



**GOLD STAR DAYCARE**  
& After School Care

10539,124 Street NW  
16648,71 street,NW  
Edmonton, AB  
780-705-1605

# **PARENT HANDBOOK**

**May 2016**

# Table of Contents

	<b>Welcome</b>	Page 4
I.	<b>Philosophy</b>	
	Philosophy	Page 5
	Mission Statement	Page 5
	Our Mission and Goals	Page 5
	The Gold Star Team of Professionals	Page 6
II.	<b>Registration and Fee Information Policies</b>	
	Registration	Page 7
	Orientation	Page 7
	Personal Belongings and Toys from Home	Page 7
	Child Care Fees	Page 8
	Subsidy	Page 8
III.	<b>Administrative Policies</b>	
	Hours of Operation and Closure Dates	Page 9
	Attendance	Page 9
	Arrival and Departure	Page 10

	Authorized Pick-Up	Page 11
	Custody Orders	Page 12
	Late Pick-Up Policy	Page 12
	Termination of Care	Page 12
<b>IV.</b>	<b>Programming and Interactions Policies</b>	
	Programming	Page 13
	Program Schedules	Page 17
	Transportation	Page 20
	Child Guidance	Page 20
	Aggression and Physical Harm	Page 22
	Off-Site Activity	Page 22
	Inclusion and Diversity	Page 23
	Multi-Media	Page 24
<b>V.</b>	<b>Communication and Interaction Policies</b>	
	Communication with Children	Page 25
	Communication with Families	Page 25
	Communication with Schools	Page 26
	Open Door Policy	Page 27
	Parental Involvement	Page 27
	Volunteer Policy	Page 28
	Family Information Board and Resource Area	Page 28

Update of Information	Page 28
Conflict Resolution with Families	Page 29
Social Media	Page 30
<b>VI. Health and Safety Policies</b>	
Accident and Illness	Page 30
Allergies	Page 31
Clothing	Page 31
Emergency and Evacuation	Page 31
Health Care	Page 32
Incident Reporting	Page 32
Administration of Medication	Page 33
Nutrition	Page 34
Potential Health Risk	Page 35
Smoking	Page 37
Supervised Care for Sick Children	Page 37
Weather	Page 37

# WELCOME

Gold Star Day Care and After School Care welcome your child and your family!

This handbook is designed to help you better understand our program's policies and procedures. We ask that you take the time to read through this handbook. Please feel free to communicate any questions or concerns.

We encourage you to get involved in our program daily activities, field trips, spend quality time with your child and openly communicate with the staff. Your involvement will allow your active participation into the programs and services that are a large part of you and your child's life.

**Thank you for entrusting your child in our care!**

## PHILOSOPHY AND GOALS

### Philosophy

Gold Star Out-of-School Care believes that a quality child care facilitates the healthy growth and development of the whole child. Each child is unique and has a natural curiosity to explore one's environment.

We strive to create a setting that first engages and then stimulates the child's physical, social, intellectual, emotional and creative development. Our goal is to maximize each child's potentials.

We believe that for a child to feel accepted and loved, we need to blend the child's family and program experiences together. This can be achieved with the family's participation in the program that would enhance the child's experiences.

A child needs to believe in oneself and develop a high self-esteem and confidence in all dimensions of one's holistic development. We embrace multiculturalism and accept diversity.

## **“Our Mission Statement: Child First and Foremost”**

### **Our Mission and Goals**

Gold Star Daycare and Afterschool Care’s mission is to create a safe and happy and fun loving environment for all those involved. The main objective is to provide activities for the enjoyment of children in a relaxed engaging atmosphere. It is of utmost importance that the teachers encourage the development of a positive self-image, self-confidence, open communication and trusting relationships between themselves, children and parents.

Our main goal is to develop the whole child socially, emotionally, physically, intellectually and creatively. We also focus on providing children with skills that will prepare them for success in later schooling. We believe that healthy, happy children grow into healthy, happy and productive adults.

We promote an environment which allows freedom to enhance the various stages of social, emotional, physical, intellectual, and creative development of each individual child. The children will be encouraged in areas of independence, decision-making skills and a sense of responsibility. The Center will provide the opportunity for choice in stimulating environment and all freedom within set limits.

### **The Gold Star Team of Professionals**

Gold Star Day Care and After School Care is a family owned corporation under the management of our Executive Director, Kalyani, who has twenty six (26) years of experience in the childcare profession. She is actively supported by Piumi, Program Assistant.

