



# 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

3.1	2021-27-07	Review Covid 19 Guidelines for Families Removed	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	Field Trips section changed to Field Trips & Off-Site Activities, added in note about sign off sheets. Incident Reporting to Licensing Staff section added Illness of Children section updated to include that children 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

<b>DOCUMENT REVISION HISTORY .....</b>	<b>2</b>
<b>INTRODUCTION .....</b>	<b>6</b>
<b>HISTORY OF MONARCH CHILD CARE SOCIETY .....</b>	<b>6</b>
<b>MISSION STATEMENT .....</b>	<b>7</b>
<b>CODE OF ETHICS .....</b>	<b>7</b>
<b>PROGRAM PHILOSOPHY .....</b>	<b>7</b>
<b>PROGRAM REVIEW POLICY .....</b>	<b>8</b>
<b>PARENTAL INVOLVEMENT .....</b>	<b>10</b>
THE RELATIONSHIP BETWEEN PARENTS AND THE CENTRE.....	9
BOARD OF DIRECTORS.....	10
BI-ANNUAL CASINO .....	10
ANNUAL GENERAL MEETING .....	10
OPEN DOOR POLICY .....	10
INFORMATION SHARING/COMMUNICATION POLICY.....	11
PHOTO/MEDIA POLICY .....	12
PARTNERSHIP POLICY WITH VICTORIA SCHOOL.....	132
EXTERNAL COMMUNICATION POLICY .....	12
DONATIONS.....	12
<b>PARENT COMPLAINTS, GRIEVANCE AND APPEAL POLICIES.....</b>	<b>13</b>
PURPOSE OF POLICY.....	13
COMPLAINT PROCEDURE .....	13
GRIEVANCE PROCEDURE .....	13
APPEAL PROCEDURE .....	14
<b>OPERATIONAL INFORMATION .....</b>	<b>16</b>
<b>HOURS/DAYS OF OPERATION .....</b>	<b>16</b>
<b>PARKING .....</b>	<b>6</b>
<b>PROGRAM POLICIES.....</b>	<b>ERROR! BOOKMARK NOT DEFINED.</b>
ADMISSION .....	16
TERMINATION .....	16
REFUSAL POLICY.....	16
NOTICE OF ABSENCE.....	16
LEADERSHIP POLICY .....	17
HOMEWORK POLICY .....	18
SUPERVISION POLICY AND PRACTICES.....	18
NON-DISCRIMINATION & ENCOURAGEMENT OF DIVERSITY .....	18
FIELD TRIPS & OFF SITE ACTIVITIES POLICY AND PROCEDURE.....	18
ASSESSMENT OF PROGRESS.....	19
MEALS AND NUTRITION .....	19
ARRIVAL AND PICKUP/RELEASE OF CHILDREN POLICY.....	19
IMPAIRMENT POLICY.....	20
LATE POLICY .....	22
NO PICK-UP PROCEDURE.....	22

<b>CHILD GUIDANCE POLICIES</b> .....	<b>23</b>
REINFORCEMENT OF APPROPRIATE BEHAVIOR .....	23
PREVENTION .....	23
REDIRECTION .....	23
INTERVENTION .....	23
BULLYING .....	23
CONSEQUENCES.....	24
TERMINATION OF CARE.....	24
FILE UPDATES.....	24
<b>RECORDS</b> .....	<b>25</b>
CHILDREN'S RECORDS.....	25
MOBILE RECORDS.....	25
RECORD ADMINISTRATION AND RETENTION .....	25
PLAYGROUND GUIDELINES .....	266
SUPERVISION AND SAFETY CHECK.....	26
PLAY EQUIPMENT.....	26
<b>ENVIRONMENTAL, HEALTH AND SAFETY STANDARDS</b> .....	<b>27</b>
<b>LICE POLICY (HEAD LICE AND NIT PREVENTION POLICY)</b> .....	<b>28</b>
<b>NO SMOKING POLICY</b> .....	<b>28</b>
<b>HANDWASHING PROCEDURE</b> .....	<b>28-29</b>
<b>STAFF APPEARANCE AND SCENT USE</b> .....	<b>29</b>
<b>ILLNESS &amp; MEDICATION POLICIES</b> .....	<b>30</b>
ILLNESS OF CHILDREN .....	30
MEDICATION POLICY.....	30-31
MEDICATION ADMINISTRATION PROCEDURE .....	31
MEDICAL INCIDENTS/ACCIDENTS .....	32
MEDICAL EMERGENCIES.....	32
POLICY TO PREVENT THE TRANSMISSION OF BLOOD-BORNE PATHOGENS	33
UNIVERSAL PRECAUTIONS TO PREVENT TRANSMISSION OF BLOOD-BORNE	
DISEASES .....	34
INCIDENT/ACCIDENT PROCEDURE .....	35
<b>EMERGENCY INFORMATION</b> .....	<b>36</b>
WHAT TO DO IF A CHILD IS MISSING .....	37
EMERGENCY CONTACT INFORMATION.....	37
GENERAL EVACUATION ARRANGEMENTS.....	37
PROPOSED EVACUATION ROUTES AND PROCEDURE.....	38
LOCKDOWN PROCEDURES .....	39
EVACUATION ROUTES .....	40-41
<b>IDENTIFICATION AND REPORTING OF SUSPECTED ABUSE POLICY</b> .....	<b>422</b>
PURPOSE OF POLICY.....	42
DEFINITIONS OF ABUSE.....	42-43
IDENTIFICATION OF ABUSE PROCEDURES.....	44
GUIDELINES FOR HANDLING DISCLOSURE OF ABUSE.....	44
GUIDELINES FOR HANDLING WITNESS OF ABUSE.....	44
PROCEDURES FOR REPORTING ABUSE .....	44-45
TIME LINES FOR REPORTING ABUSE.....	45

