – 403-874-5316

**922 - 9 Avenue SE
Calgary, AB
T2G 0S4**

TABLE OF CONTENTS

Contents

Organizational Chart	2
Administrative Policies	3
Registration Process	3
Children’s Personal Files	3
Maintenance of Administrative Records	4
Payment of Monthly Fees	4
Provincial Subsidy	4
Affordability Grant	5
Fundraising	5
Late Arrival Fees	5
Termination of Care	6
Program Closures	6
Parent Grievances	7
Social Media	7
Ongoing Program Evaluation	8
Confidentiality of Information	8
Communication with Families	8
Parental Involvement	9
Suspensions of Abuse & Neglect	9
Authorized Release of Children	9
Portable Records	10
Volunteer/Student Screening	10
Program Policies	11
Hours of Operation	11
Children’s Personal Belongings	11
Open Door	11
Outdoor Play	11
Inclusion & Diversity	11

Allergies & Diet Restrictions	12
Child Guidance	12
Supervision of Children	14
Photographs and Video Taping	15
Neighborhood Walks, Field Trips & Off Site Excursions	15
Nutrition, Meals & Snacks	16
Rest and Quiet Time	16
Clothing	17
Manner of Feeding	17
Health & Safety Policies	18
Accidents & Incidents	18
Critical Incident Reporting	18
Illness Tracking	19
Sick Children	20
Outbreak & Pandemic	21
Health & Disease Chart	22
Immunization of Children	25
Smoking	25
Medication Policies	26
Medication Administration	26
Emergency Medication	26
Herbal & Homeopathic Remedies	27
Emergency Policies	28
Fire & Evacuation	28
Severe Weather	29
Lock Down	29
Natural Disasters	29
Acknowledgement	30

Background

The Inglewood Child Development Centre, a non-profit centre, originally known as the Alexandra Children's Centre, was established in 1975 as a grass roots child care program, formed by dedicated parents in the Inglewood Community. Today, over 45 years later, we have become deeply embedded in the Inglewood and Ramsey communities and provide high quality Early Learning programs to families. In order to ensure that we continue to meet the needs of the families and the community, we facilitate both parent and stakeholder input into our program operations.

We are one of Calgary's first inclusive Early Learning programs. We welcome families of children with exceptional needs and work with many outside agencies and community partners to ensure that we consistently provide an inclusive environment where all children feel welcomed and accepted and that the needs of each child are met, no matter their age, development, or ability. Programs that we proudly work with are:

- Alexandra Centre Society
- Kin-Dir Education Foundation
- ARCQE
- Mount Royal University
- Bow Valley College
- University of Calgary
- ASaP GRIT
- Children's Cottage Crisis Nursery
- Providence Children's Programs

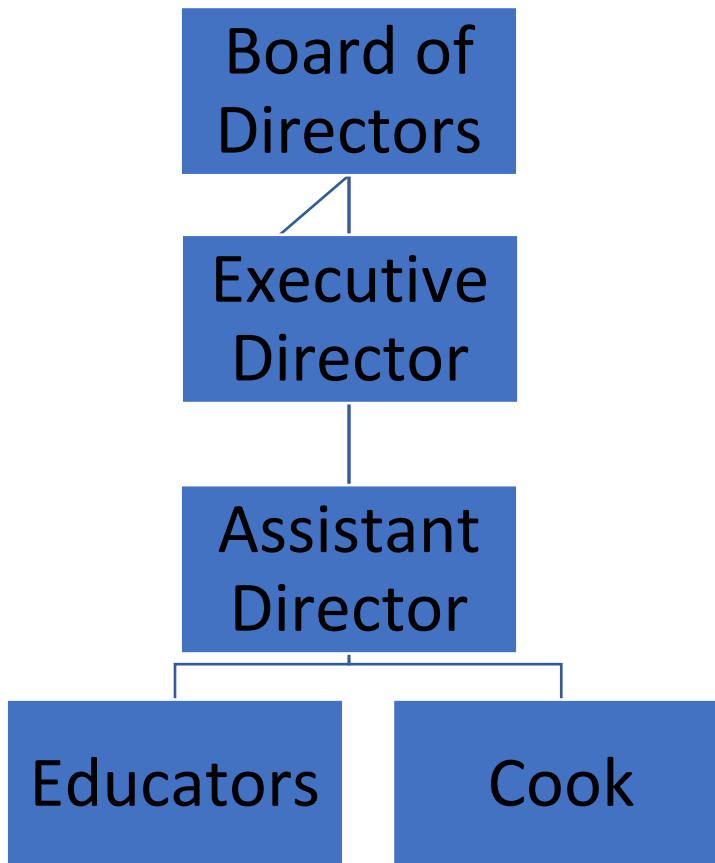
The children are divided, by age, into 5 playrooms

- Room 1 – ages 12 – 18 months 12 children (3 primary educators)
- Room 2 - ages 19 months – 2.5 years 12 children (2 primary educators)
- Room 3 – ages 2.5 – 3.5 years 14 children (2 primary educators)
- Room 4 – ages 3 – 4.5 years 18 children (2 primary educators)
- Room 5 - ages 3.5 – 6 years 18 children (2 primary educators)

We have a fully equipped kitchen, Educator resource room, and an atelier.

We have three main stakeholders, including our families, our team of Educators, and the community members from Inglewood, Ramsey, East Village and Victoria Park/Beltline. Each stakeholder has and continues to be a vital and contributing partner to our longevity and success.

Organizational Chart



Administrative Policies

Registration Process

Procedure:

- Inglewood Child Development Centre is open Monday to Friday from 7:00 a.m. - 5:30 p.m.
- The process for registration in the program is as follows:
 - Contact the Director
 - Schedule a tour of the program
 - Introduction to our Educator Team
- A non-refundable registration fee of \$50.00 is required
 - Included in the registration fee is the \$1.00 membership fee, which makes the parent an active voting member of the Inglewood Child Development Centre Society
- The child's space will not be confirmed until the 1st month's full fee is paid in full

Children's Personal Files

Procedure:

- Children's files will be maintained by the Executive Director
- Children's files will be kept in a locked filing cabinet in the Executive Director's office
- Parents will be asked to review and update their child's registration form, re-sign, and date every 6 months to ensure the information remains up to date
- Children's files will include the following documents:
 - Completed registration form that contains
 - Child's name, date of birth, address
 - Parents names, address, contact numbers
 - Health information including ongoing medication and allergies
 - Name and contact numbers for emergency contacts
 - The written consent of the parent for the administration of medication if required, as outlined in the Medication Administration policy
 - Details of any additional health care requirements provided to the child
 - Written consent of the parent will be obtained for any additional health care needs
 - Details of allergies
 - Confirmation of immunizations
 - Details of any other health information that would be required for the centre to provide quality care
 - Information of the child's preferences, eating habits, fears, hobbies, and past experiences
 - Incident reports
- Children's files will be available for inspection

