

MONARCH CHILD CARE SOCIETY (MCCS)

GENERAL HANDBOOK

|  |  |  |  |
| --- | --- | --- | --- |
| **Document Control** | | | |
| Reviewers: | E. Olszewska | | |
| Owner: | Monarch Child Care Society |  |  |
| Approver: | MCCS Board of Directors | Version: | 1.8 |
| Status: | Release | Effective: | 2015-08-24 |

Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| 3.7 | 2022-12-23 | Review. Formatting.  Pick up Policy Adjustment | E.Olszewska |
| 3.6 | 2022-12-01 | Changes to Kindergarten fees | E.Olszewska |
| 3.5 | 2022-07-28 | Removal Temporary Pandemic Regulations | E.Olszewska |
| 3.4 | 2022-05-26 | Changes to Kindergarten and OSC Fees & Deposit Policy | E.Olszewska |
| 3.3 | 2022-04-25 | Changes to Casino Policy  Changes to Illness Policy  Changes to Meals and Nutrition Policy | E.Olszewska |
| 3.2 | 2021-09-23 | Additional Statutory Holiday | E.Olszewska |
| 3.1 | 2021-09-08 | Changes to Illness Policy | E.Olszewska |
| 3.0 | 2021-01-04 | Review | E.Olszewska |
| 2.9 | 2020-09-20 | Covid 19 Guidelines for Families | E.Olszewska |
| 2.8 | 2020-08-20 | Temporary update due to the Pandemic  Sections titled in red do not apply | E.Olszewska |
| 2.7 | 2020-02-21 | Addition: social media Policy | E.Olszewska |
| 2.6 | 2020-02-21 | Changes to Impairment Policy | D.Schaaf |
| 2.5 | 2019-09-24 | Changes to Dismissal Policy | E.Olszewska |
| 2.4 | 2019-04-23 | Changes to Summer Fees | E.Olszewska |
| 2.3 | 2018-09-12 | Changes to Pick up Policy | E.Olszewska |
| 2.2 | 2018-06-27 | Review and changes to format | E.Olszewska |
| 2.1 | 2018-06-12 | Review and changes to fees, Transportation Policy | E.Olszewska |
| 2.0 | 2018-04-09 | Review and changes to summer fee | E.Olszewska |
| 1.9 | 2017-01-02 | Review | E.Olszewska |
| 1.8 | 2015-08-20 | Review and addition of appendices | S. Smyth |
| 1.7 | 2014-07-10 | Addition of Photo/Media Policy | K. Reschenthaler |
| 1.6 | 2012-10-19 | Addition of Supervision Policy, Records Policy, amendments to Illness and Medication Policies, Pick-up Policy. | D. Thomas |
| 1.5 | 2012-07-25 | Addition of Refusal Policy, Lice Policy, Lockdown Procedures. Revised Pick-Up Policy. General editing and updates throughout. | S. Grimes |
| 1.4 | 2011-04-11 | School Administrators on Page 32 amended | S. Reilly-Yael |
| 1.3 | 2010-05-21 | General editing and updates to all sections  Addition of Leadership and Grievance Policies | C. Stacey |
| 1.2 | 2009-03-26 | Medication Policy added in allowance for special health care | T. Kennedy |
| 1.1 | 2009-02-19 | The Field Trips section changed to Field Trips & Off-Site Activities, added in note about sign off sheets.  Incident Reporting to Licensing Staff section added.  The Illness of Children section updated to include that child with illness will be kept away from other children.  No Smoking Policy section added.  Meals & Nutrition section added.  Fire Drill Procedure changed to Emergency Evacuation Procedure | T. Kennedy |
| 1.0 | 2009-01-15 | First Release as MCCS Handbook | T. Kennedy |

**TABLE OF CONTENTS**

Document Revision History 1

INTRODUCTION 6

HISTORY OF MONARCH CHILD CARE SOCIETY 6

MISSION STATEMENT 6

CODE OF ETHICS 7

PROGRAM PHILOSOPHY 7

PROGRAM REVIEW POLICY 7

**PARKING…………………………………………………………………………………………8**

PARENTAL INVOLVEMENT 8

THE RELATIONSHIP BETWEEN PARENTS AND THE CENTRE……………………**8**

BOARD OF DIRECTORS 9

BI-ANNUAL CASINO 9

ANNUAL GENERAL MEETING 9

OPEN DOOR POLICY 9

INFORMATION SHARING/COMMUNICATION POLICY 10

SOCIAL MEDIA POLICY 11

PHOTO/MEDIA POLICY ….………………………………………………………. 11

PARTNERSHIP POLICY WITH VICTORIA SCHOOL 12

EXTERNAL COMMUNICATION POLICY 12

DONATIONS 12

PARENT COMPLAINTS, GRIEVANCE AND APPEAL POLICIES 13

PURPOSE OF POLICY 13

COMPLAINT PROCEDURE 13

GRIEVANCE PROCEDURE 14

APPEAL PROCEDURE 15

OPERATIONAL INFORMATION/program policies 15

HOURS/DAYS OF OPERATION 15

CHRISTMAS BREAK………………………………………………………………………15

ADMISSION 15

TERMINATION 16

REFUSAL POLICY 16

NOTICE OF ABSENCE 16

LEADERSHIP POLICY 16

HOMEWORK POLICY 16

NON-DISCRIMINATION & ENCOURAGEMENT OF DIVERSITY……………... ……17

MEALS AND NUTRITION 18

SUPERVISION POLICY AND PRACTICES ………………….……………………….18

FIELD TRIPS & OFF SITE ACTIVITIES POLICY AND PROCEDURE 18

ARRIVAL AND PICKUP/RELEASE OF CHILDREN POLICY 18

IMPAIRMENT POLICY 19

LATE POLICY 19

NO PICK-UP PROCEDURE 20

CHILD GUIDANCE POLICIES 21

REINFORCEMENT OF APPROPRIATE BEHAVIOR 21

PREVENTION 21

REDIRECTION 21

INTERVENTION 21

BULLYING 21

CONSEQUENCES 22

ASSESSMENT OF PROGRESS 22

**RECORDS 22**

CHILDREN’S RECORDS 22

MOBILE RECORDS 23

ENVIRONMENTAL, HEALTH AND SAFETY STANDARDS 23

PLAYGROUND/FIELD GUIDELINES 23

PLAY EQUIPMENT 23

SUPERVISION AND SAFETY CHECK 23

LICE POLICY (HEAD LICE AND NIT PREVENTION POLICY) 24

NO SMOKING POLICY 24

NO SCENT POLICY………………………………………………………………………. 24

HANDWASHING PROCEDURE 25

ILLNESS & MEDICATION POLICIES 25

ILLNESS OF CHILDREN 25

MEDICATION POLICY 26

MEDICATION ADMINISTRATION PROCEDURE 26

MEDICAL INCIDENTS/ACCIDENTS 27

**EMERGENCY PROCEDUREDS 27**

MEDICAL EMERGENCIES………………………………………………………………..28

POLICY TO PREVENT THE TRANSMISSION OF BLOOD-BORNE PATHOGENS 28

UNIVERSAL PRECAUTIONS TO PREVENT TRANSMISSION OF BLOOD-BORNE DISEASES 28

INCIDENT/ACCIDENT PROCEDURE 29

CRITICAL INCIDENTS REPORTING TO LICENSING STAFF………….…………….29

WHAT TO DO IF A CHILD IS MISSING 29

**GENERAL EVACUATION ARRANGEMENTS 30**

FIRE DRILL………………………………………………………………………………….31

PROPOSED EVACUATION ROUTES AND PROCEDURE 31

LOCKDOWN PROCEDURES 31

EVACUATION ROUTES 32-33

IDENTIFICATION AND REPORTING OF SUSPECTED ABUSE POLICY 34

PURPOSE OF POLICY 34

DEFINITIONS OF ABUSE 34

PHYSICAL ABUSE 34

SEXUAL ABUSE 34

PHYSICAL NEGLIGENCE 35

EMOTIONAL ABUSE………………………………………………………………………35

INAPPROPIATE USE OF A RESTRICTIVE PROCEDURE ...………………………35

IDENTIFICATION OF THE ABUSE PROCEDURES 36

GUIDELINES FOR HANDLING WITNESS OF ABUSE………………………………. 36

PROCEDURES FOR REPORTING ABUSE……………………………………………37

TIME LINES FOR REPORTING ABUSE 37

EXECUTIVE DIRECTOR OR DESIGNATE RESPONSIBILITY 37

FOLLOW-UP PROCEDURES 38

KINDERGARTEN AND OSC DAILY SCHEDULE NON-SCHOOL DAYS 39

## KINDERGARTEN AND OSC DAILY SCHEDULE………………………………………...40

FEE INFORMATION 41

FEE PAYMENTS 41

FEES IN ARREARS 41

NSF (Not Sufficient Funds) FEES 41

TERMINATION 41

OUT-OF-SCHOOL-CARE-SUMMER CHILD CARE 41

FEE SCHEDULE 42

OVERPAYMENTS 42

REGISTRATION DEPOSITS 42

PART-TIME / SUMMER-ONLY POLICY 42

# INTRODUCTION

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

This handbook provides information about our philosophy, policies, and the operation of our Centre. We encourage you to drop in at any time to talk to the Executive Director and staff about your child(ren), the program and the Centre. We welcome any suggestions you feel might improve upon the quality of our program.

Please take the time to read this handbook and keep it for future reference. Updates of any amended sections in this manual will be distributed at the Annual General Meeting in September of each year.

## HISTORY OF MONARCH CHILD CARE SOCIETY

MCCS has been in operation since August 31, 1998. MCCS is in the basement of Victoria School of the Arts. We occupy three adjoining rooms, with entrances via B50 & B52.