EXECUTIVE DIRECTOR OR DESIGNATE RESPONSIBILITY .....	45
FOLLOW-UP PROCEDURES.....	46
INCIDENT REPORTING TO LICENSING STAFF .....	46
<b>OUT-OF-SCHOOL-CARE (OSC).....</b>	<b>47</b>
<b>OSC DAILY SCHEDULE: SCHOOL DAYS .....</b>	<b>47</b>
<b>OSC DAILY SCHEDULE: NON-SCHOOL DAYS.....</b>	<b>48</b>
<b>OUT OF CENTRE ACTIVITIES .....</b>	<b>48</b>
<b>KINDERGARTEN.....</b>	<b>49</b>
<b>KINDERGARTEN DAILY SCHEDULE.....</b>	<b>49</b>
<b>FEE INFORMATION .....</b>	<b>50</b>
<b>FEE PAYMENTS .....</b>	<b>50</b>
<b>FEES IN ARREARS.....</b>	<b>50</b>
<b>NSF (NOT SUFFICIENT FUNDS) FEES .....</b>	<b>50</b>
<b>TERMINATION .....</b>	<b>50</b>
<b>OUT-OF-SCHOOL-CARE-SUMMER CHILD CARE .....</b>	<b>50</b>
<b>FEE SCHEDULE .....</b>	<b>51</b>
<b>SUBSIDY OVERPAYMENTS .....</b>	<b>51</b>
<b>REGISTRATION DEPOSITS.....</b>	<b>51</b>
<b>PART-TIME / SUMMER-ONLY POLICY .....</b>	<b>52</b>
<b>COVID 19 GUIDLINES .....</b>	<b>53</b>

## **INTRODUCTION**

We are pleased to welcome you and your family into 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.

Each year in May the enrolment numbers are re-assessed for both programs. Families will be notified in June if there is an available spot for their eligible child to move from the Kindergarten Program into the Out-of-School-Care 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 [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. Nutritious snacks based on the Canada Food Guide and Alberta Food Guide are provided 2 times per day. We also offer developmentally appropriate programs based on Learning through Play, 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.

## **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.

## MISSION STATEMENT

Dedication to Children  
Inspiration for Families

The Centre provides high quality childcare to families whose children attend Victoria School, whose parents work for Victoria School of the Arts or to families from the community. 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 fosters the development of the whole child in a nurturing and enriched environment.

Our goals and objectives are to help children to:

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

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

**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.



## **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, may 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 Parents' Notice Board.

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 2<sup>nd</sup> 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 anonymous.

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 Discovery and Challenger rooms.

## **PARENTAL INVOLVEMENT**

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 on 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 volunteer 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 volunteer 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 volunteer staffing of this event is critical for the operation of the Centre. If your volunteer 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.

Any parent on any given day may join their child for lunch or accompany the group on a field trip. 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 notice board 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 executed 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 caregivers 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.

Are asked to promote the core values of caring, honesty, respect, and responsibility in their speech and behavior at M CCS, with the community, and in any public forum.

Are required to use good judgement and discretion when posting on social media sites.

### **EXTERNAL COMMUNICATION POLICY**

The Board Chair and Executive Director have responsibility to respond on behalf of M CCS to any media or research requests related to the operations of the M CCS. 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 M CCS.

### **PARTNERSHIP POLICY WITH VICTORIA SCHOOL**

M CCS 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.

M CCS 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 gently used toys, books, and clothing for use at the Centre. We are also in constant desire of recyclable items such as paper rolls, material, yarn, and plastic containers.

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 M CCS, for addressing Complaints, Grievances and Appeals related to dealings with the Society. M CCS 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 M CCS 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 M CCS 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 New Year's Day, Canada Day and Christmas Day when any of these holidays falls on a Saturday or Sunday.

Closure dates are as follows:

Alberta Family Day	August Civil Holiday	Boxing Day
Canada Day	Good Friday	Easter Monday
Labour Day	Remembrance Day	Thanksgiving
Victoria Day	*Christmas Day through New Year's Day	

\*Christmas Eve – closure depending upon school custodian schedule

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

### **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.

### **ADMISSION**

- Applications will be accepted from Victoria school students.
- The Centre will accept applications, on or after the birth of a child, for admission when the child begins kindergarten at Victoria School.
- Interested parents shall apply 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.
- Parents should be aware they are expected to provide six post-dated cheques upon the start of service and provide further cheques when those six are used.



### **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.

### **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.

### **SUPERVISION POLICY AND PRACTICES**

- Staff direct 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.

### **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.

## **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 and Off-Site Activities sign off sheet 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 adult/s above the required ratio will accompany the group.
- Let someone know where you are going, 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 buddy checks throughout the trip. Practice a buddy check before leaving the center.
- Assign a staff member(s) to take attendance 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.