- By the Licensing Officer or representative at all times
- By the child's parent with reasonable notice

Maintenance of Administrative Records

Procedure

- Administrative records include
 - Accurate documentation of children's attendance including arrival and departure times
- Administrative records will be available for inspection by the Licensing Officer or representative at all times
- Details of children's attendance, including arrival and departure times are available to the parent with reasonable notice
- 2 years plus the current year of administrative records will be kept on site at all times

Payment of Monthly Fees

Procedure

- Childcare fees are due on the 1st business day of the month and paid by pre-authorized debit from the parent's bank account
 - Parents must provide confirmation of their banking information at the time of registration. The confirmation of banking information will be held in a secure manner and then shredded when the parent terminates care
- An NSF fee will be charged to the parent for any returned payments
- Parents will be provided with a minimum of 60 days' notice for fee changes.
- The full parent portion is due monthly and no reductions will be given for absences due to illness or vacations or any unexpected closures of the centre
- If a parent is taking an extended leave of more than 30 days, they are required to pay the full, unsubsidized fee in order to retain their space

Provincial Subsidy

Procedure

- Parents of children aged 4.5 or less, whose household income is 179,999.00 or less, can apply for Provincial subsidy
 - Parents whose household income is 119,999.00/year or less will receive the full subsidy amount of 266.00
 - Parents whose household income is between 120,000.00 to 179,999.00 will receive partial subsidy
- Parents must complete an online subsidy application by using this link, [Child care subsidy | Alberta.ca](#)
- It is the parents responsibility to ensure that their subsidy approval remains current
 - Parents are responsible for the full fee for any months that subsidy is not approved for

Affordability Grant

Procedure

- All families, with children aged 0 - 4.5 year of age, qualify for the affordability grant, no matter their annual household income
 - The amount of the affordability grant is based on the age of the child and the enrollment status.
 - The enrollment status refers to how the child is registered and not the actual hours attended each month. For example - if a child is registered in a full-time space, the grant will be at the full amount, no matter how many hours the child attends.
- For more information on the affordability grant, use this link [Affordability rate chart - child care supports \(alberta.ca\)](#)

Fundraising

Procedure

- As a not-for-profit charitable organization, we rely on parent fees, fundraising campaigns, casinos, grants, etc. to keep the centre running with high quality programming. Some years ago, the parent board at that time made the decision to have a donation amount required from each family in lieu of holding multiple fundraising campaigns during the year.
- Each family is required to pay an annual fundraising fee of \$600.00 prior to December 31st, with the fundraising year running September 1st – August 31st (works out to be \$50/month)
 - Donation receipts will be issued to each family for the annual fundraising fee
 - Donations can be made through some families workplaces that also offer a matching program where the company will send a matching amount to ICDC
 - Your donation can be made in installments during the year but must be paid by the last day of business before we close for the Christmas Break.
- Each family is required to provide one volunteer to work a minimum of one (8hour) shift at a casino. Casino dates are given by AGLC every 18 to 24 months. Failure to meet this requirement may result in termination of care with 30 days written notice

Late Pick-Up Fees

Procedure

- Parents are required to arrive at the centre to pick up their children no later than 5:30 p.m.
 - Parents are asked to arrive at the centre with enough time to get their children ready and leave the building by 5:30 p.m.

- Arrival after 5:30 p.m. will result in a late pick-up fee being charged to the parent
 - The first offense will be charged at \$1.00/minute
 - The second offense will be charged at \$2.00/minute
 - The third offense will be charged at \$5.00/minute
 - If a fourth offense occurs, the situation will be forwarded to the Board of Directors for a decision on disciplinary actions
- Upon arrival, the parent will be asked to sign the late pick-up form, indicating the time of arrival. This time will be used to calculate the late pick-up fee by the Educator.
 - Late pick-up fees must be paid directly to the designated Educator. Failure to pay the late pick-up fee will result in immediate suspension of care until paid in full
- If the parent has not arrived by 5:30 p.m., the Educators will attempt to contact the parent by phone. If the parents cannot be reached, the Educators will attempt to reach the individuals that are listed as emergency contacts
 - If contact cannot be made to either the parents nor the emergency contacts, the Educator will contact the Executive Director and to inform of the situation
 - If the child has not been picked up by 6:30 p.m., the Executive Director will contact the crisis unit of Children's Services and the child will be placed into their care. The Calgary Police Service will be contacted and informed of the situation

Termination of Care

Procedure

- Parents are required to provide 2 months written notice of termination of care
- Written notice can only be given on the 1st business day of the month
- Should ICDC provide notice of termination of care, we will provide the parent 2-months written notice
 - Exceptions to this procedure are non-payment of monthly fees, or verbal/physical abuse of any ICDC child, representative, parent or employee or failure to comply with any policies and procedures of ICDC. Under these circumstances, care will be terminated without notice to the parent

Program Closures

Procedure

- Each September, a list of Board approved program closures will be posted on the ICDC website for parents to review
- Closures will include the following general holidays
 - New Year's Day (in lieu)
 - Family Day
 - Good Friday
 - Easter Monday
 - Victoria Day

- Canada Day (in lieu)
- Heritage Day
- Labor Day
- National Day for Truth and Reconciliation (September 30th)
- Thanksgiving Day
- Remembrance Day (in lieu)
- Christmas Day (in lieu)
- Boxing Day (in lieu)
- When holidays marked (in lieu) fall on a weekend, an additional closure date will be taken on either the Friday before or the Monday after the holiday
- We will also be closed on the following days
 - The week between Christmas and New Years
 - Two professional development days, those will be posted yearly with ample notice

Parent Grievances

Procedure

- Occasionally, parents will have grievances with an Educator or the Centre. In this event, the following steps will be followed
 - The parent is encouraged to speak directly to the individual Educator or the Educator Team
- If the grievance cannot be resolved
 - The Executive Director will schedule a meeting with the Educator or Team and the parent to talk out the situation and come to a solution that is satisfactory to everyone
- If the situation still cannot be resolved
 - The parent will be given the option of submitting their grievance to the Board of Directors for review. The Board of Directors will review all documentation, discuss the situation with the Executive Director, and meet with the Educator and/or the parent if necessary
 - The Board of Directors will respond in writing to the parent within 7 business days of the date of submission of the grievance. The decision of the Board of Directors is final