MCCS was the entrepreneurial idea of the then current principal, Mr. Maskell, and a group of parents whose children would be attending Victoria School of the Arts because of the introduction of Grades 1-3. and, in response to staff needs for quality childcare. Tami Dowler-Coltman one of the founding Board members, was on the hiring committee that hired the Centre’s first Executive Director, Teresa Ebbert and had 3 children, pre-school to Grade 3 who would need onsite childcare to attend Victoria School of the Arts.

The education and ongoing training of the childcare professionals make MCCS better able to deliver high quality childcare programs to children in attendance. MCCS has been C.A.F.R.A. accredited since September 1999. Accredited by the Child & Family Resource Association means we exceed the minimum standards in Alberta set by Alberta Family and Social Services. In April of 2006 Alberta Association for the Accreditation of Early Learning and Care Services granted our center accreditation status to recognize that we have met the provincial requirement for high quality childcare. The Out-of-School-Care program was accredited in March 2010.

In May 2010, our Executive Director Elzbieta (Ela) Olszewska won an Alberta Child Care Professional Award of Excellence.

We have professionally trained and certified Early Childhood Educators with First Aid, security clearance, and Child Welfare clearance. We also offer developmentally appropriate programs based on Learning through Play, a safe, nurturing & stimulating environment, sound child guidance practices, and parent/family support. Children with Special Needs are welcome, and subsidies are available to families who qualify.

## MISSION STATEMENT

Dedication to Children

Inspiration for Families

The Centre provides high quality childcare to families whose children attend Victoria School.

We employ trained professionals who create a nurturing, learning environment and relationships for and with children, families, Victoria School of the Arts students, school staff and post-secondary students to facilitate their growth and development.

## CODE OF ETHICS

Monarch Child Care Society acknowledges and accepts the code of ethics of the professional association to which its personnel may typically be members, or for which they qualify for membership.

Agency policy stipulates that professional staff and consultants abide by their respective association code of ethics.

The Code of Ethics specifically include Alberta Teacher’s Association, the Early Childhood Professional Association of Alberta, and the Canadian Center for Social Workers.

## PROGRAM PHILOSOPHY

Our philosophy is to build positive relationships with children, families, and the community. Our qualified staff foster the development of the whole child in a nurturing and enriched environment.

Our goals and objectives are to help children to:

* develop healthy self-esteem and positive self-concept.
* develop physical skills through indoor and outdoor experiences.
* solve their own problems and learn to resolve conflicts with others.
* learn appropriate social behavior.

Our staff will:

* offer activities, materials and experiences which stimulate intellectual development.
* provide opportunities for the enhancement of creativity.
* foster an environment of acceptance towards children, their family, language, and culture.
* ensure the compliance of the Centre with safety procedures.

One of the roles of the staff is to act as facilitators. The staff is aware of the individuality of children’s needs and provides a variety of mediums to enhance individual growth. Meeting the social, emotional, physical, intellectual, and creative needs of the children in the program is done by planning age appropriate, stimulating, and challenging activities geared to each developmental objective.

Involvement of parents and other community members in the planning and administration of the Centre greatly enhances the quality of the programs offered.

**The use of computers and visual electronic** **media such as television and electronic games is not part of Kindergarten or Out-of-School-Care programming; nor are children allowed to bring portable electronic devices to MCCS**.

# PROGRAM REVIEW POLICY

Policies and Procedures are reviewed by a Policy Review Committee struck by the Board at least once every three years, or as needed. The Committee is responsible for reviewing the Policies and Procedures Manual as well as the Staff and General Handbooks.

The Committee may be comprised of board members as well as parent members of MCCS. The Committee will present suggested revisions to the Annual General Meeting.

Members of the Society are encouraged to provide feedback to the Board on concerns or suggestions for changes to the programming, procedures, or policies of MCCS. The Board will maintain all such feedback for consideration by the Committee.

Programming at Monarch Child Care Society shall be reviewed annually by the Executive Director. Recommendations on changes to the programming will be made to the Board of Directors. The Board will take into consideration information provided in the parent survey, the staff survey and any other information that is deemed relevant.

Long term-goals are concretized by board members, who are elected annually, and often come as the result of staff collaboration, ideas, and the center’s needs being brought to the Board of Directors to become formalized. Continuity between elected Boards of Directors and succession planning by the Board of Directors ensures the center’s long-term goals outlive the one-year terms of the Board of Directors.

## PARKING

Parking is available along the street on 108 Avenue and on 104 Street. 108 Avenue parking gives direct access to the main Victoria School of the Arts doors, which are by the General Office. There are three stalls dedicated to MCCS.

**PARENTAL INVOLVEMENT**

### THE RELATIONSHIP BETWEEN PARENTS AND THE CENTRE

The staff will maintain a policy of professional confidentiality. All personal records and information related to family history and current circumstances will be maintained in the strictest confidence.

Parents and staff should treat each other with mutual courtesy.

Any parent who feels this has not occurred should inform the Executive Director.

Under no circumstances should parents try to resolve disputes directly with staff while staff oversee children.

Failure by parents to treat staff in a courteous manner may, upon recommendation by the Board, result in the termination of the Admissions Agreement.

The Centre recognizes that it can do its best for the child only through a cooperative effort from parents. The staff are always interested in feedback and suggestions from the families of the children.

Parents are encouraged to discuss with the Executive Director and Childcare Professionals the progress and happiness of their child.

Information of which parents should be aware will be posted on the door, included in the newsletter and/or emailed to families.

Monarch Child Care Society encourages ongoing communication between the staff and parents. This enhances the relationship between the family and the Centre. Should a parent at any time be unsatisfied with a component of the Centre, that parent is asked to discuss their concern with the Executive Director.

If a parent feels that their concern has not been handled in a proper manner by the Executive Director, they may follow the Grievance Procedure.

Parents may lodge complaints regarding non-compliance of the Social Care Facilities Licensing Act and Child Care Regulation, to the Region 6 Alberta Children and Youth Services office located in Edmonton at:

Edmonton Region Child & Family Services

J.G.O ‘Donoghue Building 2nd floor 7000-113 Street T6H 5T6 Edmonton, AB

Phone: 780-427-2250 or 780-422-3355

Email: [HS.Reg6CFSA@gov.ab.ca](mailto:HS.Reg6CFSA@gov.ab.ca)

The identity of a complainant is not divulged to the license holder, and all complaints are investigated. A written complaint will be responded to in writing by the Regional Licensing Office, indicating whether the complaint was verified, and that appropriate action has been taken. Complaints can be made anonymously.

The Monarch Child Care Society will make Licensing Reports available to any parent whose child attends the Centre, or to prospective parents. The most recent report is posted in the Explorer and Challenger rooms.

As a parent run, non-profit Centre, parental involvement is essential to the operation of the Monarch Child Care Society. As parents with children registered in our program, you are automatically a member of our Society. As a member of the Monarch Child Care Society, you:

* can serve on the Board of Directors in either an Executive position or as a general Director at-large.
* are required to fill necessary positions at the bi-annual casino.
* are entitled to one (1) vote per family at the Annual General Meeting.

The following are opportunities for parents to be involved:

### BOARD OF DIRECTORS

The Centre is governed by a volunteer Board of Directors, which consists of parent volunteers. Parents are encouraged to attend the Board’s monthly meetings and participate in our various committees and initiatives.

The Executive Director of Monarch Child Care Society is an “ex officio”, non-voting member of the Board. Representatives of Victoria School of the Arts, in which the Centre is housed, and representatives of the Centre Staff may also attend Board meetings as non-voting parties.

### BI-ANNUAL CASINO

Every second year the Society is granted a permit to participate at a fundraising casino as governed by the Alberta Liquor and Gaming Association. The date of the casino is determined by random selection. The Center has no control over the dates which are selected for our fundraising opportunity.

The proceeds from the bi-annual casino fundraiser are used to pay our rent, subsidize field trips, provide learning enrichment opportunities and to pay for general equipment and supplies for the Centre.

All families are required to fill necessary participation spots at the casino. If you are unable to attend, it is expected that you will recruit other family members or friends to fill your spot. The staffing of this event is critical for the operation of the Centre. If your participation requirement is not met, then a penalty will be assessed against you, and your membership in the Society may be revoked at the discretion of the Board of Directors.

The Board of Directors will notify you as to the amount of the penalty at the time your volunteer commitment is requested.

### ANNUAL GENERAL MEETING

This is an opportunity for parents to become involved in the program. Election of Board Members will be conducted at the Annual General meeting.

### OPEN DOOR POLICY

Parents are welcome to visit the Centre at any time.

The Monarch Child Care Society feels that parent involvement is an essential component in the operation of a non-profit Society. We understand that the time each parent must give is dependent upon his or her individual situation; therefore, we have the open-door policy for parents to allow participation as time allows.

### INFORMATION SHARING/COMMUNICATION POLICY

We encourage daily contact with staff so that significant information regarding children can be shared. The Executive Director or Program Coordinators are available to address any concerns or discuss any issues that may arise. A child’s progress is discussed with the parent when deemed necessary to do so. If there is a continual concern, the Director, parent, and child will meet to determine how the issue can best be rectified.

The Centre's policy is always to keep parents and staff well informed of all issues relating to the running of the center and to the welfare of the children and to seek appropriate feedback from parents and staff. We encourage an atmosphere of openness and receptivity to new ideas and opportunities for improvement.

The procedures set out below will ensure the availability of information on any matter relating to the operation of Monarch Childcare Centre to both parents and staff.

**Board of Directors**

* The Board of Directors endeavors to keep parents and staff informed of issues relating to the general running of the center through the monthly newsletters. A formal report will be tabled at the Centre’s AGM. Minutes of committee meetings are displayed on the noticeboard in the Centre. There may also be communications to parents on special topics relating to the center, via letter, email or by special meetings.
* The Centre policies, upon request, can be accessed by parents in the office.