## **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.

## **MEALS AND NUTRITION**

Out-of-School-Care and Kindergarten children are provided with morning snack/breakfast and afternoon snack by the Centre.

The timing of all snacks and meals can be reviewed by program in the respective Daily Schedule section.

Children remain seated while consuming food or beverages.

All snacks and meals provided by the Centre follow the guidelines set forth in the Canada Food Guide.

We provide unlimited, daily access to milk, crackers, and fruit.

Parents are encouraged to follow the guidelines set forth in the Canada Food Guide when preparing meals to be sent with children for consumption at the Centre. If necessary, the Centre will supplement parent-provided meals to bring them in line with the Canada Food Guide.

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

## **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 8:40-8:45 in the morning and 12:15-12:25 after lunch.

On school days, supervision at Victoria School of the Arts begins at 8:25 am. Students are not permitted to be in the school unsupervised before 8:25 am. Therefore, any child who is being dropped off at the Centre prior to 8:25 am must be accompanied to the Centre by a parent, guardian, or responsible person at least 16 years of age. That parent, guardian or responsible person must be at least 16 years of age, contact the Centre staff before leaving the child at the Centre.

The staff will note the time and sign in the child from when the parent, guardian, or responsible person at least 16 years of age has contacted the staff.

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

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.

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.

Failure to comply may be grounds for termination from the Monarch Child Care Society.

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

At the end of the school day, if the child does not arrive to the playroom in a reasonable amount of time (15 minutes), the Centre staff is 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. MCCS staff will not accept verbal messages.

The person picking up the child needs to be minimum 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.

## **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 in-charge staff 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 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, 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 remained 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 parent 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., call Emergency Social Services and advise them of the situation and that their assistance will possibly be necessary.
- At 7:00 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 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 parent 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 in appropriate behavior, the following child guidance steps will be implemented:

### **REDIRECTION**

If a child displays inappropriate behavior, 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 as 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.

## **TERMINATION OF CARE**

Monarch Child Care Society reserves the right to refuse care to any child whose behavior cannot be managed by the outlined steps, or who needs constant one-on-one supervision, to the extent that the other children and the program are being adversely affected. We are not staffed to manage such exceptional behavior. However, our staff will make every effort to help the parent access funding for aide support or find alternate care should this situation arise.

These terminations will be handled under the Termination Policy.

As the Board of Directors is considered to fairly represent a cross section of the parents in the Centre and all parents are welcome to participate on the Board, the decision of the Board is considered final. Childcare may be terminated or the child placed on a probationary status depending upon the seriousness of the issues in question.

## **FILE UPDATES**

In case of emergency, it is always imperative to provide the most up-to-date information on your child(ren)'s file, including:

- ✓ change of employment – new work phone number
- ✓ change of address – new home phone number
- ✓ changes regarding the emergency contact person(s)
- ✓ persons authorized or not authorized to pick up your child
- ✓ changes in your child's health – i.e., new allergies, conditions, etc.
- ✓ custody issues

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



## **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.

### **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.

Monarch Child Care Society will ensure that:

- the records are always available for inspection by the director,
- the information is available for inspection by the child's parent at reasonable times, and
- the information is retained for a minimum period of 2 year

## **PLAYGROUND/PLAY FIELD GUIDELINES**

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

### **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.

### **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.

## **ENVIRONMENTAL, HEALTH AND SAFETY STANDARDS**

Monarch Child Care Society is compliant with the following health and safety standards:

- All appliances used in the childcare program meet safety requirements and are in good repair
- The Centre avoids the use of aerosols whenever possible
- The use of pesticides (indoors and outdoors) when children are present is avoided
- Children are kept away from indoor areas where pesticides have been recently applied, or kept indoors if pesticides are being or have recently been sprayed in the areas around the center for as long as recommended by the local health authority
- The Centre uses only non-toxic art, plants, and crafts supplies
- If the use of a sandbox is to be considered by the center in the future, it will have a tightly fitting cover which will be kept on when the box is not in use. Similarly, if a wading pool is to be used, it will be drained and stored upside-down when not in use.
- Menus are reviewed monthly by the Executive Director to ensure that they meet the changing nutritional guidelines of research and Canada's Food Guide to support children's healthy development.
- Food preparation, surfaces and serving utensils are sanitized after each use.
- Toys are disinfected once a month unless special circumstances arise which necessitate immediate disinfecting of toys.
- Furnishings (tables) are disinfected after each use (several times a day).
- Toilets are disinfected daily unless special circumstances arise which necessitate immediate disinfecting
- Soiled linen and garbage are stored in closed containers.
- Each child uses their own labeled grooming items.
- Both paper towels and single-use linens are available to children and staff.
- Cold food will be stored at appropriate temperatures, as per health and safety legislation.
- Hot foods will be served at temperatures in accordance with health and safety legislation.

### **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.

## **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.

### **Proper Hand Washing Procedure**

- Wet hands
- Use a small amount of liquid soap
- Rub hands together for 15 seconds
- Wash all surfaces, including backs of hands, wrists, between fingers and under fingernails.
- Rinse hands well under running water. Leave the water running.
- Dry hands with a towel
- Turn off the water using a "covered hand" instead of bare hands.