Hand Picked and qualified staff is hired from a variety of backgrounds that includes Early Childhood Development, Education, Fine Arts, Physical Education, Psychology and Environmental Sciences. The staff provide the nurturance, support and gentle guidance your child requires.

The staff works as a team to plan and implement the Gold Star Day Care and After School Care. The individual input from the variety of staff members results in a program that fosters the development of the children.

Every staff is carefully screened and properly trained. All of the staff must meet the following requirements:

- Alberta Level Qualifications
- Clear Criminal Record Check
- Clear Child Welfare Record Check
- CPR & First Aid Certificate

## **II. REGISTRATION AND FEE INFORMATION**

### **Registration**

The Gold Star Day Care and After School Care registration form is to be completed by providing all the required information. This is reviewed and approved by the Executive Director before your child's commencement of care.

A One Hundred Dollars (\$50.00) deposit per child is to be given upon registration and held until the last month of care. No interest is paid on this deposit.

### **Orientation**

An orientation into Gold Star Day Care and After School Care includes a tour of the facility conducted by the Executive Director. The child and family are introduced to the staff and children. The family is encouraged to visit our program for an appropriate period of time. This is a "getting acquainted" time with the other children and staff.

The Executive Director provides the Parent Handbook and discusses the program's policies and procedures with the family. The Acknowledgement Agreement with the our policies, procedures and protocol is completed is completed by the family.

# Personal Belongings and Toys from Home

Your child will be provided with a cubby for personal belongings i.e. clothes, outdoor shoes Staff will encourage your child to take care of his/her own belongings

Except for toys that are needed to help ease a child's transition from home to school or for "show and share", you are asked to leave your child's toy at home or in your vehicle. There are a lot activities to participate in and plenty of toys to play with at the our program. This policy is in place to prevent accidental loss, breakage, or fighting over toys. You are requested to clearly label your child's toys and personal belongings.

## Child Care Fees

Fees are due on the first day of the month. The use of post-dated checks to prevent inadvertent late payment is a preferred payment. Post-dated checks are to be made out to: **GOLD STAR DAY CARE AND AFTER SCHOOL CARE.**

If fees are not received on the first day of the month, the Executive Director gives an invoice advising the family to settle the fee within a one week period. If a family is having difficulty with the current month's fees, it is the family's responsibility to promptly inform the Director to arrange payment terms. If the family fails to make payment arrangements and/or fails to follow through with the arranged terms of payment a notice of termination of child care will be issued effective immediately.

A family is charged Forty Dollars (\$40.00) for cheque payment returned due to "Non-Sufficient Fund" (NSF).

It is the responsibility of the family to notify the Executive Director in writing at least one month prior to withdrawing the child from care.



# Subsidy

It is the family's responsibility to apply for subsidy. When a subsidized child is admitted to our program, the family must complete the appropriate subsidy forms and immediately remit them to the designated authority. We offer to facilitate submission of the requirements. The Executive Director will contact the subsidy worker two weeks after the child is admitted to determine the status of the subsidy application. If the subsidy has not been applied for or the application is pending, the family will be assessed the full parent fee rather than the subsidized fee, until the Executive Director determines that all information has been provided to the appropriate authority. Failure to pay these fees will be dealt with in accordance to the policy of late payment of fees.

It is the family's responsibility to renew the subsidy application. Failure to renew subsidy or to provide all the information required for renewal will be dealt the same way as in the initial application for subsidy.

## III. ADMINISTRATIVE POLICIES

### Hours of Operation and Closure Days

Gold Star Day Care and After School Care is open from Monday to Friday from 6:30 AM to 6:00 PM and close on the following holidays:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Heritage Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day

If any of these holidays fall on a weekend, the program will close in lieu of the applicable day.

The program is closed the week of December 24 to January 1 for Christmas holidays. If New Year's Day falls on a Saturday or Sunday then we will be closed on the immediate Monday.

No credit on fees is given for statutory holidays, civic holidays, or family vacation periods. Refunds will not be issued for sick days.

## **Attendance**

Record your child's attendance by signing-in and signing-out on the program room's attendance sheet . Sign the attendance cards at the end of the month.

If your child is ill or will be absent for any reason, please notify the Executive Director as soon as possible.

If your child fails to be at the pick-up location at his/her school and you did not communicate your child being picked-up directly in school, the staff will check with you and the school administration. If you nor the school administration have no knowledge of the child's whereabouts, the Executive Director will call 911 and report the child as missing.