**Staff**

* Parents are informed through a range of communication channels when a child begins at the Centre: items in the newsletter, emails, notes home, educational posters, photographic displays, documentation panels and informal chats with staff.
* Child profiles are required to be formally issued once a year for kindergarten students.

**Parents**

* Parents are required to complete an enrolment form providing information about their child. Parents are required to inform the center about any subsequent changes to this information, e.g., change of address, allergies, etc.
* Parents are always required to ensure the Centre has a current contact telephone number and to provide contact details for those who may be contacted or who can collect their child in an emergency.
* Parents are encouraged to inform the Centre Supervisor and Centre staff about any matters that may affect the behavior or welfare of their children at the Centre.
* Feedback about the Centre may, from time to time, be sought from parents by questionnaire, interviews, or informal discussions.
* Parents are required to inform the Centre if their child will be absent and, if ill, to advise the nature of the illness and whether the illness is contagious.
* Parents are required to inform the Centre of any custody and access arrangements. Parents may be asked to provide copies of relevant documentation.
* Custodial parents must also provide in writing the names of the people who:
  + may collect the child from the center.
  + by law have right of access to the child
  + by law are forbidden to have access to the child or
  + by law have right of access to the child subject to conditions (supervised access)

### PHOTO/MEDIA POLICY

Whereas the protection of member children’s identity is paramount, it is the policy of the Society that:

No private cameras and or/ cell phones or other devices shall be used to photograph any children on the premises of the Centre or during field trips.

Only Centre staff or authorized third parties may take photos of children at the Centre.

Only children whose caregivers have completed the Photograph Consent Form may have their pictures taken. Any such photos shall only be used for display in Victoria School of the Arts.

If staff of the Centre, either directly or through an authorized third party, wish to take photos of member children for promotional purposes for use either on the website or other promotional material, a separate Photograph Consent Form specific to that purpose must be signed by care givers willing to grant such consent.

**SOCIAL MEDIA POLICY**

**Definition**

Social media, for the purpose of this policy, should be understood to include any website or forum that allows for open communication on the Internet including but not limited to blogs, wikis, micro-blogging sites, social networking sites, virtual worlds, and video and photo sharing websites.

MCSS Social Media Presence

MCSS recognizes the value of online social media tools for connecting with members, staff, donors, and volunteers. In terms of MCSS’ social media presence:

The only MCC-operated website is monarchchildcaresociety.ca

No other website is endorsed by the MCCS.

MCCS maintains a Fan Page on Facebook that is administered and maintained by the Executive

Director.

MCSS social media presence should project a positive image that is reflective of our overall brand and is consistent with our mission.

**Other social media**

If MCCS members, staff, and/or participants (i.e., children) choose to post to a personal website or participate in social media, (i.e., Facebook, Twitter, YouTube) chat rooms, or blogs, the following guidelines must be followed:

* The use of photos, logos, or images of the MCCS or its programs without prior consent is prohibited. If you wish to post MCCS related information/pictures on your personal page, approval is needed from the Board of Directors prior to posting.
* Posting photographs or videos (from MCCS program) of any child other than your own is strictly prohibited.
* Any personal website, blog, or social network interactions should not contain commentary and/or links that violate MCCS’s policies on harassment or discrimination.
* Any reference to MCCS must include a disclaimer stating that the views expressed are yours alone and they do not necessarily reflect views of the MCCS.
* In addition, staff members:
* Should not, under any circumstances, encourage or provide access to information on his/her personal website or blog to a program participant under the age of (18) eighteen.
* Must uphold the MCCS’s value of respect for the individual and avoid making defamatory statements about the MCCS supervisors, employees, members, participants, clients, partners, affiliates, and others including competitors. They are asked to promote the core values of caring, honesty, respect, and responsibility.

### EXTERNAL COMMUNICATION POLICY

The Board Chair and Executive Director have the responsibility to respond on behalf of MCCS to any media or research requests related to the operations of the MCCS. The Board Chair can delegate this responsibility, in writing, to another member of the Board or a member of the Society.

Unless delegated, members of the Board and members of the Society should forward any requests from an external organization to the Executive Director for response.

Members of the Board and members of the Society are not prohibited from talking to the media, researchers or any other third party about their experiences or the experiences of their children but should not represent themselves as a spokesperson for MCCS.

### PARTNERSHIP POLICY WITH VICTORIA SCHOOL

MCCS supports Victoria School by providing on-site childcare services, including operation on the school’s Professional Development days and during the summer months, excluding days the building is closed.

MCCS schedules meetings as necessary with Victoria School to discuss issues of importance which may arise throughout the year. Monarch Child Care Society will meet annually with the Principal and Facilities Manager to discuss issues of importance to both parties and to further the partnership between them. Victoria School is invited to be a member of Monarch Child Care Society. Victoria School is invited to Monarch Child Care Society’s AGM and is entitled to one vote by a Victoria School representative if they attend. Victoria School is invited to regular Board of Directors’ meetings of Monarch Child Care Society.

### DONATIONS

The Childcare Centre gratefully accepts all donations of recyclables, gently used toys, books, and clothing for use at the Centre.

If the items cannot be used for any reason, the Centre staff will try to ensure that the material is donated to a worthwhile charity or another not-for-profit childcare center or business.

# PARENT COMPLAINTS, GRIEVANCE AND APPEAL POLICIES

### PURPOSE OF POLICY

To ensure that Parent Complaints, Grievances and Appeals are dealt with in a fair and consistent manner.

To ensure that all Parents are aware of their rights about Complaints, Grievances and Appeals

This policy exists and is available to all Parents, upon commencement of care with MCCS, for addressing Complaints, Grievances and Appeals related to dealings with the Society. MCCS investigates all allegations of violations, and complaints or grievances relating to the care of the children in the center and decisions regarding care.

### COMPLAINT PROCEDURE

* All parent complaints are addressed. Efforts are made to resolve situations in an informal manner. Complaints may be resolved immediately through direct communication between the parent making the complaint and the recipient of the complaint.
* Complaints may involve Centre staff, the children or their parents or guardians.
* Complaints may relate to any aspect of care and may be verbal or in writing.
* Complaints that are not resolved and require additional attention may be brought to the attention of the Board. They are then considered to be a grievance. Parents are made aware of the opportunity to take any unresolved complaints to the grievance level at the time the situation exists.

### GRIEVANCE PROCEDURE

* Generally, the Executive Director assumes responsibility for the resolution of grievances. This may be achieved through discussion with the parents, or by meeting collectively or individually with all parties involved.
* Notes outlining the nature of the grievance, action taken, and outcome are kept by the Executive Director in a separate file in a central location, in accordance with MCCS Policy on storing confidential information.
* Every effort is made to resolve parent grievances in a timely manner, generally within a maximum of 10 business days from the date the issue was raised. Some situations, however, are recognized as ongoing and may require more lengthy resolution.
* The Executive Director may involve the Board, as determined by the situation. In this event, the Board maintains responsibility for proper documentation.
* The Board is always involved in situations when the grievance involves the Executive Director or when the grievance remains unresolved at the Executive Director level.
* Parents whose grievances are not resolved at this level are advised that they may appeal their situation through the established parent appeal route.

### APPEAL PROCEDURE

An appeal is available to all parents. The appeal will be heard by an Appeal Committee delegated by the Board. If no Appeal Committee has been established, the Board Executive Committee will act as Appeal Committee. The Appeal Committee may seek counsel from the Board of Directors.

* The Executive Director is a party to every appeal.

The Parent, or an advocate appointed by the Parent to act on the Parent’s behalf, initiates an appeal. Appeals are initiated by way or written Appeal Notice to the Executive Director within 10 business days after the unsatisfactory conclusion of the Grievance process.

* The Executive Director has authority to reject appeals made before efforts to resolve the matter in a more informal manner (see Complaint and Grievance procedures) have been concluded.
* An Appeal Notice must include a written description of events and the background pertaining to the unresolved situation. It must also include an assessment of the decision or event in question and suggest alternate options for its resolution.
* The Appeal Notice must state whether the appellant wishes for an Appeal Hearing. If an Appeal Hearing is not requested, the Appeal Committee will base its decision on the information provided with the Appeal Notice.
* Appeals received after the established time limitations (see above) may be allowed at the discretion of the Board.
* The Executive Director must acknowledge receipt of the Appeal Notice within ten business days. Upon receipt of an appeal, the Executive Director will forward the appeal documentation to the Board Chair.
* If requested, an Appeal Hearing will be arranged in the offices of MCCS no more than 45 days after the receipt of the Appeal Notice.
* The Appeal Committee will give its decision not more than 30 days after the Appeal Hearing.
* The Executive Director communicates the final decision to the appellant and maintains a record of the outcome in accordance with Agency Policy.
* The decision of the Appeal Committee is final.

# OPERATIONAL INFORMATION/PROGRAM POLICIES

**IMPORTANT**: Priority is given to families requiring full-time care

## HOURS/DAYS OF OPERATION

The Centre is open Monday to Friday from 7:15 a.m. to 5:30 p.m. and we offer childcare during school in-service days and school holidays. The Centre is closed on all statutory holidays.

We close for a day in lieu of when any of these holidays falls on a Saturday or Sunday.

Closure dates are as follows:

* New Year’s Day
* Family Day
* Good Friday
* Easter Monday
* Victoria Day
* Canada Day
* August Civil Holiday
* Labour Day
* Truth and Reconciliation Day
* Thanksgiving Day
* Remembrance Day
* \*Christmas Day
* Boxing Day

**CHRISTMAS BREAK**

The center will be closed between \*Christmas Day and New Year’s Day. No staff will be required to work during this time.

\*Christmas Eve – closure depending upon school custodian schedule

Additional closure dates may be required depending on the school custodian schedule.