Children will learn by watching adults. Children copy what they see adults doing, especially when they love those who care for them. When a child forgets to wash his/her hands, or does not wash them correctly, correct him/her. Show the child how to wash hands if he/she does not know how or has forgotten how. Remind the child that washing hands will keep him/her from getting sick.

## **STAFF APPEARANCE AND SCENT USE**

Staff are subject to policies on both personal appearance and the use of scents. If you have concerns about the appearance of a staff member or their use of a scented product, please speak with the Executive Director.

## ILLNESS & MEDICATION POLICIES

### ILLNESS OF CHILDREN-COVID 19 HEALTH PROTOCOL IN PLACE

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 may 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, it is his/her best interest to be at home.

- Fever (38 Celsius or higher, especially if persistent)
- Diarrhea/Vomiting (2-3 times in 3 to 4 hours)
- 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 (frequent bouts – 3 to 5 times/hour, especially if choking or vomiting)

Any child showing signs of illness at the Centre will be kept, as practicable, away from the immediate proximity of the other children while remaining supervised by primary 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 it has been approved by a physician that they are no longer contagious.

### MEDICATION POLICY

**NOTE:** Medication delivered by children or through lunch boxes WILL NOT be administered.

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 in the nature of the 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., medication to be given 3 times a day needs to be administered within 6 to 8 hours after the last time medication was given, within a two-hour window).

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

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.

## **MEDICATION ADMINISTRATION PROCEDURE**

Under no circumstances will any medication be administered to a child without prior written permission from a parent.

### **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:
  1. When removing medication from secured storage unit
  2. Before removing medication from its original container
  3. 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. Explain the process to the child and praise the child after taking their medication and tell them when the next dose is due.

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 followed:

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 has 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 parent will then be asked how they wish for us to proceed with the child. If the parent/guardian cannot be contacted, then attempts will be made to reach the other responsible family members or the 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.

### **MEDICAL EMERGENCIES**

If a child needs medical attention at a hospital and the child can walk, a staff member, if one is available, will walk with the child across the street to the Royal Alexandra Hospital. Parents will be contacted immediately of the situation and be asked to meet the child and staff at the hospital.

Because the Royal Alexandra Hospital is the trauma center for the City of Edmonton, it can be a busy place with lengthy waits, so staff will not be able to remain once a parent arrives.

If a staff member is not available or the situation is more serious, 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.



Also, in this situation, we cannot jeopardize the safety of all other children in the Centre by not having proper staff/child ratios in place, so a staff member may not leave unless the necessary number of staff is available for the remaining children. At the discretion of the Executive Director or Acting Supervisor, a staff member will call for an ambulance immediately and then attempt contacting 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. No cases of transmission through casual contact have been reported in a childcare setting anywhere in the world.

HIV and other blood-borne pathogens are **not** transmitted by:

- ✓ touching, hugging, or kissing.
- ✓ sharing food, dishes, drinking glasses, or cutlery.
- ✓ being coughed, sneezed, or cried on.
- ✓ sharing toys, even those that have been mouthed.
- ✓ diapers or toilet seats.
- ✓ urine, stool, vomit, saliva, mucus, or sweat (if it is untainted by blood).

HIV is transmitted from one person to another by sperm, vaginal secretions, breast milk, blood, and body fluids containing blood, usually through unprotected sexual intercourse or the sharing of contaminated needles. It is also transmitted from mother to child during pregnancy or delivery or by breast feeding.

Simple contact between blood and intact skin is not enough to transmit HIV. Three conditions are necessary for transmission:

- ✓ The blood must be fresh.
- ✓ There must be an enough quantity.
- ✓ It must have a route of entry into the bloodstream of the uninfected person.

Biting often concerns parents, but there has never been a confirmed case of transmission by biting. To risk transmission, a child infected with HIV would have to have fresh blood in his mouth and break the skin of an uninfected child. An uninfected biter would have a theoretical risk of exposure only if he broke the skin of a child infected with HIV and drew blood into his mouth. Such events are very unlikely.

Parents also worry about accidents and fights, but fresh blood-to-blood contact among children is extremely unusual.

Children infected with HIV have the same right to attend childcare as other children. HIV is considered a disability, and by law discrimination based on disability is not allowed. Staff also cannot be discriminated against, fired, or non-renewed because of their HIV status.

Childcare plays an important role in the lives of children infected with HIV, offering them peers, stimulation, stability, and the chance to learn new skills. A child's parents, physician and social worker will decide whether childcare is suitable and monitor the child's progress.

Childcare staff probably will not know if a child is infected with HIV. Many children have no symptoms, and if no one in the family has been diagnosed as HIV-positive, the family may not even suspect that the child has the virus.

If the parents know, they have no obligation to tell the center. Because they may fear discrimination, they may keep the information to themselves. If they decide to tell an educator, he or she has an ethical obligation to keep the information confidential. There is no need for the parents of other children to know since a child with HIV poses no danger.

It is important for childcare centers to develop a health policy that respects the rights of all children and staff to privacy and confidentiality. For everyone's protection, the policy should include the use of universal precautions and proper hygiene, procedures for informing parents about contagious diseases, and procedures for excluding sick children and children with serious behavior problems.