## **Arrival and Departure Time**

Our program opens at 6:30 AM and closes at 6:00 PM. You are to escort your child in the program room in the morning. Assisting children with the removal of outerwear, putting on indoor shoes and generally "unpacking" is a positive way to prepare children for the day ahead.

Morning snack is served until 9:00 AM. If the child comes after this time, families need to ensure he/she has taken breakfast or morning snack.

Your child needs to be in the program not later than 9:30 in order to participate in all aspects of the program. You are expected to communicate if your child is to be brought after 9:30 AM due to an appointment or would be absent.

Only authorized names that appear on the registration form are allowed to pick-up your child, unless a written or verbal communication has been given. The staff will request for a photo ID from any individual not listed on the registration form.

Here are some very helpful tips to make your child's arrival and departure time a pleasant and happy experience:

- Upon registration, try to spend at least half an hour with your child. This will acquaint your child with his/her room, staff, and the other children.
- Before your child's first day, inform him/her that he/she is going to our program. Explain that someone will always pick him/her up and that the staff will take good care of him/her.
- On your child's first day, slowly walk him/her through our program. Reintroduce your child to everyone and everything. When it is time to say good-bye, do so in a cheerful manner and then leave. Avoid promptly leaving after saying good-bye as your child may get the impression that you don't trust the staff you've left him/her with.
- Feel free to call the director and/or staff anytime. We are here to help you through this transition as well.
- Sometimes, a child goes through a period of sad drop-offs. Even children who have been attending our program for years can still experience this. Quite often these periods are linked to a developmental stage the child is going through or a change in his/her life or surroundings.
- When picking up your child, feel free to talk to your child's staff. Ask the staff any questions you may have about your child's day, activities, or program. Our child care professionals are here as resource people to you.

Remember that we are here to assist you and your child through this transition. Feel free to speak with your child's staff or the Executive Director at any time if pick-ups or drop-offs is a concern.

## Authorized Pick-Up

Gold Star Day Care and After School Care will release children only to authorized individuals on the registration form. Authorized people include the child's legal guardians, anyone named as an emergency contact, and any other people named on the registration forms as an alternate pick-up person. Identification will be required if the staff are not familiar with the person picking up your child. The staff will deny pick-up if:

- There is a court order on file denying the individual from having contact with the child (i.e., Custody or restraining order);
- The individual is not listed on our registration forms; or
- The individual cannot produce identification.

It is the family's responsibility to inform the Executive Director in writing, or in the case of an extenuating circumstance by phone of any changes in routine pick-ups i.e. children going to friends' houses, other relatives or friends picking up, school field trips, or special events. Children will not be released to anyone less than 13 years of age. Picture identification will be necessary if the staff is not familiar with the person.

## Custody Orders

Certified custody orders must be provided to the Executive Director during the process of registration. Any changes in the custody orders must be provided immediately. We can't deny a legal parent/guardian the right to pick-up his/her child unless there is a court order on file. Families are encouraged to discuss any concerns in this regard with the Director.

## Late Pick-Up

Gold Star Day Care and After School Care closes at 6:00 PM Monday through Friday. Families are to be charged \$1.00 for every minute that the child remains in the program beyond 6:00 pm.

The staff will make every effort to contact the family or an emergency contact person to come and pick-up the child. The family will be required to sign on the Late Pick-Up Logbook. The time logged in the book will be taken from program's clock. The Late Pick-up fee is paid directly to the staff that stayed with the child, not to the program. If a family does not pick-up the child by 7:00 PM and cannot be contacted, Alberta Child and Family Service Authority is notified to pick-up the child.

## Termination of Care

### **By the Family:**

A family who wish to withdraw their child from the program are required to submit 30 days written notice. Those who provide less notice will be required to pay for their space for the term of notice.

### **By the Program:**

Gold Star Day Care and After School Care has the right to cease care of a child for one or more reasons:

- If the child is deemed to be a safety or health risk to oneself;
- If the child is physically or verbally abusive to staff and other children causing them harm. Despite efforts to guide and manage the child's behaviour, the child continues to attacks and physically harms staff and other children i.e. biting, hitting;
- If the child has been absent from the program for ten (10 )consecutive days without the family giving notice of the situation and a date on which the child will be returning to the program;
- If the family's account is in arrears/overdue and no communication and/or arrangements has been made with the Director to rectify the situation.
- If the family is physically or verbally abusive to staff;
- If it is deemed that the program and/or services do not meet the needs of the parents or child (i.e. the child is not prepared for group care, the child's needs are not met in a group care (daycare) setting.