### ADMISSION

* Applications will be accepted from Victoria school students.
* The Centre will accept applications for admission when the child begins kindergarten at Victoria School.
* Interested parents shall apply for a form to the Director; applications will be entered and updated on a waiting list by the Director.

The Executive Director will fill available vacancies in accordance with the waiting list, program availability and licensing regulations.

* Within two business days of verbal notification of admission, the child’s parent or guardian must submit the completed Registration Package and deliver the registration deposit to the center. Failure to satisfy any of the above, within the two working-day limit, will result in the position being offered to another child.
* Priority will always be given to families who need full-time care.
* Part-time care may be accommodated at the discretion of the Executive Director.

### TERMINATION POLICY

Parents may withdraw their child(ren) from the Centre by giving written notice one month in advance. A minimum of one paid months’ notice is required to receive a refund of the registration fee (minus applicable administrative fees).

On the recommendation of the Executive Director, and with Board ratification, a child may be asked to withdraw from the Centre if his/her continuation in the program appears detrimental to himself/herself or to the other children.

Such action will not be taken without careful prior consultation between parents and staff.

Repeated failure to comply with the Admissions Agreement will, on the recommendation of the Executive Director and ratification by the Board, result in termination of the Admissions Agreement.

Parents and Centre staff should treat each other with mutual courtesy. The Board may terminate the Admissions Agreement, upon recommendation from the Executive Director, if parents fail to treat Staff in a respectful manner.

Any parent who feels that his/her child has been unfairly dismissed may file an appeal under the Appeal Procedure.

### REFUSAL POLICY

### The Executive Director has the right to refuse admission to a child if their inclusion could significantly impact the operation of the program. Any parent who feels that his/her child has been unfairly refused admission may file an appeal under the Appeal Procedure.

### NOTICE OF ABSENCE

If your child will not be attending the Centre on a regular school day for any reason, please notify the Centre at (780) 392-3547 by 8:00 a.m. If the call is unanswered, please leave a message on the voice mail or send us an email.

### LEADERSHIP POLICY

Monarch Child Care Society Out-of-School-Care uses the buddy system to promote child leadership and initiative. Additionally, older children are encouraged to oversee answering the phone, making lists while going outside, gathering equipment from the storage room, putting up signs, setting up activities and organizing team games.

**HOMEWORK POLICY**

Children can request the opportunity to work on any homework that may have been assigned while they are at MCCS. Any child who wants to work on homework will be provided with a workspace in their assigned room and other children will be directed not to interrupt or bother them.

**NON-DISCRIMINATION & ENCOURAGEMENT OF DIVERSITY**

The Centre’s program will be designed to foster each child’s development as an individual; children will not be channeled into certain activities (playing with trucks, playing with dolls) solely on account of their gender.

Every effort will be made to take advantage of what cultural diversity exists among children and staff, to create tolerance and respect for people of other cultures and origins, and interest in other ways of life.

### MEALS AND NUTRITION

Parents are encouraged to follow the guidelines set forth in the Canada Food Guide and Alberta Food Guide when preparing meals to be sent with children for consumption at the Centre.

Parents are required to provide a nut free snack for their child(ren) anytime he/she (or they) attend MCCS Out of School Care.

### SUPERVISION POLICY AND PRACTICES

Staff directly and closely monitor children when carrying out activities that may involve some risk such as playing near or in the water, near doorways or during transition times when children may gather in large groups.

Staff observe/participate in play and anticipate what may happen next to assist children and intervene in the event of potential danger.

Staff listen closely to children, even those who are not in the caregivers’ immediate direct line of sight (outdoor play spaces).

Staff position themselves to allow for the supervision of the entire group of children.

Staff avoid carrying out other activities in such a way that they may draw their attention away from active supervision, such as administrative tasks, cleaning, texting, reading, and using the phone.

Staff monitor children’s health to identify early signs of fever, illness, or unusual behavior.

Staff watch and participate in children’s play to ensure that children are playing in a safe matter.

Staff conduct regular safety checks of the program premises and equipment to remove hazards.

Staff position equipment and arrange the program premises to ensure that all activity and play areas can be supervised appropriately.

Staff accurately record when children arrive and leave the program.

Staff use a consistent system during all head counts and rollcall counts during transitions.

Staff always maintain an appropriate staff to child ratio.

### 

### FIELD TRIPS & OFF-SITE ACTIVITIES POLICY AND PROCEDURE

Staff of the Centre will arrange field trips and off-site activities for the children.

Notice of field trips and off-site activities will be posted on the Parents’ Notice Board at least 24 hours in advance.

Each family will need to sign a Field Trip Participation prior to the date of each scheduled activity.

Ensure that all parents have given written permission for their child(ren) to leave the premises for walks in the community.

Make a list of all the children. Take a copy with you and leave a copy with someone remaining at the Centre.

Whenever possible additional adults above the required ratio will accompany the group.

Let someone know where you are going (note on the white board in the office), the route you are taking to get there and approximately what time you will return.

Prepare children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to.

Review safety rules with the children and their chaperones prior to each field trip.

Assign one staff member to the front of the line and one to the back of the line. Others may be among the children. If any children need more assistance or closer supervision have a staff member beside them.

For larger groups you may wish to assign a small group of children to each adult.

Use the “buddy” system for kindergarten and older children. Each child is responsible for him/herself and their buddy. Conduct roll call, buddy checks throughout the trip. Practice roll call and buddy check before leaving the center.

Assign a staff member(s) to take attendance (roll call) regularly throughout the trip.

Take an emergency pack that includes:

First Aid supplies

Emergency records for each child

Cell phone

Tissues

Emergency Medications

Obey traffic signs and cross streets safely.

**ARRIVAL AND PICKUP/RELEASE OF CHILDREN POLICY**

The safety of the Children enrolled in Monarch Child Care Society center is paramount.

Monarch Child Care Society **is not responsible** for children traveling between programs (Out-of-School-Care and school classrooms and vice versa). Monarch Child Care Society is responsible for kindergarten-aged children traveling between the Monarch Child Care and kindergarten. A staff member will walk the children to and from the respective programs.

Children grade one to six will be dismissed to school between 8:50-8:55 in the morning and 12:10 and 12:50 after lunch.

Students are not permitted to be in the school unsupervised, therefore, any child who is being dropped off at the Centre prior to 8:45 am must be accompanied to the Centre by a parent, guardian, or responsible person at least 16 years of age.

If a child is not accompanied into the school by a parent, guardian, or responsible person over the age of 16, the Executive Director will contact the family and provide a warning.

A family can receive 2 warnings in a school year from the Executive Director. If there is a third incident, the matter will be referred to the Board for action.

On non-school days, all children must be accompanied into the Centre by a parent, guardian, or responsible person of at least 16 years of age and contact the Centre staff regardless of the time of drop off. If a child is not accompanied by a Parent or Guardian, the Centre assumes no responsibility for the child until the child is in the playroom and signed in by staff. If a parent chooses to drop off the child outside the school and the child does not, for whatever reason, come into the playroom, the Centre staff is not responsible.

Children who are “yellow bussed” are exempt from this policy.

Monarch Child Care society cannot be responsible for children not signed in with staff.

At the end of the school day, if the child does not arrive at the playroom in a reasonable amount of time (15 minutes), the Centre staff are not responsible. The parent(s) will be contacted and notified of the child’s absence. If staff is unable to contact a parent, then an emergency contact person would be called and notified of the child’s absence from the OSC program. At the discretion of the Director, given her assessment of the current situation and prior knowledge of the child, the Executive Director or Acting Supervisor will contact the police authorities and notify them of the child’s absence. If the child’s whereabouts are unknown for a period of 40 minutes and the police have not already been contacted, the Executive Director or Acting Supervisor will call them at this time.

If a parent is not able to pick up the child, they need to let the staff know by leaving a note in the communication book or sending an e-mail prior to the pickup time who will be picking up the child. Children will not be released into the custody of persons other than their parents/guardians unless prior notice is given **in writing** to the Executive Director or another Centre staff member.

Children will not be released unless a parent or the person responsible for the pickup comes to the room in person and contacts the staff.

The person picking up the child needs to be a minimum of 16 years of age except if a parent provides written instructions in advance that identify a specific individual under 16 for the purposes of picking up the child.

For the safety of our children and respect for the staff, we appreciate you talking to your children about taking responsibility and getting to the Centre on time, letting staff know when you pick up your children, and informing staff in writing before picking up if someone else (who will need to show ID) will be picking up your children.

MCCS staff will not accept verbal messages.

### IMPAIRMENT POLICY

The safety and well-being of the children is always the first concern of Monarch staff. If, when picking up your child, you do not feel emotionally, physically or mentally capable of providing safe care for your child for whatever reason (e.g. alcohol/marijuana use, flu/illness) **OR** Monarch staff become concerned that you may be impaired to the extent that your ability to safely transport or care for your child is in question, it is **your responsibility** to make arrangements to have another authorized person pick up your child.

If a parent picking up their child is not capable of safely transporting or caring for the child, staff have been directed to follow these procedures:

* Alert the staff in-charge of the situation.
* Remind the impaired parent/guardian that there is a policy.
* Ask the individual to call a parent or emergency contact person to pick them up or call a cab.
* If the impaired parent/guardian refuses to call an authorized person to come pick up their child or take a cab home, inform them that the police will be called.
* If the parent/guardian is uncooperative and/or attempts to leave the center with the child, call 911. Tell dispatch the details about the situation and that you require immediate assistance. Get the license number and make of the car and provide this to police along with the parent’s home address.