### **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 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 Reporting**

- Ensure that the area around the incident/accident is free from hazards and safe for both 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 on the report is essential:
  - ✓ Name of child and age
  - ✓ Date of incident/accident and time
  - ✓ Parent/Emergency contact notified, date and time
  - ✓ Program Executive Director notified, date and time
  - ✓ What was the accident/incident?
  - ✓ Where did the accident/incident occur?
  - ✓ Who observed the accident/incident?
  - ✓ How did the accident/incident occur?
  - ✓ Was first aid administered?
  - ✓ Who administered first aid?
  - ✓ Was any further action taken?
  - ✓ Additional information/comments and corrective action taken
  - ✓ Child Care Professional’s signature and date
  - ✓ Director’s signature and date
- 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.

## **WHAT TO DO IF A CHILD IS MISSING**

Stay calm. Inform the other staff members and persons 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.

- ✓ 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.

Report back to the Director.

If the child is not found; the outside will be checked again by a staff member and another person will check outside the perimeter of the complex.

The Executive Director will call the police, child's parents, and school. At the same time, implement a more detailed search inside.

Ensure someone always stays by the phone and keeps the line clear.

Ensure staff, children and parents have all had a chance to debrief and discuss their thoughts about the incident.

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

Stay calm, call the child's name loudly and ask everyone if they have seen this child. Know what the child is wearing and keep looking.

## **EMERGENCY INFORMATION**

### **EMERGENCY CONTACT INFORMATION**

Home and business phone numbers of parents must be listed on the registration form, along with one other emergency contact number.

Any changes of address, phone number, or employer must be reported to the Centre at once. In addition, parents will be required to review and revise registration every six months.

The Admissions Agreement asks the parent to give his/her permission for emergency medical treatment in cases of accident or injury where the parent cannot be reached.

### **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:
  - a. 429-3772 - EPSB Emergency
  - b. 426-1856 – Polish Hall
  - c. 426-0205 – McDougall School

School Administrators Ensure Final Checks:

Principal-Stacey Fysh  
Assistant Principal-Carla Babichuk  
Assistant Principal-Wendy Plum

General Office 780 721-8352  
General Office 780707-7207  
General Office 587 341-4218

## **FIRE DRILL**

- All staff need to and assist during procedure.
- One staff needs to take the emergency kit (backpack with portable child records and first aid kit), attendance binder.
- Last staff leaving needs to check bathroom and hallway and follow staff #1 and the children outside.
- Meeting point is on the south side of the building across the street.
- Upon arriving to the meeting point check the attendance, and make sure that 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
- Meet with the rest of the group and staff.
- 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.
- If the Edmonton Public School Board Building is also being evacuated, the alternative waiting area is inside the Prince of Wales Armory across the street.

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 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 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:

Cafeteria (West)

Cafeteria (East)

Office (General)

Office (Junior)

Move to rooms:

Staff Dining and/or Rathman Rooms

To East Gym

To Principal or Assistant Principal's offices

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 at 498-8755 to report your location.

Alternate Site Information

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

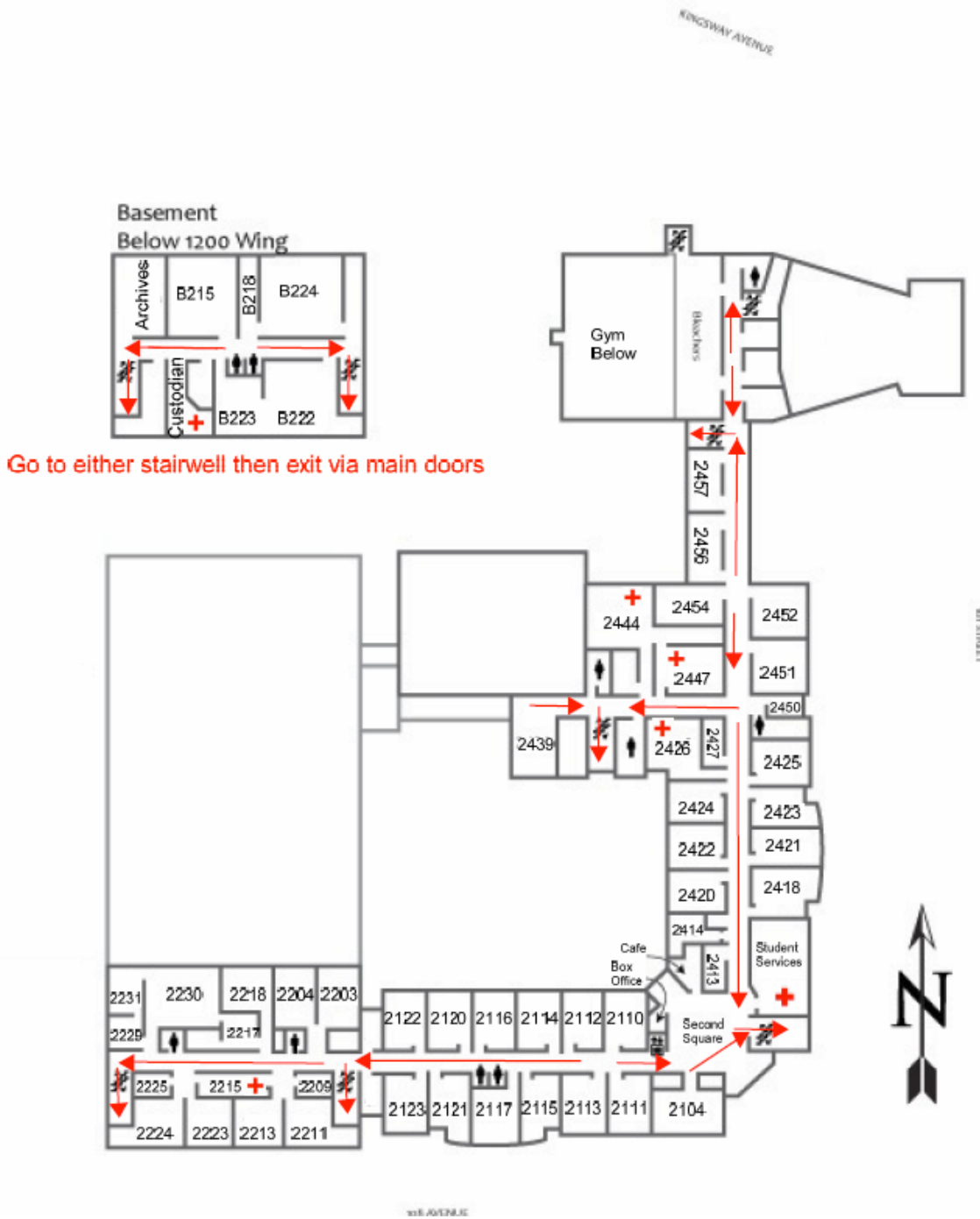
John A. McDougall School – 426-0205 – 10930 – 107 Street