In the case that the program discharges a child, the one month notice may be waived and the remaining funds to be refunded at the discretion of the Director.

## IV. PROGRAMMING AND INTERACTIONS

### Programming

Gold Star Out-of-School Care plans experiences that promotes the development and learning across all developmental domains: social, physical, emotional, creative and intellectual.

The child's holistic development is achieved and promoted through spontaneous and active play, as well as planned interest based experiences in a safe and stimulating environment.

The child's daily experiences include routines, planned and spontaneous activities in indoor and outdoor environments, transitions, meal time and quiet time.

#### **Meeting the Children's Developmental Needs:**

##### **1. Social Needs**

This is facilitated by responding positively to children's individual interests and strengths through supportive small group interactions and one-on-one communications. Staff will intentionally provide materials and opportunities for children to play in a variety of group sizes. Cooperative learning is supported through sharing and problem solving experiences. Staff and volunteer interactions enhance the child's social development through opportunities i.e. modelling appropriate verbal, physical and social cues with the child's varied and diverse learning within the day. Social development will also be supported through the program's celebrations and events i.e. Family Day, Sibling Day.

**Children's Meetings:** The children, under the supervision of the OSC staff, hold a meeting once a week to discuss things that are happening in OSC. This is also a time for them to put forward ideas and suggestions, as well as share any experiences. They

discuss fundraising events, review the menus, look at what program materials they like and discuss ideas for the following week's activities or offsite excursions.

**Junior Staff:** The children are provided various leadership opportunities as Junior Staff. They assist in transitions i.e. lining-up, checking attendance, preparing and setting of snacks in the OSC room. The children also help in the Day Care and Kinder Care i.e. reading books, cleaning-up and setting-up of snacks. They also prepare activities and share their talents i.e. puppet show, artwork, violin playing.

**Clubs:** The children may choose to join any of the following clubs: Cooking, Sewing, Reading, Lego Builders and Glee Club. Other clubs may be organized based on the children's new and on-going interest. Clubs are expected to complete a goal within a week to a month. Club activities are scheduled on Thursdays.

**Celebration of Events:** The children are directly involved in the preparation for special events i.e. Chinese New Year, Random Acts of Kindness, Pumpkin Carving, as well as showcasing their talents i.e. Celebration of Learning, December Family Gathering. These events provide opportunities to be their own as well as other families.

**Community Involvement:** The children are actively involved in fundraising activities and donate proceeds to charity.

## 1. Physical Needs

Gold Star Day Care and After School Care provides diverse physical experiences that are based on the skills and interest of each child. The staff will intentionally plan for a variety of indoor and outdoor physical experiences each day.

The program promotes physical activities that minimizes the time children are sedentary by providing a variety of recreational resources to support physical activities appropriate for the season. A balance of quiet and active play experiences will be planned to support optimal physical development.

The staff plans and participates in physical activities that encourage cooperation between children. Activities and experiences are adapted to ensure children with diverse capabilities can participate at levels where they can feel confident.

Staff intentional plans for activities to develop small motor skills. Fine motor activities may include cutting, drawing, bead work and painting.

The daily routine provides the children opportunities that promote and enhance gross motor skills. The children have access to an abundance of green and wide outdoor space at the neighbourhood lake nearby parks. Competitive and cooperative games and activities are planned. The children may engage in sports like soccer, baseball and hockey, as well as an opportunity to use playground apparatus. The program will access community recreational resources for activities like swimming and bowling. Off-site activities are also planned to support the children's physical development i.e. rock climbing or walk around the neighbourhood.

## 2. **Intellectual Needs**

The program provides cognitive activities and experiences at the developmental level of the children.

**Children's Planning:** Intellectual development is guided by utilization of the emergent curriculum model where children are invited, encouraged, supported and provided with materials that facilitates the exploration of their interests in depth.

**Interest Areas:** Children have access to materials such as manipulative toys, puzzles, science, math and geography materials. Space is designated within the room for utilization of these resources.

**Homework Area:** A quiet homework area is available. It includes a computer complete with software, printer and related equipment and supplies. Speech, language and expression is encouraged through music. In addition, books and magazines are available at all times for use by the children.

**D.E.A.R. Drop Everything and Read:** On non-school days, children are given an opportunity that supports literacy and interest in reading. They may choose from the program's wide variety of materials and resources to read.

## 3. **Creative Needs**

The Arts and Craft area is designated for children's open art. Children are provided with activities by staff and are always encouraged to explore new and different ways of manipulating ideas and materials in their own unique way.