**If the pick-up person removes the child, the staff person will immediately call the police with a description of the vehicle, the individual’s name, license plate number and home address.**

### LATE POLICY

Children must be picked up from the Centre no later than 5:30 p.m. If pick-up is delayed, please telephone the Centre no later than 5:00 p.m. to inform the Executive Director or program staff of alternate arrangements for pick-up. If alternate arrangements are not made for pick-up on time, a surcharge of one dollar ($1.00) per minute per family will be charged. These fees will be payable directly to the staff members on duty beyond 5:30 p.m. and are due within one week of the occurrence. Unpaid late pick-up fees will be considered the same as childcare fees in arrears and will be treated accordingly (see Fees section). Also, parents will be required to sign the Late Attendance Sheet to verify to the licensing authorities that children remain in attendance beyond the Centre’s licensed operating hours.

### NO PICK-UP PROCEDURE

The staff will take the following steps if a child is not picked up at the end of the day:

* If a child has not been picked up by 5:30 p.m., phone the parent at work or home.
* If unable to contact the parents by 5:45 p.m., phone the emergency contact and ask them to pick up the child. If they do so, leave a note on the door telling the parent where the child is.
* If unable to contact the parent or emergency contact by 6:00 p.m., phone the Executive Director or Program Coordinator to inform him/her of the situation. Two staff always need to stay with the child(ren), one of whom must be the Executive Director or the Program Coordinator.
* At 6:30 p.m., if the parent or the emergency contact have not called or cannot be reached, the senior staff will contact the Emergency Social Services (After Hours) at 427-3390 and place the child(ren) in their care. A note shall be left on the door for the parent(s) outlining the location of the child(ren). The local police will be advised.
* The Acting Supervisor/Senior Staff Member shall make a written report of what actions were taken and will keep a record of the times and results of all the calls made.
* The incident will be assessed to determine the nature of the lateness. It will then be reviewed by the Board of Directors and dealt with accordingly. Should it become necessary, the parents will be requested to find an alternate facility better suited to their family’s needs.

# CHILD GUIDANCE POLICIES

The Monarch Child Care Society child guidance policy was developed to ensure the safety, well-being, and positive social interaction of all persons. Positive behavior from the children will always be encouraged in the Centre. This will be achieved through reinforcement of appropriate behaviors and the prevention, redirection, and intervention of less desirable behaviors.

### REINFORCEMENT OF APPROPRIATE BEHAVIOR

When children display behavior that contributes to a positive atmosphere, this behavior is acknowledged and encouraged by staff. This is done through verbal praise, special privileges, positive feedback, and rewards.

### PREVENTION

Our first step in child guidance is to minimize the possibility for conflicts and behavior problems to arise. This is done by programming developmentally appropriate activities. Secondly, the cooperative efforts of children and staff come together to establish clear and reasonable limits. These limits focus on respect for other persons and property and taking responsibility for one’s own actions and property. The staff strives to give children opportunities to build their skills with which they can resolve their own conflicts. Staff oversee and remain available to children to encourage conflict resolution. When a child displays appropriate behavior, the following child guidance steps will be implemented:

### REDIRECTION

If a child displays inappropriate behavior, the staff and child will discuss appropriate alternatives. If the behavior persists, there is further discussion, with consequences presented. Should the behavior continue, the consequences shall be followed through with.

### INTERVENTION

When there is a conflict, the children cannot resolve, or when behavior is jeopardizing the safety of others, it is necessary for staff intervention. It is currently that staff guidance takes place, being both age- and incident-appropriate. It is a goal of the Centre to enhance the child’s self-esteem and although a behavior may be deemed inappropriate, it in no way should reflect the child or that child’s self-worth.

### BULLYING

Monarch Child Care Society has a zero-tolerance policy in relation to bullying. Staff watch for bullying and educate the children as to what constitutes bullying, as well as encouraging children to report any incidences of bullying. Any incidences of bullying will be reported to the Executive Director, who will work with staff and the family to take steps to address the behavior.

### CONSEQUENCES

The following consequences for inappropriate behavior are used at the Centre:

* removal of the child from the situation to a quiet area in the room whereby the child can calm down if necessary and the staff member and the child can discuss alternate ways of behaving.
* withdrawal of privileges; in the event of withdrawal of a major privilege, parents will be consulted.
* inform parents of more serious incidents—i.e., hitting, biting, foul language

The following consequences for inappropriate behavior are not used at the Centre:

* corporal punishment
* harsh, belittling, or degrading responses that would humiliate a child or undermine his/her self-respect.
* denial of usual comforts including shelter, clothing, food, or drink

The staff is informed about the Child Guidance Policy at orientation time and is asked to use these methods when working with the children. We believe in the team approach – staff and parents and children working together.

### ASSESSMENT OF PROGRESS

Once per year, the staff will complete a Progress Chart for all full-time Kindergarten children.

Parents may request to meet with staff to discuss the child’s progress.

In the case of behavioral or other problems, the Executive Director may wish to recommend professional help for the child; he/she will consult with the parents before recommending such a course of action.

### RECORDS

### CHILDREN’S RECORDS

A license holder must, in respect of each child, maintain on the program premises an up‑to‑date record containing the following information:

* + the child’s name, date of birth and home address.
  + a completed enrolment forms.
  + the parent’s name, home address and telephone number.
  + the name, address and telephone number of a person who can be contacted in case of an emergency.
  + if medication is administered,
  + the written consent of the parent required.
  + the particulars of any health care provided to the child, including the written consent of the child’s parent.
  + any other relevant health information about the child provided by the child’s parent, including the child’s immunizations and allergies, if any.

A license holder must ensure that a record is available for inspection.

* + by the director always, and
  + by the child’s parent at reasonable times.
  + The information is retained for a minimum period of 2 years.

Emergency Information Forms must be updated by parents every six months, as per provincial legislation.

### MOBILE RECORDS

MCCS will maintain a portable record of emergency information of each child, staff member and the telephone numbers of the local emergency response service and poison control center.

### RECORD ADMINISTRATION AND RETENTION

* Monarch Child Care Society will maintain on the program premises up-to-date administrative records containing the following information:
* particulars of the daily attendance of each child, including arrival and departure times.
* particulars of the daily attendance of each primary staff member, including
* arrival and departure times, and
* hours spent providing childcare.
* with respect to each primary staff member,
* evidence of the member’s childcare certification, and
* a current first aid certificate, where applicable.
* with respect to each staff member and each volunteer
* verification that a current criminal record check required has been provided to the license holder.

**SAFETY AND HEALTH GUILDLINES**

### PLAYGROUND/PLAY FIELD GUIDELINES

Always know how many children you have before leaving the center, during play and before leaving the play space.

### PLAY EQUIPMENT

* Ensure that there is a clear area on the cement for bikes and riding toys.
* All bikes and riding toys stay on the cement; please ensure that all children are wearing helmets while using the bikes and all riding toys.
* For safety purposes no skipping ropes are allowed on the climbing apparatus.

### SUPERVISION AND SAFETY CHECK

* If only one professional is available, the playground must be checked for safety hazards prior to the children being allowed on the playground. The one professional needs to leave the children with the other staff member inside the room, go and check the playground area and then return to get the children.
* If two professionals are outside there must be one to check for safety hazards on the playground and one to supervise the children.
* All professionals are required to actively participate in **planned** and **spontaneous** play activities with the children.
* All professionals should position themselves where most of the children can be seen.

## LICE POLICY (HEAD LICE AND NIT PREVENTION POLICY)

Head lice and nits are a nuisance that most families will manage while their children are in elementary school. For Monarch, an outbreak of head lice and nits means that children do not have access to dramatic play costumes or soft toys, and staff must vacuum and sanitize all fabric surfaces until the outbreak passes. We are committed to ensuring that children have a positive experience with access to a wide variety of toys and activities and are working closely with Victoria School of the Arts to limit the spread of head lice and nits.

Monarch Child Care Society (MCCS) is implementing a head lice and nit policy as follows:

* Parents are required to notify the Executive Director if their child has developed head lice and/or nits and what steps they have taken to treat the lice and/or nits.
* If MCCS discovers head lice or nits on a child’s head, the Executive Director will call the family to pick up the child as soon as possible.
* Until the child is picked up, s/he may be moved to an area within the room that is away from other children to prevent the spread of the head lice and/or nits.
* The child will not be permitted to return to the Out of School Care program until s/he has been treated with and the child’s head has been thoroughly combed to remove any remaining head lice and/or nits. (Note: treatment kills lice but not all nits and some lice may not die immediately.)
* Upon returning to MCCS, in collaboration with the parent, a staff member will inspect the child’s hair for evidence of residual lice and/or nits. This preventative step will provide an opportunity to catch any lice and/or nits and is intended to support parental efforts to curb the nuisance at home.
* If nits and/or lice are discovered during the head check, the child will not be permitted into the out of school care program until the treatment process has been repeated. (Parents will be asked to take the child from the facility immediately and re-treat a second time.)
* A sampling of children in the affected room will also have their hair checked until the outbreak is determined to have passed.
* As a preventative measure, children with long hair will be encouraged to wear their hair in ponytails or braids until the outbreak has passed.
* Failure to resolve a case of lice and/or nits within 14 days may result in a notice of termination of care for the affected child.

## NO SMOKING POLICY

Monarch Child Care Centre is a non-smoking program located within a non-smoking facility. No person, including staff members, shall smoke on program premises or where childcare is being given, including sites of field trips and off-site activities.

**NO SCENT POLICY**

The Society’s minimizes exposure to scented products by asking children parents, visitors, and volunteers to support our staff in keeping Monarch a scent free environment. We are obligated to keep our staff and children who have sensitivities or allergic reactions to chemicals in scented products safe and comfortable.

## HANDWASHING PROCEDURE

Handwashing is our best defense against disease. Handwashing by Child Care Professionals, children and parents is the most effective way to control the spread of germs and disease. If children are too young to wash their hands themselves, you should wash their hands for them.