Royal Alexandra Hospital – 735-4111 – 10240 Kingsway Avenue

# PROPOSED EVACUATION ROUTES AND PROCEDURE

Revised Oct. 2010

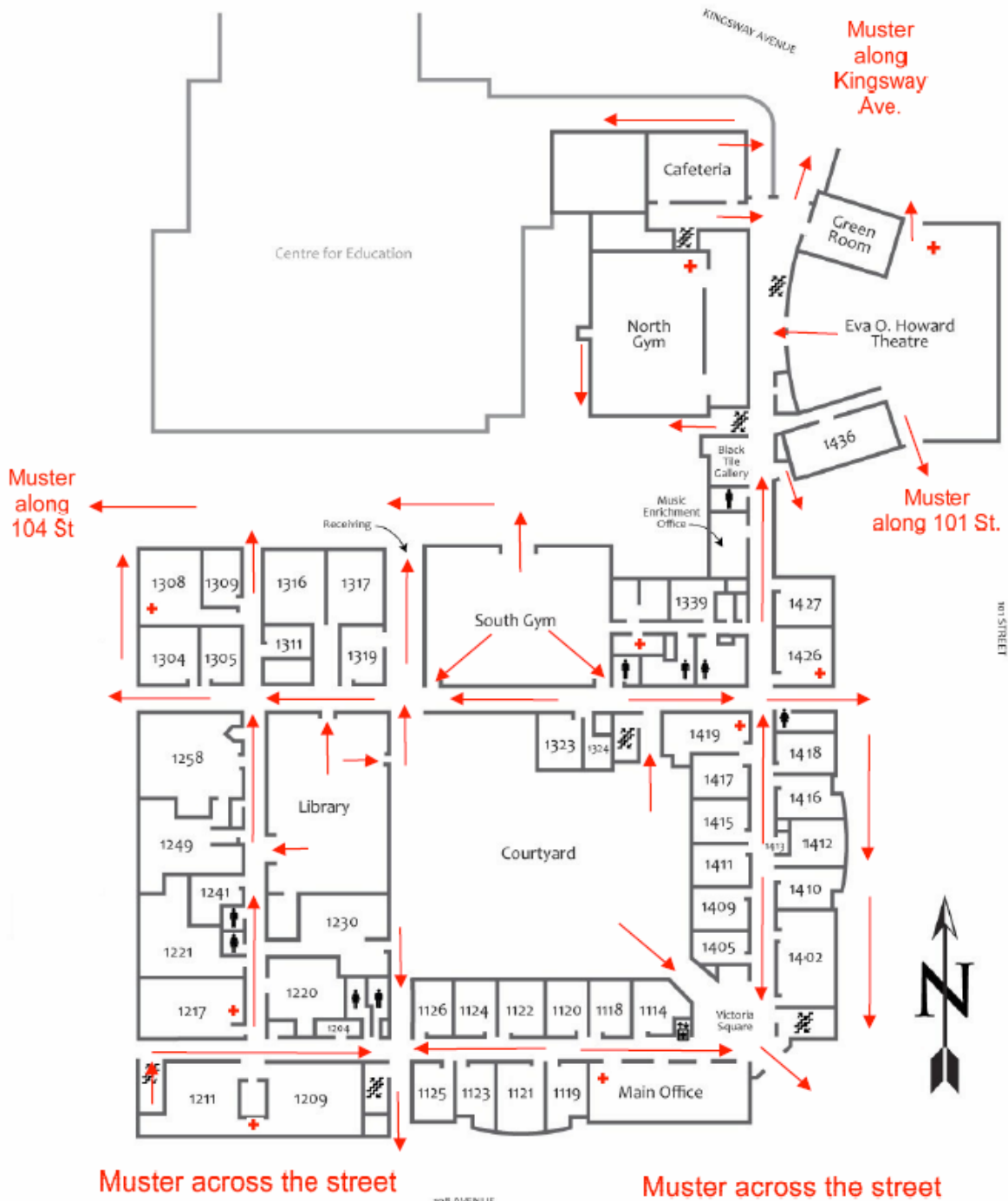
## VICTORIA SCHOOL OF THE ARTS SECOND LEVEL