Social Media

Procedure

- Social media includes Facebook, Instagram and any other website that promotes social interaction between individuals
 - Parents are not permitted to post photos or videos that include any children other than their own or that have been held at the centre
 - If discovered, the parent will be asked to take down the photos or videos immediately
 - Parents are not permitted to disclose details including, location, date and time of any field trip or outing

- Any instances of defamatory comments about the centre it's employees or volunteers posted to a social media site, or failure to follow the restrictions set out in this policy may result in termination of care without notice

Ongoing Program Evaluation

Procedure

- Ongoing program evaluation is an important component of ICDC to ensure that we continue to provide high quality care to families
- The program evaluation will include a satisfaction survey and opportunity to provide feedback and offer suggestions for new opportunities for the centre.
- Incidents will be documented and reviewed monthly to identify areas or procedures that require change or to be improved on to prevent further incidents from occurring
- Parent-Educator meetings will be held twice per year
- Annual Parent and Educator Surveys
 - Survey results will be reviewed, compiled, and shared with parents and staff
 - The Executive Director and Educators will review survey results, identify areas of change, and create goals and action plans to address areas of change
 - Feedback from parents will be shared with Educators
 - Goals and action plans will be reviewed annually to ensure they have been completed or to update the goal if not completed

Confidentiality of Information

Procedure

- All information regarding families, children, employees, and volunteers of ICDC will be kept strictly confidential
- Information regarding the children will not be shared without completion of a consent to share information form and signed by the parent

Communication with Families

Procedure

- We recognize the importance of open, positive, and effective communication with parents
- We will maintain ongoing, positive communication with parents through the following methods
 - Newsletters
 - Emails
 - Face to face verbal contact

Parental Involvement

Procedure

- We recognize parents as a vital part of our program and are welcome to come to the centre at any time
- ICDC is operated by a volunteer Board of Directors, made up of centre parents. The Board of Directors acts as a governing body and hires an Executive Director to manage the day-to-day operations of the centre.
 - Parents are welcome to attend monthly meetings of the Board of Directors
 - Parents wishing to become involved with the Board of Directors should contact the Executive Director for more information
- Parent participation at the following meetings/events is mandatory
 - Parent/Educator Meetings
 - Casino
 - Each family must commit to filling one 8-hour Casino shift
- To ensure parent participation, the Board of Directors has implemented the following policy for non-participation of parents
 - 1st incident of non-participation
 - The ICDC Board of Directors will issue a written warning to the parent, advising them of the missed event
 - 2nd incident of non-participation
 - The parent will be given 30 days' notice of termination of care

Suspicious of Abuse & Neglect

Procedure

- Educators have a legal and ethical responsibility to report suspicions of abuse and/or neglect of children
- We are committed to ensuring the safety and well-being of the children in our care
- All suspicions of abuse or neglect should be reports to **Child Abuse Hotline: [1-800-387-5437](tel:1-800-387-5437)** (KIDS)

Authorized Release of Children

Procedure

- Children will not be released to any individual that is not listed as an emergency contact or authorized pick up on the registration form or that the parent has provided verbal or written consent for another individual to pick up their child
- Children will not be released to any individual under the age of 16
- Any individual not known to the Educators will be asked to provide photo identification before the child is released into their care
- The parent agrees to provide copies of any legal documents pertaining to custody of the child
 - Parents will not be denied access to their child unless stated in a legal custody document
- A child will not be released to a parent that is suspected of being under the

influence of drugs or alcohol, including cannabis without making every effort to ensure that the parent is not driving, and both have a safe way home.

- If the Educator feels that releasing the child to the parent poses a safety risk, 9-1-1 will be called to report the situation

Portable Records

Procedure

- A portable record will be kept for each child and will include the following information
 - Child's name, address and birthdate
 - Child's medical information including current medications and allergies
 - Name, address and contact information for each parent
 - Name, address and contact information for individuals to contact in case of an emergency and the parents cannot be reached
 - Physician information
- Educators will take the portable record and a First Aid kit with them any time they leave the center
- Parents will be asked to review and update their child's portable record every 6 months or whenever parent provide us with new information
 - Parents are expected to inform the Executive Director/Educators immediately when their child's information changes
 - Children's portable records will go wherever the children go and will be kept in child's room and taken along when they go outside
 - Children's records will be treated confidentially and will be used only as required

Volunteer/Student Screening

Procedure:

- All volunteers/students must provide a current criminal record check, including a vulnerable sector search prior to or on the start date of the placement.
- All volunteers will need to provide a copy of their current resume.
 - Students under the age of 16 and parents that attend field trips are excluded from this requirement.
- Volunteers/students will not be left alone with the children at any time
- Parents will not be left alone with any of the children, except their own
- Volunteers/students are not permitted to do the following:
 - Administer First Aid
 - Child Guidance
 - Change children's clothing
 - Change diapers

Program Policies

Hours of Operation

Procedure

- ICDC hours of operation are Monday to Friday from 7:00 a.m. to 5:30 p.m.

Children's Personal Belongings

Procedure

- ICDC is not responsible for the loss of valuables or children's personal belongings

Open Door

Procedure

- The centre maintains an open-door policy. Parents are welcomed and encouraged to drop into the centre to visit with their child any time
- Parents are not required to call ahead if they are dropping in for a visit or will be arriving early to pick up their child

Outdoor Play

Procedure

- ICDC recognizes the importance of daily physical play in children's development. We will ensure that the children have outdoor physical play time at least an hour per day
- Children will play in the outdoor playground or at community playgrounds
- Children will not play outside when the temperature including the windchill is colder than minus 15 degrees Celsius
- Children will not play outside when the temperature including the humidex is hotter than plus 28 degrees Celsius
- The children will not play outside if conditions such as being too icy or too wet put children's health at risk or if ratios cannot be met due to staff shift changes
- On days that the weather does not allow for outdoor play, the staff will provide indoor gross motor activities
- Parents must ensure that their children have appropriate clothing for outdoor play
- No flip flops or open toed sandals are permitted during outdoor play

Inclusion & Diversity

Procedure

- ICDC strives to create an environment where all families and children feel welcomed and where children feel safe and nurtured.
- We welcome all families no matter their race, culture, sexuality, gender identification or economic standing.
- We respect each family's beliefs and values and recognize and respected as unique individuals with their own thoughts, beliefs, and opinions
- Parents will be assisted to access additional supports for their children with exceptional needs
- Educators will make modifications to ensure that all children can participate in daily activities