**When Should Child Care Professional Wash Their Hands?**

 Upon arrival at the center/ entering the room

 Immediately before and after preparing, serving, or eating food or drinks.

 After wiping a child’s nose or cleaning up messes.

 After coughing into your hands.

 Before and after administering medication and applying ointment or lotion to a child or to yourself.

 After having used the washroom.

 After touching soiled laundry and garbage.

 Before going home from work.

 Whenever hands are soiled.

**When Should Children Wash Their Hands?**

 Upon arrival at the center/entering the room

 Before and after making, serving, or eating food or drinks.

 After using the toilet.

 After coming in from outside play

 After coughing or sneezing into their hands.

 After coming home from childcare.

 After wiping their nose.

 Whenever hands are soiled.

**ILLNESS & MEDICATION POLICIES**

**ILLNESS OF CHILDREN**

Parents are asked not to send children if they are displaying signs of ill health. We believe this

policy will protect the other children and staff from exposure to illness and will aid the sick child

in making the quickest recovery possible. If a child becomes ill while at the Centre, parents will

be notified and will be asked to come and pick up the child.

Staff will record and document any child who is ill at the program using the “Documentation of

Illness” form and a copy will be placed on the child’s file.

If a communicable disease occurs on the premises of the program, all parents will be notified via

email and a memorandum will be posted on the bulletin board.

In addition to the above, if your child is displaying any of the following symptoms, they are not able to attend and must stay home:

⮚ Fever (38 Celsius or higher)

⮚ Diarrhea/Vomiting

⮚ Undiagnosed rash/skin condition

⮚ Communicable disease (other than mild upper respiratory infection)

⮚ Obviously, infected discharge (thick and colored, especially green or red/brown)

⮚ Lethargy and irritability

⮚ Persistent pain

⮚ Cough (2-3 times per hour) and/or difficulty breathing.

Any child showing signs of illness at the Centre will be kept, as practicable, away from the

immediate proximity of the other children and will be required to wear a mask, while being

supervised by staff.

When a child returns to the program, a staff member will make sure that the child no longer

poses a health risk to other persons on the program premises (symptom free for 24 hours or a

physician’s note).

If absent due to a communicable disease, children may only return when they have been approved by a physician that they are no longer contagious.

### MEDICATION POLICY

We will provide or allow for provision of health care to a child only if written consent of the child's parents has been obtained or the health care provided is first aid.

We can administer prescribed medication only, and it needs to be:

Received by staff DIRECTLY from the parent(s)/guardian(s)

Stored in a locked container away from the children, including those medications requiring

refrigeration.

Written authorization for administration must be obtained from the parent/guardian on the Individual Medication Record.

Prescribed medication must:

* Be in its original container.
* Be clearly labeled with the physician’s name and the child’s name.
* Have the date of issue.
* Have the expiry date.
* Include written directions for administration.

Medications must be administered within pharmaceutical guidelines (i.e., mediation to be given 3 times a day needs to be administered within 6 to 8 hours after the last time mediation was given, within a two-hour window).

Administration of all medication shall be properly recorded, including the name of the child; the name of the drug given; the dosage; the time the medication was given at home; the time the medication was given at the Centre; and the signature of the staff member who administered the drug. The parent/guardian signature must be on the form.

**NOTE:** In addition to regular medication prescribed by a doctor, MCCS will allow for special health care (i.e., blood sugar reading, inhalers, G-tube feeding) but **only with written consent from parents or if the health care is first aid.**

Written authorization for administration of mediation will be obtained every ten days or every month for emergency medication (Epi-pen etc.)

### MEDICATION ADMINISTRATION PROCEDURE

**Location of Medication**

All medication is to be kept in a locked compartment out of the children’s reach; one in the fridge and one on top of the fridge. Lifesaving medication such as an EpiPen or inhalers are kept in the Emergency Backpack and listed on the “Allergy Notification” posted in each playroom.

**Medication Preparation**

 Check the child’s “Individual Medication Record” to ensure medication has not already been given.

 Confirm that medication identified on the container label and “Individual Medication Record” is the same.

 Read label three times while preparing:

When removing medication from secured storage unit

Before removing medication from its original container

After removing medication from its original container

 Prepare only one child’s medication at a time.

 Clean up any preparation supplies.

Return medication to families when the authorized period has ended.

**Medication Administration**

Every effort should be made to allow privacy while taking medication.

Check the five “rights” before administering medication:

1. right child
2. right medication
3. right dose
4. right time
5. right route (i.e., by mouth)

After administering the medication, the Child Care Professional will closely observe the child for any allergic reaction and document on the “Individual Medication Record.”

 Date given.

 Medication given.

 Dosage given.

 Time given.

 Provide a signature.

### MEDICAL INCIDENTS/ACCIDENTS

Children are under constant adult supervision while attending both the Out-of-School-Care and Kindergarten programs. However, incidents do occur. In the event of an incident, the following steps will be taken:

Immediate medical attention (if required) will be given to the injured child. The seriousness of the incident will be determined by the staff member(s) in charge of the situation at hand. All staff employed at the Centre have First Aid Training in Emergency Childcare. We believe that any judgment made in the event of an incident will be based upon this training.

If medical attention is required, then the parent and/or guardian will be contacted immediately and informed of the situation. The parents will then be asked how they wish us to proceed with the child. If the parent/guardian cannot be contacted, then attempts will be made to reach noted Emergency Contact Person. If no contact can be made, then the Executive Director and staff involved in the situation will determine whether further medical procedures are required (doctor, hospital, etc.)

The staff member(s) involved in the situation will complete a detailed incident report. One copy will be on file at the Centre and one copy will be given to the parent/guardian.

### 

### EMERGENCY PROCEDURES

### MEDICAL EMERGENCIES

The parent will be contacted and asked to come to the Centre immediately to pick up the child to go to the hospital. If the parent cannot be notified, an emergency contact will be notified and asked to pick up the child.

As a last course of action, an ambulance would be called, and the Centre would not be responsible for any cost incurred.

At the discretion of the Executive Director or Acting Supervisor, a staff member will call for an ambulance immediately and then attempt to contact the child’s parent or guardian.

### POLICY TO PREVENT THE TRANSMISSION OF BLOOD-BORNE PATHOGENS

HIV (Human Immunodeficiency Virus), the virus that leads to AIDS (Acquired Immune Deficiency Syndrome) and other blood-borne pathogens, including Hepatitis B and Hepatitis C are not transmitted through everyday contact.

### UNIVERSAL PRECAUTIONS TO PREVENT TRANSMISSION OF BLOOD-BORNE DISEASES

Wash your hands for 30 seconds after contact with blood and other body fluids contaminated with blood.

Wear disposable latex gloves when you encounter large amounts of blood, especially if you have open cuts or chapped skin. Wash your hands as soon as you remove your gloves.

Discard blood-stained material in a sealed plastic bag and place in a lined, covered garbage container.

Cover cuts or scratches with a bandage until healed.

Use disposable absorbent material like paper towels to stop bleeding.

Immediately clean up blood-soiled surfaces and disinfect with 100% bleach.

Put blood-stained laundry in sealed plastic bags. Machine-wash separately in hot soapy water.

**NEVER DELAY EMERGENCY ACTION BECAUSE YOU CAN'T APPLY UNIVERSAL PRECAUTIONS. THE RISK OF TRANSMISSION OF BLOOD-BORNE DISEASES IS TOO SMALL TO JUSTIFY ENDANGERING A CHILD.**

### INCIDENT/ACCIDENT PROCEDURE

Child Care Professionals are required to complete an “Incident/Accident Report” whenever children receive first aid treatment.

**An Incident**

An incident is defined as an injury that does not cause physical harm to the child, but possibly emotional harm. An example of this is a dog that has frightened a child to the point of continuous and uncontrollable crying.

**An Accident**

An accident is defined as an unforeseen injury to a child that does cause physical harm to that child.

**Incident/Accident**

* Ensure that the area around the incident/accident is free from hazards and safe for both the child and Child Care Professional.
* Comfort the child who is injured.
* Administered necessary first aid to the child who is injured.
* If another child is involved in the injury use appropriate child guidance to redirect the behavior.
* Complete the “Incident/Accident Report”. All information in the report is essential:

Ensure that the parents have had an opportunity to discuss the incident with a Child Care

Professional to their satisfaction and are comfortable signing the report.

### CRITICAL INCIDENTS REPORTING TO LICENSING STAFF

Any of the following incidents will be reported to the Licensing Staff and the Regional Office within 2 working days.

* Emergency evacuation
* Program closure due to an emergency
* An intruder on the program premises
* A child removed from the program by a person without parent/guardian consent.
* An injury requiring medical attention.
* A lost child or a child left on the premises after operating hours.
* Any other incident deemed to be serious and in within requirements for reporting by the Executive Director

### WHAT TO DO IF A CHILD IS MISSING

Stay calm. Inform the other staff members and people in charge that a child is missing.

Two Professionals will look for the child: The Executive Director and a room staff member. Make sure the rest of the children are sitting in a group and properly supervised.

Conduct a brief search of the immediate area inside and outside.

* The Executive Director will do a search within the building asking all adults if they have seen this child.
* One staff member will do a quick check outside, north/west of the building to the perimeter of the entire complex. Be aware of where the child lives and check thoroughly in that direction.
* The room staff will check the outside, south/east of the building to the perimeter of the entire complex. Be aware of where the child lives and check thoroughly in that direction.

The Executive Director will call the police, the child’s parents, and the school. At the same time, implement a more detailed search inside. Ensure someone always stays by the phone and keeps the line clear.

Review incident and identify factors that may have led to the occurrence. Review procedures and make necessary changes to avoid future incidents.

Stay calm, recall what the child is wearing and keep looking.

### GENERAL EVACUATION ARRANGEMENTS

The Day Care Licensing Branch requires that arrangements be made for alternate temporary accommodation for the children enrolled in the Centre.