Revised Oct. 2010

# VICTORIA SCHOOL OF THE ARTS MAIN LEVEL



## **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 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 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 silences 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**

1. 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.
2. 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.
3. Follow procedures for reporting abuse (see below).
4. 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.
5. 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**

1. A procedure for reporting Abuse is included in each Procedures Manual and is available to all employees working directly with child accessing care.
2. All incidents of perceived abuse, disclosure of abuse, or indication of abuse of a child accessing care must be reported to a 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.
  1. 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.
  2. 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).
  3. 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 of 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 supports, 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.

### **INCIDENT REPORTING TO LICENSING STAFF**

Any of the following incidents will be reported to the Licensing Staff within 2 working days. If Licensing Staff are unavailable for reporting within 2 days, the Regional Office will be contacted.

- 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

## **OUT-OF-SCHOOL-CARE (OSC)**

### **OSC DAILY SCHEDULE: SCHOOL DAYS**

(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 8:50 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, gym, or outdoor play.

Afternoon experiences could include:

- Arts
- Nature and environment
- STEM
- Mind Challenge
- Dramatic Play
- Loose Parts
- Clubs including drama, cooking, model building
- 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 on school days.
- On non-school days, a minimum of one (1) hour of either indoor or outdoor gross motor play, volunteer helpers, including receptionist, kitchen helper, kindergarten player/assistant.

**NOTE:** Monarch Child Care Society **is not responsible** for children traveling between programs (Out-of-School-Care and school classrooms and vice versa). Please see Arrival and Pick-up / Release of Children Policy.



## **OSC DAILY SCHEDULE: 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. Experiences are offered (see school days). Free play in centers is also available.

7:00 a.m.	Staff arrive and set up interest-related learning experiences
7:15 – 9:30 a.m.	Breakfast offered as a center/Open ended activities/Outdoor play
9:30 a.m.	The program day begins. Children divide into smaller groups. Experiences are based on interest and could include: <ul style="list-style-type: none"><li>* spontaneous activities</li><li>* independent projects</li><li>* gym or outdoor play</li><li>* interest centers</li><li>* community involvement</li><li>* long-term projects</li><li>* clubs</li><li>* field trips</li><li>* guests</li></ul>
12:00 p.m.–12:30 p.m.	Lunch (see school day schedule)
12:30 p.m.-1:00 p.m.	Quiet time
1:00 p.m.-3:00 p.m.	Program choices will be offered again
3:00 p.m.– 4:30 p.m.	Snack offered family style as a free choice
3:00 p.m.– 5:00 p.m.	Program choices as above
5:00 p.m.-5:15 p.m.	Clean up
5:15 p.m. -5:30 p.m.	Program day ends (see school schedule)

## **OUT OF CENTRE ACTIVITIES**

Notice of the time and place of activities when children will be leaving the childcare center will be posted at least two days before the event. Parents are responsible for ensuring prompt arrival so that their child may attend the event. 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**

### **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.	Centre opens
7:15 a.m.– 10:00 a.m.	OSC room open for various play experiences Morning snack provided
10:00 a.m. – 11:30 a.m.	*Interest related learning experiences *Centre free play: sensory, science, constructive, creative, mind challenge, dramatic play experiences, loose parts, STEM  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)
11:30 a.m. – 12:00 a.m.	Group time (stories, songs, discussion of interest related topics) or preparing lunch tables
12:00 am	Morning kindergarten children arrive
12:00 a.m. – 12:30 p.m.	Lunchtime (children are encouraged to taste each food provided each time it is served). They leave the table whenever they finish and are asked to put their dishes in the container on the trolley. They independently follow through with bathroom routine.
12:30 p.m.	Afternoon kindergarten children leave
12:30 p.m. – 1:00 p.m.	Rest for tired children Interest-related play experiences set up again
1:00 p.m. – 2:00 p.m.	*Outside play time
2:00 p.m. – 3:30 p.m.	*Interest-related learning experiences
3:30 p.m.	Afternoon-kindergarten children arrive back at Centre
3:30 p.m.-5:00 p.m.	Centre free play outside weather permitting
3:00 p.m. – 4:00 p.m.	Snack offered family style as a free choice
5:15 p.m. – 5:30 p.m.	Program day ends

## **FEE INFORMATION**

### **FEE PAYMENTS**

Fees will be set by the Board of Directors and will be reviewed periodically. When it is possible, at least three months written notice of any change of 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 15<sup>th</sup> 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 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 (30 day) 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)	\$800.00*
Casual Days (non-enrolled children, space permitting)	\$50.00/day

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

Full-time (Includes am/pm/non-school days at no additional cost)	\$475.00
Casual Days (non-enrolled children, space permitting)	\$50.00/day

**Summer Care**

(July & August) Grade 1-6	\$555.00
---------------------------	----------

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 difference in fees from lack of attending hours. Subsidized families may also be surcharged for enhanced programming at such times as Spring Break and Christmas Break and summer months.