It is understood that creative endeavour can take place anywhere and anytime. Creative activities may include crafts, but will also include opportunities for



dramatic play, musical expression and explorations of other cultures and themes.

Art Exhibition and Celebration of Learning are events that provide the opportunity to showcase the children's creativity through visual and performance arts. Field trip to an art gallery or watching a play will be included in the planning to enhance the children's creative aspect.

#### 4. Emotional Needs

Staff fosters strong emotional attachments with children sharing feelings, communicating warmth and acceptance through verbal and nonverbal reassuring behaviours. They help children develop a sense of self by recognizing their unique qualities and backgrounds. The program supports children in exploration of their individual interests, strengths and emerging skills. Opportunities are provided for children to demonstrate independence. The staff acknowledges children who recognize the skills, accomplishments and contributions of peers.

Children are encouraged to solve problems using problem solving approach. This includes naming the problem, generating ideas of what could be done, implementation and evaluation of how it worked. In their interactions with the children, staff models the problem solving approach to introduce and reinforce the use of this approach. Children will be guided and encouraged to use this model.

The staff treats all children with respect and demonstrate that they care by providing the children with opportunities to grow in all areas of development. It is expected that staff will attempt to make time each day to touch base with the children to determine how things are going for them. The staff encourages and demonstrates that they are cared for and valued.

## Kindergarten AM Schedule on School Days

Time	Activity
7:00 AM – 7:30 AM	Arrival Time/Quiet Activities
7:30 AM – 7:45 AM	Breakfast

7:45 AM – 8:00 AM	Get Ready and Departure for School
8:00 AM – 8:30 AM	Travel Time to School
8:30 AM – 11:30 AM	In School
11:30 AM – 12:00 PM	Arrival Time and Free Play
12:00 PM – 12:45 PM	Lunch Time
12:45 PM – 2:00 PM	Quiet/Rest Time
2:00 PM – 2:45 PM	Creative/Free Play Time
2:45 PM – 3:00 PM	Circle Time
3:00 PM – 3:30 PM	Snack Time
3:30 PM – 3:45 PM	Get Ready for Outdoor Play
3:45 PM – 5:00 PM	Outdoor Play/Indoor Gross Motor Activity
5:00 PM – 5:15 PM	Clean-Up Time
5:15 PM – 6:00 PM	Quiet Activities

Note: Children have access to washrooms at all times.

## Kinder Care PM Schedule on School Days

Time	Activity
7:00 AM – 7:30 AM	Arrival Time/Quiet Activities
7:30 AM – 8:00 AM	Clean-Up Time
8:00 AM – 8:30 AM	Breakfast Time
8:30 AM – 9:30 AM	Circle Time
9:30 AM – 10:00 AM	Clean-Up and Get Ready for Outdoor Play

10:00 AM – 10:45 AM	Outdoor Play/ Creative Time
10:45 AM – 11:00 AM	Get Ready for Lunch
11:00 AM – 11:40 AM	Lunch Time
11:40 AM – 11:50 AM	Get Ready for School/Departure Time
11:50 AM – 3:50 PM	In School
3:50 PM – 4:00 PM	Arrival from School
4:00 PM – 4:30 PM	Snack Time
4:30 PM – 5:15 PM	Outdoor Play/Indoor Gross Motor Activity
5:15 PM – 5:30 PM	Clean-Up Time
5:30 PM – 6:00 PM	Quiet Activities

Note: Children have access to washrooms at all times.

## OSC Daily Schedule on School Days

Time	Activity
7:00 AM – 7:30 AM	Arrival Time/Quiet Activities
7:30 AM – 7:45 AM	Breakfast
7:45 AM – 8:00 AM	Get Ready and Departure for School
8:30 AM – 3:30 PM	In School
3:30 PM – 4:00 PM	Arrival Time and Free Play
4:00 PM – 4:30 PM	Snack Time
4:30 PM – 4:45 PM	Meeting/Discussion Time
4:45 PM – 5:30 PM	Creative Time/Outdoor Play
5:30 PM – 6:00 PM	Quiet Activities and Home Time

Note: Children have access to washrooms at all times.