In the event of an emergency evacuation of Victoria School, the children will be taken to:

1. If possible, all students will be moved to the Centre for Education (“Blue Building”)
2. If option (1) is not available, all students will be moved to one of the following sites:

Prince of Wales Armories – 496-8710 – 104 Street and 108 Avenue

John A. McDougall School – 426-0205 – 10930 – 107 Street

Royal Alexandra Hospital– 735-4111 – 10240 Kingsway Avenue

School Administrators Ensure Final Checks:

Principal-Stacey Fysh General Office 780 721-8352

Assistant Principal-Carla Babichuk General Office 780 707-7207

Assistant Principal-Wendy Plum General Office 587 341-4218

**FIRE DRILL**

* All staff need to assist during procedure.
* One member of staff needs to take the emergency kit (backpack with portable child records and first aid kit), attendance binder.
* The last staff leaving needs to check bathroom and hallway and follow staff #1 and the children outside.
* The meeting point is on the south side of the building across the street by the chain link fence.
* Upon arriving at the meeting point check the attendance, and make sure that the children are warm and safe.
* Wait for the All-Clear Signal (3 rings of the bell) before returning to the room.

**If outside when the fire alarm is sounded: DO NOT COME BACK INTO THE SCHOOL**

* Go to the meeting point/take children to meeting spot and Meet with the rest of the group.
* Go back inside the building as one group.
* In case of a longer wait or inclement weather proceed to the reception area inside the Edmonton Public School Board Building.

The Out-of-School-Care and Kindergarten programs will follow Victoria School for the Arts’ emergency procedures, including Lock Down, as posted in each room and in the office.

### LOCKDOWN PROCEDURES

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LOCKDOWNS

FOR STAFF

FOLLOW THESE STEPS

|  |
| --- |
| IF INSIDE THE BUILDING: |

STEP 1

Identify the threat.

Call 429-8555 EMERGENCY LINE immediately to inform the office.

STEP 2

Hear “Lockdown, Lockdown, Lockdown” over the P.A.

STEP 3

Shuffle students into the room within 20 seconds.

Check list below for rooms to move to.

STEP 4

Lock door, close windows, turn off lights.

STEP 5

No noise, no movement, no cell phones. Ensure all

Students are away from window sightlines.

DO NOT OPEN THE DOOR. PERIOD

STEP 6

If possible, log onto email and wait for instructions.

Do not leave the classroom for any reason until you hear

“All Clear, All Clear, All Clear” over the P.A.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Move from rooms: | Move to rooms: | | Cafeteria (West) | Staff Dining and/or Rathman Rooms | | Cafeteria (East) | To East Gym | | Office (General) | To Principal or Assistant Principal’s offices | | Office (Junior) | To Elementary Assistant Principal’s office and storage rooms. | |

|  |
| --- |
| IF OUTSIDE THE BUILDING |

STEP 1

If you hear a steady ringing bell, do not enter the school.

Move students to an alternate site as per below.

STEP 2

Phone Security on 498-8755 to report your location.

|  |
| --- |
| Alternate Site Information  Prince of Wales Armories – 496-8710 – 104 Street and 108 Avenue  John A. McDougall School – 426-0205 – 10930 – 107 Street  Royal Alexandra Hospital– 735-4111 – 10240 Kingsway Avenue |

### PROPOSED EVACUATION ROUTES AND PROCEDURE





## 

## IDENTIFICATION AND REPORTING OF SUSPECTED ABUSE POLICY

### PURPOSE OF POLICY

To ensure that alleged violation of the child’s rights is investigated in a manner that is fair and protects individual human rights.

Abuse of a child accessing care is a violation of the rights, dignity and worth of the individual and is not tolerated. Any allegation of abuse is dealt with in a manner consistent with established policies, to ensure that a fair investigation is conducted which protects the rights of both children accessing care and employees.

### DEFINITIONS OF ABUSE

Abuse occurs when a person in a position of authority or perceived authority mistreats someone who is or is perceived to be vulnerable to that person.

**Physical Abuse**

Physical acts that cause, or could cause injury, such as touching, striking, punching, kicking, biting, throwing, burning or violent shaking that causes, or could cause, physical injury.

Indicators of Physical Abuse may include:

* signs of new injuries when old injuries have not yet healed.
* unexplained and unusual burns, cuts, bites, blisters, bruises, broken bones, or bald spots on the head (in unusual or clustered patterns).
* unusual imprints on the skin from an instrument used to inflict injuries (such as the round pattern of a stove burner).
* injuries inconsistent with the description of cause.
* destructive behaviors toward self or others.
* person is easily frightened.
* fear of going to specific environments.
* displays of extremely compliant behavior.
* reluctance to engage in, or lack of comfort with, physical contact.

**Sexual Abuse**

Sexual assault, or sexual harassment, includes any unwelcome conduct, comment, gesture or touching of a sexual nature likely to cause offence or humiliation to an individual.

Indicators of Sexual Abuse may include:

* the existence of sexually transmitted diseases, (especially in young children), or pregnancy.
* stained, torn, and/or bloody underclothes.
* bruised or swollen genital/anal area.
* sore throat (may be due to pressure applied to the throat through choking or forced oral sex);
* pain while walking or sitting (with evasive or illogical explanation)
* semen about the mouth or genitals, or on clothing.
* unusual or offensive odor.
* a significant change in sexual behavior or attitude.
* sexual behaviors directed at those around the individual.
* excessive attachment.
* low or poor self-esteem.
* advanced or unusual sexual understanding or behavior.
* onset of sudden inappropriate or unusual behaviors.
* avoidance of a specific room or area (where abuse may have taken place).

**Physical Negligence**

A failure to provide necessities (such as food, clothing, shelter, hygiene and medical care, protection from hazardous environments, care, or supervision appropriate to the person’s age or development,) that has caused, or could over time cause, serious harm.

Indicators of Neglect may include:

* poor hygiene.
* dirty, torn clothes worn every day.
* insufficient clothing.
* bug infestation in the individual’s clothing or body.
* unattended medical or dental needs.
* underweight or overweight (when not associated with the primary disability).
* lack of adequate food.
* refusal to eat.
* extreme increase in inappropriate behaviors, e.g., stealing, begging, hoarding.

**Emotional Abuse**

Persistently rejecting, ignoring, degrading, humiliating, criticizing, intimidating, or terrorizing a person; acts or omissions that cause, or could cause inappropriate conduct, cognitive, affective, or other mental disorders, emotional stress, or mental anguish; depriving people of ‘choice of lifestyle’, or unduly influencing spiritual expression.

Indicators of Emotional Abuse may include:

* extreme unusual behavior (aggression, compliance, withdrawal).
* high level of anxiety, fear of returning to a place.
* attempted suicide.
* delayed emotional or physical development.
* lack of attachment to parents or other caregivers.
* sleep disorders.
* long-term depression.

**Inappropriate use of a Restrictive Procedure, e.g., Unlawful Confinement**

Deliberately confining a person in a place without the legal authority to do so (legal authority means by court order, consent from the Individual or Guardian, self-defense, etc.). Confinement might include actions such as locking wheelchair brakes in such a way that the person cannot release them, stopping or threatening to stop a person from leaving a place, etc.

Indicators of Unlawful Confinement may include:

* fear of a specific place.
* locks in unusual places.
* unusual marks on the body (e.g., wrists, ankles).

### IDENTIFICATION OF ABUSE PROCEDURES

Training and/or current information on abuse of children is made available to employees, including information on how to recognize and prevent abuse (e.g., in-service presentations, Individual sessions, provision of written materials).

Child accessing care, employees, volunteers and parents or guardians receive copies of policies pertaining to rights and responsibilities of child accessing care, or individual rights, what constitutes abuse, how to report abuse, and the complaints, grievances, and appeal route as part of their orientation to MCCS.

**GUIDELINES FOR HANDLING DISCLOSURE OF ABUSE**

(A child accessing care tells a staff member about abuse.)

* + - 1. Talk to the child in a quiet, private place.
      2. Let the child describe the event in their own words/way. In situations where the child has difficulty communicating, be patient and let them tell you of the event through their own method of communication. Do not interrupt and fill in the silence with your own interpretation. Do not ask leading questions.
      3. Do not promise to keep the disclosure a secret. It is your responsibility to report any allegation of abuse to your immediate supervisor, who in turn must ensure that reporting procedures are followed. Try to establish the identity of the suspected abuser (without asking leading questions, e.g., “did so-and-so do this to you?”), but do not confront that person.
      4. After your talk, make notes of the disclosure for future reference. Document the disclosed information as accurately as possible, in a factual manner. Avoid drawing conclusions or documenting your own opinions.
      5. In an incident where physical or sexual abuse has just occurred, the child should be taken to the hospital emergency department and the appropriate examination requested. This is done both for the health and safety of the child, and to provide evidence.
      6. Ensure that the child is not vulnerable to further victimization, for example, left in the care of the person alleged to have abused them. Whenever possible, it is preferred to remove the suspected abuser from the situation, as opposed to removing the victim.

### GUIDELINES FOR HANDLING WITNESS OF ABUSE

Take immediate action to ensure the safety of the individual. This may range from verbal instruction, asking the abuser to leave the area, up to and including physical intervention.

If the abuser refuses to leave the area, or continues to engage in abusive behavior, seek assistance. This may range from requesting assistance from another on-site employee to dialing 911.

Follow procedures for reporting abuse (see below).

Often abuse is subtle, and you may witness an event or interaction that makes you feel uncomfortable. Act by speaking to the person whose behavior you are concerned about as soon as the opportunity arises.

Should the behavior continue, it is your responsibility to document and report your concerns to your immediate supervisor. If the behavior of concern involves your immediate supervisor, speak to their supervisor.