Allergies & Diet Restrictions

Procedure

- We will respect children's allergies and diet restrictions due to medical conditions, religious or cultural beliefs
- Food items will be substituted when possible
 - Parents may be asked to provide specific food such as vegan items
- All Educators will be aware of children with allergies and diet restrictions
- Allergy Lists will be posted in each playroom and the kitchen

Child Guidance

Procedures:

- Guiding children's behavior and supporting them to develop self-regulation of their emotions is an important part of their development. Educators support children through role modeling, talking about feelings, and facilitating problem solving between children.
- Educators will use preventative strategies for guiding children's behavior, including:
 - Role modelling appropriate social behavior
 - Respecting each child's uniqueness
 - Understanding that each child has individual needs and interests
 - Planning a developmentally appropriate program
 - Understanding the group dynamics and planning for foreseeable problems
 - Transition activities between activities
 - Room design and flow
 - Praise positive behavior. (Example: "I really feel great when everyone is using their ears to listen.")
 - Establish clear limits. (Example: "I cannot let you climb on the shelves because you can hurt yourself. You can climb on the climber.")
 - Use clear, concise statements. (Example: "Put your jacket on, it's time to go.")
 - Focus on positive statements. (Example: "Walking feet" rather than "Don't run")
 - Explain logical or adult-constructed consequences of actions. (Example: "If you cannot sit beside Tommy without hitting, you will have to find another chair.")
 - Give choices you feel comfortable with. (Example: "Remember we use walking feet in the hallway.")

- Ignore minor incidents.
- Educators will
 - Stay calm.
 - Move close to the child. Get down to the child's eye level.
 - Acknowledge the child's feelings. Provide labels for feelings as well as assuring the child you understand how they are feeling. (Example: "I know you are angry that Susan took the car away from you but hitting hurts Susan.")
 - Focus on the behavior being unacceptable rather than the child.
 - Reassure the child that they are still valued and cared about.
 - Redirect the child with another activity or toy.
 - Offer three choices to the child of alternative play areas or activities.

Time Away

- Time away is used when a child is having trouble regulating their emotions and bodies and is not capable of reasoning in that moment. The child will be removed from the activity with the understanding that they may return to the group when they feel they are ready. If when the child returns to the group he/she is still unable to cope with the situation, the child will be asked to try again.
- Once the child has regained control of their emotions and is ready to return successfully to the activity, now may be the time to discuss in full the inappropriate behavior that resulted in the child being asked to leave the activity. Reassurance and praise will be given to appropriate behavior upon returning to the group, so the child's self-esteem stays intact. Once the incident has come to an end, we all move on.

Corporal Punishment

- The use of, or threat of corporal punishment by an Educator, support staff member, or practicum student is forbidden and will result in immediate termination of employment. Corporal punishment includes, but is not limited to;
 - Hitting, spanking, or striking
 - Punching
 - Pinching
 - Biting
 - Pulling of a child's hair or limbs
 - Kicking
 - Verbal abuse/ humiliation/ verbal and emotional degradation
 - Isolation, physical restraint, or confinement of the child
 - Withholding or the threat of withholding any basic necessity of the child

- Any interaction with a child that causes them to feel unsafe and that damages their self-esteem and self-image.
- The child guidance policy will be reviewed with all newly hired Educators and support staff during their new hire orientation and included in the Educator Handbook. All Educators and support staff are provided a copy of the Educator Handbook and will sign an acknowledgment that they have received and agree to review its contents.
- This policy will be monitored by the Director, the Board, and the parents using the facility for their childcare needs. Parents will receive the child guidance policy as part of the parent handbook upon enrolling their child at ICDC. Parents will sign an acknowledgment, indicating they have received the Parent Handbook.
- The child guidance policy is reviewed and revised annually. As file updates are completed every six months, all staff at ICDC are required to sign a document that indicates they are aware of the child guidance policy and use this policy as a best practice on site daily.

Supervision of Children

Procedure

- Supervision procedures will meet the developmental needs of children by providing choices and opportunities for children to practice and show their independence while allowing staff to ensure that they remain safe
- Educators will provide effective supervision to children, both indoors and outdoors
- All Educators will ensure they have knowledge of the layout and set up of the indoor and outdoor play environments to enable them to provide effective supervision
- Positioning equipment and arrange the environment to allow Educators to actively supervise children's play, rest and toilet areas.
- Parents will be informed of supervision policies through the Parent Handbook, to be provided at the time of registration
- Supervision will differ depending on the environment.
 - Indoors
 - Educators will ensure that the setup of the playroom allows for effective supervision of all play areas
 - Educators will position themselves so that all areas of the playroom can be monitored
 - Educators will supervise children's play to observe interactions, join in children's play when appropriate and monitor behavioral incidents and intervene when necessary
 - When engaged in play, Educators will continue to monitor the rest of the playroom
 - Educators will not sit nor stand with their back to the children
 - Educators will complete a head count before leaving the playroom, at each point of the transition and upon returning to the playroom to ensure that all children are accounted for
 - Outdoors

- Educators will ensure that the setup of the outdoor play space and playgrounds meets the developmental needs of the children
- Educators will provide effective supervision to all areas of the outdoor play space and playgrounds
- Educators will move around the outdoor play space and playgrounds to monitor children's play, engage in play when appropriate and monitor behavioral incidents and intervene when necessary
- While engaged in play, Educators will continue to monitor the rest of the outdoor play space and playgrounds
- Educators will not sit nor stand with their back to the children
- Transitions
 - Educators will ensure the safety of the children during transitions by completing a headcount when leaving the playroom, when entering and leaving the outdoor play space, when entering or leaving a vehicle and when returning to the playroom to ensure that all children are accounted for
 - When at a community playground, Educators will complete a headcount before leaving the program, when arriving at the playground, before leaving the playground and when returning to the program

Photographs and Video Taping

Procedure

- Parents will give permission for their child to be photographed and videotaped during the registration process
- Photos and videos of the children will only be used for display purposes within the centre
- If the photos and videos are to be used outside the centre, additional consent will need to be given by the parent
- A Media Consent form will be completed during the registration process and updated annually at the Parent Teacher Conferences

Neighborhood Walks, Field Trips & Off-Site Excursions

Procedures:

- Children may be taken on neighborhood walks, community field trips and off-site excursions
 - Route 1: East Village Playground – 950 M from the centre – Playground equipment for 2 to 12-year old's
 - Route 2: River Walk to Gazebo – 950 M from centre – music pavilion to look out at the river
 - Route 3: Zoo Bridge Walk – 850 M along the river to the 12th Street Bridge and back the same way or along 8th Ave – looking at the birds, etc. along the river
 - Route 4 – Nellie Breen Playground – 1.1 km from the centre – Playground equipment suitable for room 5

- If so, parents will be notified in writing of the details of the field trip and activities prior to the excursion date through verbal communication, newsletters, notices and field trip permission forms that include the following information;
 - Date and time of excursion
 - Destination
 - Mode of transportation
 - Number of items required
 - Number of staff and volunteers
 - Details of supervision expectations of staff & volunteers
 - Signature of the parents
- Parents must provide written consent for their children to attend all field trips
- An Educator will take the children's portable files for all children, a first aid kit, and emergency medication for any children that requires it.
- Prior to leaving the center, Educators will discuss with the children, where they are going, and safety rules needed to follow
- Additional adults as volunteers will accompany the groups on any field trips

Nutrition, Meals & Snacks

Procedure

- ICDC is committed to supporting the children's nutritional needs and promoting healthy eating habits. Daily lunch, morning and afternoon snacks are provided for all children.
 - Morning snack is served at 8:30 a.m.
 - Lunch is served at 11:30 a.m.
 - Afternoon snack is served between 2:00 p.m. - 3:00 p.m.
- Seasonal menus are planned based on the guidelines of the most current Canada Food Guide, using quality products and ingredients to support children's healthy development.
- Menus are posted for parents at the front entrance of the centre and on our website.
- Due to children's life-threatening allergies, NUTS OR FOODS CONTAINING NUTS ARE NOT ALLOWED IN THE CENTRE.
- Drinking water is available at all times, both indoors and outdoors.
- Snacks & meals will be provided in sufficient quantities to ensure that each child's needs are met
- ~~Parents may be responsible for providing food items for a special diet based on allergies, religious or cultural beliefs, and parent preference~~
- ~~Parents must supply all food items and formula, for children under the age of 12 months, all food containers and bottles must be clearly labeled with the child's name.~~
- When children bring their own snacks and lunch from home, Educators will supplement food items when the food from home does not meet children's nutritional needs

Rest and Quiet Time

Procedure

- All children can have a nap, and/or quiet time each day
- Sippy cups or bottles will not be given to children while they are on their beds
- ~~Parents are responsible for supplying a blanket and crib sheet for their child.~~

- All items must be labeled with the child's name
- Sheets and blankets will be sent home every Friday to launder

Clothing

Procedure

- Parents are required to ensure that their child has a minimum of one complete change of clothing at the centre at all times.
- Children must have both indoor and outdoor shoes at the centre at all times
- Children must be dress appropriately for the weather
- ICDC is not responsible for lost or stolen clothing or personal items

Manner of Feeding

Procedure:

- Educators will feed children in a manner that is developmentally appropriate for the age of the child
- Children will be required to be seated whenever they are eating or drinking
- Children are encouraged to try each food served but are never forced to eat.
- Educators will join children at the table for meals and snacks.
- Children that require a bottle at nap time will not be given a bottle while lying down at naptime
 - Educators will hold the child while they drink the bottle
 - The bottle will be removed once the child is laid down on their bed

Health & Safety Policies

Accidents & Incidents

Procedure

- ICDC will allow the provision of health care by Educators to a child if
 - There is written consent of the parent and,
 - The health care is in the form of First Aid
- Parent consent for the administration of First Aid will be obtained through the registration form
- Accidents and incidents will be dealt with only by an Educator that have a valid First Aid in Child Care Certificate
- Minor accidents and injuries will be dealt with using First Aid
 - An incident report will be completed and signed by the Educator, parent and Executive Director
 - Any injury that occurs from the neck up on the child must be communicated to parents by phone.
- In the event of a serious injury or illness that requires medical treatment
 - 9-1-1 will be called and the child transported to the Hospital
 - The child's parent will be contacted immediately by telephone, informed of the situation and give the location of the Hospital that the child is being transported to
 - All Educators involved will complete a write up of their involvement in the situation
 - A critical incident report will be completed and submitted to the Child Care Licensing Office within 24 hours of the incident occurring
- The Executive Director or a designated Educator will take the child's file with all relevant medical information and accompany the child to the Hospital and remain with them until the parent arrives
- Parents are responsible for any ambulance costs incurred
- If the Executive Director or designated Educator determines that a child's condition requires medical attention, but it is not an emergency, parents will be called and asked to seek medical care for the child. An Educator, certified in First Aid will administer health care in the nature of first aid.
- All incidents will be tracked and reviewed monthly by the Executive Director to identify trends, procedures, or areas of the program that require changes

Critical Incident Reporting

Procedure

- A critical incident includes any of the following
 - An emergency evacuation
 - Unexpected program closure
 - An intruder on the program premises
 - Illness or injury to a child that requires emergency health care or requires that the child remain the in Hospital overnight
 - An error in the administration of medication by a program Educator or volunteer that results in the child becoming seriously injured or ill, requiring first aid or

- emergency health care and/or requires that the child remain in the Hospital overnight
- The death of a child
- Unexpected absence of a child from the program (lost child)
- A child removed from the program by a non-custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer
- The commission by a child of an offence under an Act of Canada or Alberta
- A child left on the premises outside of the program operating hours
- All critical incidents will be reported to the Child Care Licensing office using the Critical Incident Report Form
- Critical incidents will only be handled by a staff holding a valid First Aid in Child Care Certificate
- Critical incidents will be reported immediately to Child Care Licensing by the Executive Director

Illness Tracking

Procedure

- In the event that a child becomes ill during the day
 - The parent will be contacted and asked to pick up the child as soon as possible
 - In the event that the parent is unable to pick up the child, it is the parents responsibility to find an alternate person to pick up the child
 - **The child may not, under any circumstances, remain at the program when ill**
 - Refer to the Health & Disease Chart for length of time the child is required to be away from the program
- Information regarding children and staff illnesses will be tracked on the Illness Report Form and will include
 - Name of the child or staff
 - Observed symptoms
 - Time and date of the observed illness
 - Name of staff that observed the symptoms
 - Time parent was contacted
 - Name of staff that contacted the parent
 - Time the child was picked up by the parent
 - Time that the staff went home
 - Date the child/staff returned to the program
- Should the tracking of illnesses show a pattern of more than two child/employees exhibiting the same symptoms, 8-1-1 will be contacted for further direction
 - All directions from AHS will be strictly followed
- Any confirmed cases of diseases listed as “reportable” in the Health and Disease Chart will be reported to AHS immediately by calling 8-1-1
- If a health emergency is announced, the program will follow all directions and guideline as set out by the Alberta Medical Officer of Health and the Child Care Licensing office