## OSC and Kinder Care Schedule on Non-School Days

Time	Activity
7:00 AM – 8:00 AM	Arrival Time/Free Play
8:00 AM – 8:30 AM	Clean up Time
8.30 AM – 9:00 AM	Breakfast Time
9:00 AM – 10.00 AM	Creative Programming
9:00 AM – 10.15 AM	Discussion time
10:15 AM – 10:30 AM	Get Ready for Outdoor Play
10:30 AM – 12.00 AM	Outdoor Play/ Library Visit /Off-Site Activity
12:30 AM – 12.15 AM	Get Ready for Lunch
12.15 AM – 12:45 PM	Lunch Time
12:45 PM – 1:15 PM	Quiet Time/D.E.A.R. Time
1:15 PM – 3:15 PM	Creative Programming/Off-Site Activity
3:15 PM – 3:30 PM	Get Ready for Snack
3:30 PM – 4:00 PM	Snack Time
4:00 PM – 4:15 PM	Get Ready for Outdoor Play
4:15 PM – 5:15 PM	Outdoor Play
5:15 PM – 5:30 PM	Get Ready for Indoor Play
5:30 PM – 6.00 PM	Free Play & Departure Time

Note: Children have access to washrooms at all times.

# Transportation

The Gold Star Day Care and After School Care van, Edmonton Transit or a chartered bus are used for transportation. These vehicles comply with Transport Canada guidelines.

Families need to give Parental Authorization for a child to be transported to and from school in the program's service van under the supervision of the director or staff. Transportation to and from school is Fifty Dollars (\$ 50.00) for pick- up and drop off on a monthly basis.

All drivers must have at least have a valid Class 5 driver's license. The driver is required to do a walk around inspection of the van before each trip to ensure that the van is in good operating condition.

Children are instructed to remain seated at all times while being transported on the van/bus. When unloading the van/bus, children remain seated until the van/bus is fully stopped.

# Child Guidance

Gold Star Out-of-School Care uses a continuum of developmentally an age appropriate strategies when guiding children within a caring, respectful and nurturing environment. Staff discuss behaviour expectations with children at a developmental level they can understand. Staff use observation techniques to identify causes of challenging behaviours and modify the environment and supervision to promote positive behaviours. Support children in engaging in positive behaviours and expressing their feelings in socially acceptable ways. Guide children as they begin to develop problem solving skills.

## Proactive Guidance

Proactive guidance is a “conscientious effort on the part of staff to provide an indoor environment that allows children to be themselves, take risks, learn from mistakes, and understand how to take responsibility for their actions and feelings,” (Louis Denti in *Proactive Classroom Management*). Using this guidance technique allows staff to stop

challenging behaviours, conflicts, and other issues before they start. By being proactive and meaningful about plans and actions in the learning environment, our program will create an atmosphere of mutual respect with a sense of community..

### **Positive Reinforcement**

Using the positive reinforcement guidance technique, supports appropriate behaviours by rewarding children in a positive way. This technique can be used in a variety of ways such as recognizing positive behaviours with encouragement, small tokens, or privileges. According to Skinner's research, children who are recognized or rewarded for their positive behaviour will continue to behave accordingly, while those children who were demonstrating challenging behaviours will attempt to change their behaviour in an effort to receive the recognition or reward.

### **Self-Regulation Approach**

Self-regulation is a learning process that involves the development of a set of positive behaviours that affect one's learning. Staff provides positive guidance that enables children to make their own decisions, solve problems and tell the difference between right and wrong. Self-regulation is an approach to help school-age children learn how to respond and react to their environment and how to set goals for desired outcomes. This guidance technique also focuses on allowing children to determine their needs by interpreting their own emotions, thoughts, and environment. Teaching self-control allows children to guide their own paths to success by giving them tools and approaches to help them regulate their own behaviours.

### **Problem Solving Approach**

Children are encouraged to solve problems using problem solving approach. This includes naming the problem, generating ideas of what could be done, implementation and evaluation of how it worked. In their interactions with the children, staff models the problem solving approach to introduce and reinforce the use of this approach. Children will be guided and encouraged to use this model.

**“Time Away”** is employed when a child needs to be removed from a situation to calm down and/or reflect on one's actions with another child. A staff stays with the child in an area away from the other children.

Any type of corporal punishment including spanking and any type of harsh, humiliating or degrading physical, verbal or emotional behaviours are strictly prohibited in the centre. The staff will not deny or threaten to deny any basic necessity. Under no circumstances will any form of physical restraint, confinement or isolation be used.

## **Aggression and Physical Harm Policy**

When a child has three consecutive “Incident Reports” regarding aggression and/or physical harm to another child or staff within a week span, the family is called to discuss a behaviour plan for the child and set some goals that will redirect the child’s behaviour. If the child continues with his/her behaviour the child will be immediately terminated from Gold Star Day Care and After School Care.