### PROCEDURES FOR REPORTING ABUSE

A procedure for reporting Abuse is included in each Procedures Manual and is available to all employees working directly with child accessing care.

All incidents of perceived abuse, disclosure of abuse, or indication of abuse of a child accessing care must be reported to an Executive Director, regardless of who the alleged perpetrator may be (e.g., employee, guardian, another child accessing care, person from other services or agencies, member of the public). Failure by an Employee to report is a disciplinary offence up to and including termination.

No action shall be taken against an employee reporting alleged abuse, unless the report is

determined malicious and is without reasonable or probable grounds, or the employee has

violated (participated in the violation of) a critical policy or procedure.

If you observe or suspect abuse, or alleged abuse has been disclosed to you:

* Contact your immediate supervisor, who in turn must ensure that Standard Reporting Procedures are followed.
* Do not discuss the situation with anyone other than your immediate supervisor or Executive Director until a plan has been established with the Executive Director or designate. If abuse is disclosed to you, do not confront the alleged abuser.
* Complete and forward an Incident Report and all relevant documentation to the Executive Director within 24 hours (or as directed by the Executive Director).

The Executive Director (or designate) is responsible for determining the appropriate reporting and/or investigative process to be followed on all reports of alleged abuse.

### TIMELINES FOR REPORTING ABUSE

Alleged abuse must be reported at the first reasonable opportunity.

* Alleged abuse must be reported immediately if the child is at continued risk or requires medical attention.
* Alleged abuse where the child is not at continued risk and does not require medical attention must be reported at the first reasonable opportunity.

### EXECUTIVE DIRECTOR OR DESIGNATE RESPONSIBILITY

* The Executive Director or designate, upon receipt of information pertaining to abuse, takes one or more of the following actions:
* Request additional information to determine an appropriate course of action.
* Allegations of alleged abuse that are criminal in nature are reported to the Police to substantiate.
* All situations involving a substantiated allegation of abuse are reported to Alberta Children’s Services.
* The Executive Director or designate informs those directly impacted by any external investigation. This includes the insurance company.
* Information in an investigation of abuse is kept confidential. Information is shared only with relevant parties to investigate.
* The Executive Director (or designate) informs parents or guardians of any substantiated allegation and/or investigation of abuse within 24 hours.
* Employees are suspended with pay if an allegation of abuse is made against them, pending the results of an investigation.
* Employees or volunteers suspended during an investigation of abuse can contact the Human Resources designate of the Board for referral to external support, such as counseling.

Any Employee wishing to appeal a decision made in relation to abuse allegations follows procedures outlined in Employee Complaints, Grievances, and Appeals in the Staff Handbook.

### FOLLOW-UP PROCEDURES

* The Executive Director (or designate) must notify all involved parties of the results of any investigation within 24 hours of its completion (e.g., child accessing care, Guardian, Employee/s, Board of Directors, etc.).
* The Executive Director determines and implements any actions resulting from the investigation. Employees who engage in or are suspected of abusive behavior are subject to disciplinary action, including termination of employment.
* The Executive Director (or designate) ensures follow-up to occur, including:
* Implementation of all approved recommendations resulting from the investigative process.
* Reporting the outcome to the insurance company.

## KINDERGARTEN AND OSC NON-SCHOOL DAYS

(The following times may vary by a few minutes to reflect the school schedule)

The Centre opens at 7:15 a.m.

7:00 a.m. Staff arrive and set up interest-related learning experiences.

7:15 – 9:30 a.m. Open ended activities/outdoor play

Experiences are based on interest and could include spontaneous activities, independent projects, gym or outdoor play, interest centers, community involvement, long-term projects, clubs, \* field trips, guests.

12:00 p.m.–12:30 p.m. Lunch

12:30 p.m.-1:00 p.m. Quiet time

1:00 p.m.-5:00 p.m. Program choices will be offered again. Open ended activities/outdoor play

5:15 p.m. -5:30 p.m. Program day ends.

On non-school days, a minimum of one (1) hour of either indoor or outdoor gross motor play.

**\*FIELD TRIPS****/OUT OF CENTRE ACTIVITIES**

If the children arrive after the posted departure time, the parent is responsible for transporting the child to the event and joining the group. If the child is unable to attend the event, the parent is responsible for making alternate care arrangements for the child.

## KINDERGARTEN DAILY SCHEDULE

(The following times may vary by a few minutes to reflect the school schedule)

7:00 a.m. Staff arrive and set up interest-related learning experiences.

7:15 a.m.– 10:30 a.m. Kindergarten room open for various play experiences.

Interest related learning experiences.

Centre free play: sensory, science, constructive, creative, mind challenge, dramatic play experiences, loose parts, STEAM

10:30-11:30 a.m. Outside play experiences (gross motor, cooperative games) for a minimum of one hour, weather permitting (unless the temperature is below –20 degrees).

Gym experiences (music and movement, gross motor, cooperative games)

11:50 am Morning kindergarten children arrive.

11:50 a.m. – 12:30 p.m. Lunchtime

Children leave the table whenever they finish and are asked to put their dishes in the sink. They independently follow through with bathroom routine.

12:30 p.m. Afternoon kindergarten children leave.

12:30 p.m. – 3:00 p.m. Rest for tired children. Interest-related play experiences.

3:30 p.m. Afternoon-kindergarten children arrive.

3:30 p.m.-5:00 p.m. Centre free play outside weather permitting, snack time.

5:15 p.m. – 5:30 p.m. Program day ends.

## OSC DAILY SCHEDULE

(The following times may vary by a few minutes to reflect the school schedule)

The Centre opens at 7:15 a.m. Experiences are available to all children, such as arts, science, math, and baking, as well as free play and a variety of centers such as dramatic play, blocks, and small manipulatives. School-aged children are dismissed to school at 8:55 a.m.

At 3:30 p.m. the children are dismissed from school and children are given the opportunity to participate in a variety of interest-based experiences and centers, or outdoor play.

Afternoon experiences could include:

* Arts
* Nature and environment
* STEAM involving loose parts.
* Dramatic Play
* Clubs
* Outdoor play including sports and cooperative games for a minimum of 30 minutes daily, except when the outdoor temperature exceeds –20 degrees.

If it is below –20 degrees, then indoor gross motor play for a minimum of 30 minutes daily.

# FEE INFORMATION

## FEE PAYMENTS

Fees will be set by the Board of Directors and will be reviewed periodically. If it is possible, at least three months’ written notice of any change in fees will be given. Fees for a month of childcare are due on the first working day of that month. If fees are not remitted within five working days after the due date, a $15.00 penalty will be imposed.

When paying with cash, receipts will be given at the time of payment. Receipts for tax purposes may be requested at the end of each calendar year for childcare payments.

If at any time you anticipate a problem with paying your fees, contact the Executive Director immediately. A fee payment plan may be arranged with parents. This plan will be presented to the Board of Directors as part of the Treasurer’s report at the next Board Meeting. The Board of Directors will review the payment plan and the Executive Director will inform you whether it was accepted on the next business day following the Board meeting. Final acceptance of the payment plan is at the discretion of the Board. We will ensure confidentiality is maintained.

## FEES IN ARREARS

If a situation arises where fees have not been paid by the 15th of the month, and:

* a payment plan is not arranged through a meeting between the parent(s) and Executive Director, or
* there is failure of the parent(s) to comply with an accepted payment plan,

The Executive Director will forward notice to the board of Directors and a decision on termination may result.

The decision for termination may be appealed by the affected person(s) to the Board of Directors. Written notice of desire to appeal against the decision must be given to the Executive Director within seven days.

At the discretion of the Executive Director and Treasurer, fees in arrears for more than 60 days can be forwarded for collection.

## NSF (Not Sufficient Funds) FEES

A nominal fee of $20.00 will be charged for NSF cheques to cover the cost of bank charges.

## TERMINATION

A one-month written notice of termination is required to withdraw your child(ren) from the program. If notice is not received by the 1st business day of the month, you will be responsible for the fees incurred for another month and will not be refunded the registration deposit.

The Centre may also terminate care as per the Termination Policy. All outstanding late fees, late payment fees, NSF cheque fees must be paid in full before the refundable portion of the registration deposit is returned to the family.

## OUT-OF-SCHOOL-CARE-SUMMER CHILD CARE

Due to extensive programming during the summer, we charge an additional $80.00 per child per month (July and August) over and above the regular childcare.

## FEE SCHEDULE

**\*KINDERGARTEN** (September-August)

Full-time (more than 4.5 hours per day) $848.00

Casual Days (non-enrolled children, space permitting) $50.00/day

\*Kindergarten children are considered kindergarten age until the first day of grade one.

**OUT-OF-SCHOOL CARE** (September – June)

Full-time (Includes am/lunch/pm/non-school days at no additional cost) $525.00

**SUMMER CARE**

Grade 1-6 $605.00

Non enrolled children $675.00

Non enrolled children weekly rate $180.00

Non enrolled children daily rate $50.00

Subsidized families are also responsible for paying the parent portion of their fees.

## OVERPAYMENTS

Should an overpayment occur due to a change in subsidy status, the overpayment will be credited to the family’s account.

A reimbursement cheque will not be issued.

## REGISTRATION DEPOSITS

The Society charges as a registration deposit per family half of the monthly fee amount ($424.00 deposit for kindergarten and $262.50 deposit for OSC).

The full amount of the deposit, less a $30 administrative fee (per child), is refundable upon the termination of services if given one month’s advance notice to either party.

The $30 administration fee portion of the deposit is recognized as income in the year the registration of the child occurred.

## PART-TIME / SUMMER-ONLY POLICY

Temporary care for the summer months may be approved for the summer months if space is available. Program fees are higher during the summer and because the family would not have contributed to the cost of the program throughout the year, the fee for temporary summer care is set at $675/month.