Sick Children

Procedure

- If an Educator knows or suspects a child is exhibiting any of the symptoms below, the parents will be contacted and asked to pick up the child immediately
 - Vomiting
 - Fever
 - Diarrhea
 - New or unexplained rash or cough
 - Needs a higher level of care than can be provided without taking away care from the other children
- In the event that the parent is unable to pick up the child, it is the parent's responsibility to find an alternate person to pick up the child
 - **The child may not, under any circumstances, remain at the program when ill**
 - If a child is sent home with symptoms or disease or illness, they may not return to the center until they have been symptom free, without the aid of medication for 24 hours
 - Refer to the Health & Disease Chart for length of time the child is required to be away from the program. Parents will be provided with a copy of all policies and procedures for sick children in the Parent Handbook at the time of registration
- Sick children will be removed from the playroom immediately and isolated away from the other children, in the Executive Director's office until picked up by the parent
- If the Director's office is not available
 - The child will be isolated in an area within the playroom that is away from the other children
 - Once the child has been picked up, the area that the child was isolated in will be thoroughly disinfected
- The child will be under the supervision of the Executive Director or an Educator until the parent arrives
- If the parent fails to pick up or arrange for another individual to pick up their child
 - The Executive Director will contact all individuals listed as authorized pickups or emergency contacts and request that they pick up the child immediately
- If an Educator believes that a child is contagious or appears too ill to be in care, the Educator will inform the parent that the child must be at home until symptoms resolve or until the child is seen by a Physician and provides a note stating that the child is not contagious
- Parents will be informed of incidents of contagious diseases through notices posted in the playrooms, emails and verbally by Educators
 - The identity of the child with the contagious disease will not be disclosed to parents other than their own
 - Parents will be informed of all policies pertaining to the management of illness and sick children through the Parent Handbook
- Copies of the Parent Handbook will be given to parents at the time of registration and anytime an update is made to the policies and procedures within the Handbook

Outbreak & Pandemic

Procedure

- An outbreak is defined as
 - A sudden increase in occurrences of a disease in a particular time and place. It may affect a small and localized group or impact upon thousands of people across an entire continent
- A pandemic is defined as
 - A disease epidemic that has spread across a large region, for instance multiple continents, or worldwide
- Symptoms, precautions and restrictions will be implemented and relayed to parents based on specific symptoms as identified by Alberta Health Services
- Pre-cautionary measures, including exclusion from the program, will be put in place based on recommendations by Alberta Health Services and Alberta's Chief Medical Officer of Health
- Should an outbreak be identified by Alberta Health Services, the following procedures will be implemented
 - Educators will
 - Continue to follow effective hand washing practices
 - Continue to follow procedures for sanitizing of toys and touch surfaces
 - Monitor children for signs of identified symptoms of the disease
 - Remain at home or off duty when feeling ill
- All instances of employees or children being sent home due to illness will be documented and tracked
 - If tracking identifies a pattern, AHS will be contacted and provided with the information
- Should the situation be upgraded to a pandemic by the World Health Organization, the following procedures will be implemented
 - Employees and children will maintain consistent, effective handwashing
 - Families and staff that travel outside of Canada
 - Families
 - Travel outside of Canada, particularly to high risk areas may result in self isolation and exclusion from the program for a specified period
 - This decision will be made based on recommendations from Alberta's Chief Medical Officer of Health
 - Employees
 - Travel outside of Canada, particularly to high risk areas may result in self isolation and exclusion from the program for a specified period
 - This decision will be made based on recommendations from Alberta's Chief Medical Officer of Health
- The centre will follow Alberta Health Services guidelines should a case be confirmed at the centre and/or closure is recommended

Health & Disease Chart

Procedure

- The Health and Disease Policy will address common childhood diseases and conditions, their symptoms and the length of absence from the centre
 - If a child arrives at the center and an Educator observes that he or she is vomiting, has a fever, diarrhea or a new unexplained rash or cough; requires greater attention than can be provided without compromising the care of other children in the program; displays any other illness or symptom; or if the Educator believes that the child poses a health risk to other children, employees; the Educator will ensure that a parent arranges for the ill child to be immediately removed from the program.
 - A child can return to the program if the child's parent provides a written notice from a physician indicating that the child does not pose a health risk or if the license holder/provider is satisfied that the child no longer poses a health risk to other children, caregivers or staff
- The Health and Disease Chart outlines common childhood diseases, incubation periods, symptoms and general guidelines
- This chart is intended to help minimize the spread of disease

Health and Disease Chart

Disease Name	Incubation Period	Symptoms	General Guidelines
Chicken Pox	13 - 17 days	~low grade fever for 1 or 2 days before the rash appears ~ achiness, cranky and feeling unwell for 1-2 days before rash appears ~ rash usually appears on the head, neck and body ~ new spots will continue to appear over the next 5 days ~ flat red spots become raised then within a few hours change to clear or cloudy fluid filled blisters ~	Child can return once they are well enough to participate in all activities and all blisters have scabbed over
Colds		~stuffy or runny nose ~ watery eyes ~ sneezing ~ coughing ~ fever may be present ~	Child must remain at home if feeling unwell ~ Child must be able to participate in all daily activities in order to return to the centre
COVID-19		Cough ~ runny nose ~ fever ~ sore throat ~ body aches	If a child tests positive for COVID-19, they must remain at home for 5 days or until symptoms resolve, whichever is longer
Croup		~begins like a cold ~ child then develops a fever, "barking cough" and hoarse voice ~ child will breathe more quickly and will have trouble breathing ~ any activity makes the condition worse ~ when child is asleep or quiet, noise is minimal ~	Child must remain at home if feeling unwell ~ Child must be able to participate in all daily activities in order to return to the centre
Diarrhea		~uncontrolled bowel movements that are more watery than normal~ Parents should be contacted if more than 2 watery bowel movements in an hour or less.	Child can return once symptom free, without the aid of medications, for 24 hours