## **Off-Site Activity Policy**

Written permission for off-site activities or walks in the neighbourhood from families is required. An off-site fee to cover transportation and entrance fees may be collected.

The Off-Site Consent form will include the field trip date, destination and address, departure and return times, method of transportation, request for volunteers and information about any special clothing or other items required and adult-child ratio

Children will be told where they are going, what to expect so that they feel comfortable and secure. The staff is required to do the field trip checklists before each field trip.

The staff will review and practice the safety rules and Missing Child Procedure with the children, staff and volunteers prior to the field trip departure.

The program’s van, Edmonton Transit or a chartered bus will be used for transportation. These vehicles are required to comply with *Transport Canada* guidelines. Drivers must have a valid Class 5 driver’s license. The driver is required to do a walk around inspection of the van before each trip to ensure that the van is in good operating condition.

Families are invited to participate as volunteers on field trips. If there isn't room on the bus for volunteers, they will be required to make their own transportation arrangements. When a volunteering parent is not riding on the bus, the child of the volunteer should ride on the bus. This will avoid having to sign the child in and out.

Volunteers will never be left alone with any child unless the child is their own. Volunteers will be assigned to a specific group of children along with a staff member or be assigned a different role.

Smoking by staff and volunteers is never allowed in the presence of children during the off-site activity. Staff and volunteers will not purchase food and drinks for children unless this is a part of the planned experience.

In all off-site activities, the staff carries with them a cell phone, a first aid kit, the children's portable emergency information, field trip location, emergency contact numbers and a copy of the Missing Child Procedure. All staff carrying cell phones should add the daycare cell phone number to their contact list & share their own phone numbers prior to leaving on the field trip.

At least one staff person with current First Aid and CPR accompanies the children. If a child has medication a staff member who has First Aid will be responsible to take and administer the medication as needed.

In the event that any safety concern arises, the staff and children will return to the program as soon as possible. The field trip supervisor will call the bus driver and inform him/her of their location if required. If there is a wait time for the bus, the staff will take the children to a safe place until the bus arrives.

Attendance is checked before departure and arrival in the program, upon boarding the bus/van and upon arrival and departure from the off-site location and again in the bus/van.

## **Inclusion and Diversity**

Gold Star Day Care and After School is committed to provide equal opportunities for all children and families. Our program is open to include children with exceptionalities and special needs: whether these are physical, social, cognitive and/or emotional. We aim to provide a secure environment in which all children can flourish and in which all contributions are valued.



The children's experiences and cultural backgrounds are incorporated in the daily planning. Diversity is supported by ensuring there are appropriate materials and equipment, and resources to meet the needs and interests of all children.

We live in a society composed of diverse family compositions. Our program understands that a family may not consist of a mother and/or father, but they are composed of people who play a key role in the child's life.

We work in partnership with families to ensure that the medical, cultural and dietary needs of the children are met. Support to families and children with special needs are provided. The staff is provided with the training and supports when working with children with special needs. When necessary, the environment is modified to support children's success.

Families and children are encouraged to share cultural traditions, experiences and celebrations. We help children learn about a range of food, cultural celebrations and practices. These are incorporated in daily program planning. We include and value the contribution of all families to improve our knowledge and understanding of issues of equality and diversity.

## **Multi-Media Policy**

Gold Star Day Care and After School Care ensures that multi-media: music, videos, computer, electronic games and books are developmentally appropriate, unbiased and culturally sensitive.

Multi-media is used to expand upon children's current interests and is not part of the daily routine. It is purposeful and is utilized to enhance our program.

The use of multi-media is limited. All music, videos and computer games are carefully screened before these are used by the children. The staff ensures that the multi-media do not contain inappropriate and obscene language, violent or sexually explicit materials.

Only videos that are G-Rated can be viewed by the children. The staff always sit with the children when television, computer and video are being used. The staff continuously monitor what the children are doing or seeing on the television, video or computer.

The children are allowed to use the program's computer for homework and research purposes.

The staff provide alternate activities and all interest areas are open when any or all multi-media are being used.

## **V. COMMUNICATION AND INTERACTION**

### **Communication with Children**

Gold Star Day Care and After School Care is committed to support children's development and learning, respect individual differences and help children to play and work independently and cooperatively.

The staff responds positively to children's individual interests and strengths through supportive small group interactions and one-on-one communications. Strong emotional attachments are fostered with children sharing feelings, communicating warmth and acceptance through verbal and nonverbal re-assuring behaviours. The staff respond to children's needs and cues in an appropriate, timely, caring and consistent manner.