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

**OVERPAYMENTS**

Should an overpayment occur due 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 (\$400.00 deposit for Kindergarten and \$237.50 deposit for OSC).

The full amount of the deposit, less a \$30 administrative fee, 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 occurred.

**PART-TIME / SUMMER-ONLY POLICY**

Temporary care for the summer months may be approved for non-Victoria School Students 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.

### **Lunch Time**

Only kindergarten children will attend Monarch during lunch and staff will be responsible for their transition from and to class.

Children grades 1-6 will remain in their classrooms during lunch. There will be no additional cost to families charged by the school.

### **Snacks**

Monarch will no longer be able to provide regular snacks, but we will ensure that the children are not hungry while at M CCS.

### **End of Classes**

In the afternoon, children will travel from their classrooms on the main floor of the school to the Monarch in the following manner:

-At the end of the school day (3:30 pm) Monarch staff will meet grades 4-6 inside by the door leading to the Sculpture Garden and walk with them to the front field (weather permitting).

After school, grades 1-3 will meet the staff by the entrance to the courtyard (inside boot room) and will go outside to the west field (weather permitting).

PM kindergarten children will be picked up by the staff and will join the AM kindergarten group at the west field (weather permitting).

### **Departures Families/Children**

All children must wash or sanitize their hands before leaving the center.

Parents will need to use the buzzer upon arrival at the south entrance door on 108 Avenue (this entrance has been assigned as Monarch's exit).

Parents should remain outside the designated Monarch exit (south door on 108 Avenue) until their child is brought outside by Center staff (kindergarten only).

Grades 1-6 will travel to meet their parents at the southside door independently.

Please buzz back to let the staff know that your child arrived at the door.

Only one parent can approach the Center at a time, others waiting to pick up their children must remain outside or in their vehicles until the parent in the Center leaves the building and is at least 2 meters away from the entrance.

Parents might be able to pick up their child/ren from the front field (grades 4-6) and west field (kindergarten-grade 3) weather permitting. Signs will be posted on the south door.

**ADMISSION AGREEMENT FORM**

**MONARCH CHILD CARE SOCIETY  
10210 – 108 AVENUE, EDMONTON, AB T5H 1A8**

The Centre opens at 7:00 a.m., children will be accepted from 7:15 a.m. onwards, and operates until 5:30 p.m.

I understand that during operation hours my child will not be released to anyone but me or other parent including persons designated as Emergency Contacts on the Emergency Information sheet without prior written authorization.

I hereby give/withhold permission for staff of Monarch Child Care Society to obtain necessary medical aid in the event of illness or injury.

I am/am not willing to have my child go on any field trips undertaken by the Centre during the year, with the understanding that I will be notified of any trip at least 24 hours ahead of time.

I hereby give/withhold my permission for my child to be photographed, and those photographs to be used in brochures, materials, research papers/educational literature, and/or newspapers or television publicity and/or social media. I understand that no information concerning my child will be given out other than his/her first name and age. **Note:** No private cameras and or/ cell phones or other devices shall be used to photograph any children on the premises of the center.

I give/withhold permission for my home phone number and my e-mail address to be included in Parent Directory and shared with other families in the program.

DATE: \_\_\_\_\_

CHILD'S NAME: \_\_\_\_\_

PARENT/GUARDIAN SIGNATURE: \_\_\_\_\_

DIRECTOR/STAFF SIGNATURE: \_\_\_\_\_

BY SIGNING BELOW, I INDICATE THAT I HAVE READ THE GENERAL HANDBOOK AND I AGREE TO ABIDE BY THE POLICIES AND REGULATIONS OF MONARCH CHILD CARE SOCIETY. I UNDERSTAND THAT FAILURE TO DO SO MAY RESULT IN REMOVAL OF MY CHILD FROM THE PROGRAM.



This form is updated every six months; however, we ask parents to inform staff of any changes to the information contained in this Emergency form whenever necessary.



**FIELD TRIP AUTHORIZATION FORM**

FIELD TRIP AUTHORIZATION

Date \_\_\_\_\_  
Destination \_\_\_\_\_  
Objective of Trip \_\_\_\_\_  
Mode of Transportation \_\_\_\_\_  
Departure time \_\_\_\_\_ Return time \_\_\_\_\_  
Number of staff \_\_\_\_\_

Child's Full Name	Parent Signature	Assigned Adult
<u>1</u>		
<u>2</u>		
<u>3</u>		
<u>4</u>		
<u>5</u>		
<u>6</u>		
<u>7</u>		
<u>8</u>		
<u>9</u>		
<u>10</u>		
<u>11</u>		
<u>12</u>		
<u>13</u>		
<u>14</u>		
<u>15</u>		
<u>16</u>		
<u>17</u>		
<u>18</u>		
<u>19</u>		
<u>20</u>		
<u>21</u>		
<u>22</u>		
<u>23</u>		
<u>24</u>		