Fever		~ normal body temperature is 36.5°C to 38°C (97.5°F to 100.4°F) ~ temperature to be taken after child has been resting for a minimum of 15 minutes ~	Child must remain at home until temperature drops below 38°C (100.4°F) without the aid of medication for a period of 24 hours
Fifth's Disease	4 - 14 days	~in children, the disease is very mild ~ illness starts with a mild fever, headache and achiness ~ red rash starts on the face that looks like a "slapped cheek" ~ 1-4 days later a red rash appears in the arms, legs and body ~ rash comes and goes over the next 3 weeks ~ child will feel better once the rash appears ~	Child may return once the red rash appears, all symptoms have resolved, and the child is able to participate in all activities
German Measles (Rubella)	5 days before rash appears	~slight fever ~ achiness ~ small swollen glands at the back of the neck and behind the ears ~ pink rash that starts on the face and moves down over the body and onto the arms and legs ~ rash lasts 2-5 days ~ *REPORTABLE DISEASE*	Child must remain home for 4 days after the rash appears, until all symptoms have resolved, and the child is able to participate in all activities.
Hand Foot and Mouth	7 - 10 days	~mild fever ~ headache ~ sore throat ~ loss of appetite ~ lack of energy ~ sores that develop in the mouth, on the tongue, and sometimes on the gums and lips ~ approx. 2 days after the sores develop, a red rash with blisters appear on the palms of the hands and soles of the feet ~ rash may also appear in the diaper area of children who wear diapers ~	Child must remain at home until all symptoms have resolved, blisters have crusted over, and the child is able to participate in the daily activities
Impetigo	2 - 6 weeks	~a rash of small red spots ~ rash generally appears around the mouth, nose and ears but can appear anywhere on the body ~ blisters which form over the spots and then burst, forming brownish - yellow scabs ~	Child can return after they have completed 24 hours of antibiotic treatment. <i>IF ANTIBIOTICS ARE NOT USED, CHILD CANNOT RETURN UNTIL THE RASH IS CLEAR</i>
Influenza	1 - 5 days	~high fever ~ frequent chills ~ headache ~ muscle pain ~ loss of appetite ~ cough ~ sore throat ~ extreme tiredness ~ H1N1 is a reportable condition	Child can return once all symptoms are no longer present and is able to participate in all daily activities, including outdoor play
Lice		Small White Eggs seen on the scalp. Live lice may be seen in the hair. Scalp may show pustules and scabs due to itching	Treat with medicated shampoo. All clothing and bedding must be dry cleaned, washed in very hot water, or disinfected by freezing. Stuffed animals should be sealed in a plastic bag and kept out of reach for 3 weeks Child may return after the first treatment. It is vital that the parent check the child's hair and scalp every night and remove eggs. Eggs that are not removed will hatch and re-infect.
Measles	10 - 12 days	~cough, runny nose, high fever ~ eyes are puffy, watery and sensitive to light ~ may see small white patches in the mouth ~ red blotchy rash appearing first on the face then spreading down body, arms and legs ~ child is usually sick for 10-14 days ~	Child MUST stay home for 4 days after the rash appears. The child can return once all symptoms have resolved and is able to participate in all daily activities, including outdoor play
Mumps	12 - 25 days	~fever ~ swollen glands ~ difficulty swallowing ~	Child MUST stay home for 9 days after the swelling starts.

Pink Eye (Conjunctivitis)	2 - 3 days	~bacterial and viral conjunctivitis can be easily spread to others ~ allergic conjunctivitis cannot be spread to others ~ white part of the eye looks red and the eye lid may be puffy ~ eye may burn or itch, feels like there is sand in the eye ~ puss in the eye which can cause the eyelids to stick together during sleep ~	Child can return after 24 hours of medicated eye drops
Pin Worms		~may not sleep well at night ~ have trouble sitting still because of itching ~ may experience loss of appetite ~ weight loss ~ redness and swelling around the anus ~	No exclusion from the centre is necessary ~ Proper hand washing is essential to prevent spread. Child must be seen by a physician for treatment
Respiratory Syncytial Virus (RSV)		~runny nose with thick, sticky mucous ~ cough ~ mild fever ~ sore throat ~ mild irritability and discomfort ~ wheezing ~	Child must remain at home if feeling unwell ~ Child must be able to participate in all daily activities, including outdoor play before returning
Ringworm	4 - 14 days	~in ringworm of the scalp, begins as a small pimple that spreads in a circle ~ hair in the infected area falls out leaving a temporary bald patch ~ scalp is itchy and scaly ~ in ringworm of the body, develops as a rash in the shape of a ring with raised edges ~ as the rash spreads the centre clears ~ area is itchy and flaky and may become moist and crusted ~ in ringworm of the foot, the skin on the feet, usually around the toes, will get itchy and flaky, which may crack between the toes~	Child may return after treatment has started ~ Sores not covered by clothing must be covered with a band aid
Roseola (Baby Measles)	10 days	~fever for several days ~ fever may be mild or high but otherwise child is well ~ after 3-5 days, the fever drops suddenly and a short while later the child develops a rash ~ rash is red and blotchy and first appears on the body then spreads to the limbs and face ~ usually lasts 1-2 days ~ child is not ill when the rash is present ~	Child can return once the rash appears, and fever is gone for 24 hours
Scabies		~tiny red bumps ~ small blisters ~ white, curvy lines (burrows) ~ scratch marks ~ small scales	Child MUST remain at home until treatment is finished
Strep Throat	12 hours - 4 days	~fever ~ headache ~ stomachache ~ very sore throat ~ throat and tonsils are red and swollen and usually have whitish yellowish patches ~ swollen, tender glands in the neck ~	Child can return 24 hours after antibiotics have started, all symptoms have resolved and is able to participate in all daily activities, including outdoor play
Scarlet Fever	12 hours	~red "sandpapery" rash appears in the body ~ red, swollen lips ~ tongue may be red and flecked like a strawberry ~ 5 days after the rash appears, skin may begin to peel at the tips of the fingers and toes, on the palms of the hands and soles of the feet ~	Child can return 24 hours after antibiotics have started, all symptoms have resolved and is able to participate in all daily activities, including outdoor play
Whooping Cough		<i>Illness occurs in 3 stages ~ Stage 1: cold like symptoms ~ Stage 2: cough worsens and becomes dry and constant. Child has coughing fits which can last several minutes and occur many times per day. Child may cough so hard as to induce vomiting or turn blue in the face. A "whoop" may be heard while coughing. This stage may last 2-3 weeks ~ Stage 3: no longer has coughing fits but has a persistent, dry cough. This stage can last for 4 weeks ~</i>	Child MUST stay home until their physician indicates that they are well enough to return ~ A physician's note is required before returning

Vomiting	Sudden onset	May be accompanied by fever, body aches	Child can return once symptom free, without the aid of medication for a period of 24 hours and is able to participate in all daily activities, including outdoor play
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Immunization of Children

Procedure

- Parents will be asked to verify if their child’s immunizations are up to date
- Parents that choose not to immunize their children must inform the centre at the time of registration
- Should an outbreak of a communicable disease occur within the centre, all unimmunized children will not be permitted to be at the centre until the outbreak is controlled

Smoking/Vaping

Procedure

- Smoking/vaping is prohibited anywhere the children are present
 - This includes employees, volunteers, and parents.
- Smoking/vaping is prohibited within 10 meters of any door intake vent

Medication Policies

Medication Administration

Procedure

- Medication can only be administered by an Educator that holds a valid First Aid in Child Care Certificate
- All non-emergency prescription medications will be kept in a locked container in the refrigerator or in a locked cupboard in the playroom that is inaccessible to the children
- The medication must be prescribed by a Physician and be in the original container with a pharmacist's label indicating the following:
 - Child's name
 - Dosage
 - Number of times per day to be administered
- The medication must be administered according to the labelled instructions
- The parent must complete a medication consent form indicating the following:
 - Giving consent for the administration of the medication
 - Name of the medication
 - Specific times for administration - Must be a specific time – “lunch time” is not acceptable
 - Specific start and finish dates
 - Dosage
 - Any special instructions
 - Indicate daily if the medication has been administered at home
- Educators must document and initial the following information on the medication consent form:
 - Name of the medication
 - Time of administration
 - Amount administered
 - Initials of the person who administered the medication
- Once the medication has been administered, Educators must monitor the child for an allergic reaction every ten (10) minutes for a total of thirty (30) minutes
- All unused medication must be returned to the parent when the authorized period has ended

Emergency Medication

Procedure:

- A list of all children who use emergency medications will be posted in each playroom and office and kitchen
- All Educators are informed of which (if any) children use emergency medications, where the medications are stored, and how to administer them if necessary (e.g. Epi-pens, Inhalers)

- Parents will be required to complete an emergency medication plan prior to them receiving the medication. The plan must be reviewed and approved by the Executive Director
- **All children under the age of 3 years that use inhalers must have an air chamber for medication administration**
- Parents will be required to provide the following information
 - Instructions for the administration of the medication
 - Symptoms of the child's illness
 - Contact information for the parents
 - Contact information for the child's physician
 - Instructions for after the medication has been administered
- All emergency medication will be kept in a zip lock bag along with the parent signed medical form. The zip lock will be kept in the First Aid Bag, where it is easily accessible to the staff but is inaccessible to the children
- Educators will receive the necessary training on the use of the emergency medication by the parent or a trained professional
- When the emergency medication is administered, the Educator will record the time, date and dosage and sign the form.
- If a child requires Tylenol to prevent seizures, a letter from a physician will be required that indicates the following:
 - Temperature for Tylenol to be administered
 - Dosage
 - Follow up instructions
- The physician's letter must be updated every 6 months

Herbal & Homeopathic Remedies

Procedure

- Herbal and homeopathic will not be administered by an employee of ICDC under any circumstances

Emergency Policies

Fire & Evacuation

Procedure:

- Copies of the emergency evacuation plan will be posted in each playroom, the office, kitchen, and entrances
- In the event of a fire, the following procedure will be followed
 - Educators will calmly gather the children
 - Educators will take the first aid kit and portable emergency records for each child
 - Educators and children will leave the playroom in a calm, orderly fashion and proceed to the nearest exit
 - The Executive Director or designated Educator will check the entire facility including washrooms and rooms to ensure no one is in the building.
 - **The Executive Director or designated Educator will call 911** and give the reason for the call and the address of the center.
 - Educators and children will exit down the front or back staircase and out of the building
 - Educators and children will gather at the designated Muster Point
 - Attendance will be taken by the Educators for each group. If anyone is missing, the Executive Director or designated Educator must be informed immediately.
 - Educators and children will re-enter the center only if the Emergency Response team has informed us it is safe to do so.
 - **If we need to relocate, the staff will escort the children to our re-location site at The Suitor House/Surgeon Offices, 1004 – 8th Avenue SE (directly kitty corner from our outdoor play area)**
 - In the event that staff and children are not able to return to the building, parents will be contacted to pick up their children
 - Parents will be informed of the circumstances and necessary follow-up.
 - Critical Incident Report will be filled with all the details and provided to the Licensing Officer.
 - The emergency evacuation procedure will be reviewed with employees at the time of hire
 - The emergency evacuation will be discussed with the children and practiced monthly in the form of Fire Drills
- Emergency phone numbers, including fire, ambulance, EMS, Poison Control, Police, child abuse hotline and the nearest Hospital will be posted in each playroom, the office and the kitchen
- An afterhours emergency phone number will be posted so that it is visible from the outside of the premises

Severe Weather

Procedure

- In the event of a thunder storm
 - At the first sound of thunder, all staff and children must go inside if playing outdoors
 - Children will be kept away from windows
 - Children and staff will not go back outside for 30 minutes after the last sound of thunder
- In the event of a Tornado
 - Staff and children that are playing outdoors will immediately go inside the centre
 - Children and staff will gather in a room as far away from windows as possible and remain low to the ground
 - The situation will be monitored by the Director

Lock Down

Procedure

- A lockdown can be issued by the Director or EPS when a situation in the community is considered to be a potential threat to the staff and children of the centre
- Once a lockdown has been issued
 - All outside doors will be locked and not opened for any reason until the lockdown is over and the “all clear” has been given
 - Children will be gathered in a space that is away from windows
 - Children will be encouraged to sit quietly
 - Staff and children will remain there until the “all clear” is given by the Director or the Calgary Police Service

Natural Disasters

Procedure

- A natural disaster is any situation that has a negative effect on a large part of the community and can include
 - Flood, chemical spill, natural fire
- In the event that a natural disaster occurs
 - Staff and children will remain in the centre
 - Monitor local media for further instructions
 - Take direction from emergency responders

Acknowledgement

I, _____, have received a copy of the Inglewood Child Development Centre Parent Handbook. I understand that I am responsible for reviewing the Handbook and forward any questions to the Executive Director. I agree to adhere to the policies and procedures within the Parent Handbook.

Parent Signature

Dated

Executive Director Signature

Dated