The staff talks to the children at a developmental level they understand and engage in active listening and meaningful conversations. The staff value each child's right to have their feelings and belongings respected. The staff model respectful interactions with other adults.

The staff asks open-ended questions that encourage children to share their interests and experiences with families and friends. Children are also encouraged to ask questions and to finish talking without being interrupted.

The staff reviews the daily routine and rules in the room, for outdoor play and offsite excursions. They also model respectful behaviour and use appropriate language. The staff intervenes respectfully and promptly when disagreements arise and assist children to develop conflict resolution skills.

## Communication with Families

Gold Star Day Care and After School Care is committed in providing an environment which fosters children's growth and learning and responds to the needs of families. Opportunities are provided to ensure effective communication between families and staff. Families are welcome to express concerns, feedback and suggestions directly to the staff and/or Director.

The following opportunities are provided to families to ensure effective communication with the families:

- **C.A.R.E. (Communicate and Relate)** Book is a record of daily communication between the families and staff expressed in person, by phone or email.
- **Family Communication Form** – This is available in the Children's Daily Logbook for families to express concerns and feedback.
- **Communication Box**- Families may express feedback and suggestions by completing a Communication Form and putting it in the Communication Box.
- **Email**- Families may choose to communicate important concerns by emailing at [goldstardaycare77@gmail.com](mailto:goldstardaycare77@gmail.com) or [director@goldstardaycare.net](mailto:director@goldstardaycare.net)
- **Newsletters**- Monthly newsletters to inform families of the monthly programming, upcoming events, handouts on parenting and child development, and reminders are emailed to families and copies are also available at the Family Resource Area. Families are also informed that they may see the staff and/or Director for suggestions, feedback or concerns.
- **Website** - Relevant information about our program can be accessed through our website: <http://www.goldstardaycare.net>
- **Family Information Board**- Program plans newsletters, weekly snack menu, community resources, parent seminars and workshops are posted on the Family Information Board.
- **Annual Evaluation**- Families are requested once a year to complete an evaluation of the program's policies, procedure and protocol.

## **Communication with Schools**

Gold Star Day Care and After School Care seeks to build relationship with the schools the children attend to complement the programs and to achieve a collaborative effort in the best interest of the child.

The Executive Director and/or designated staff directly communicates with the school administration. GSDC provide newsletters and invitation to celebrations and special events to the schools.

At the beginning of the school year, the Executive Director provides the schools a list of children enrolled in the program. Schools are also updated with children who register within the year.

Child specific information is shared with the school administration and/or staff only with a written parental consent.

## **Open Door Policy**

Families are welcome to visit their children at our program any time they wish. Families who plan to visit their children frequently need to follow the room routine.

Families are encouraged to express concerns, feedback and suggestions directly to the staff and/or Director. They may also communicate these through email or through the communication form in the Children's Daily Logbook.

## **Parental Involvement**

We believe that parental involvement enhances our programming. The program provides a clear intake and orientation process and promote opportunities for families to be involved in the programming for their children.

Parental Involvement opportunities are communicated during the intake process, through the parent handbook, newsletters and posting by the Family Information Board. This is followed up during the daily interactions with families.

Families direct participation in daily routine and activities makes them feel at home. We welcome families to drop in for a visit or call any time to check on their children or for any related needs.

Our volunteer program invites families to share their talents, hobbies, culture and/or cultural experiences and participate in the daily activities onsite and offsite activities.

Their input are also requested during the intake process, annual evaluation and/or planning and organizing events.

Celebration of events i.e. Mother's Day, Father's Day, Annual BBQ are some of the opportunities provided for families to develop relationships with each other.

## **Volunteer Policy**

### **VOLUNTEER TIME:**

Gold Star Daycare and After School Care relies upon active participation of all parents. Parents can volunteer at the daycare in the following different ways:

- Be Parent of the day ( spend the morning or afternoon in your child's classroom)
- Attend and assist on a field trip with your child's class
- Come and Participate in circle time, read a book to the children during story time
- There are many ways to help out at home. If you like to sew, occasionally or bedding covers get ripped and will need to be sewed up,

if your crafty we always need play dough to be made for the children.

- Volunteer for our spring/fall yard clean up
- Assist in reviewing Parent Handbook and Staff handbooks on an annual basis

## Family Information Board and Resource Area

Gold Star Day Care and After School Care has a Family Resource Area located by the main door. The resource area has a wide variety of parenting books, magazines and brochures.

Program plans newsletters, weekly snack menu, community resources, parent seminars and workshops are posted on the Family Information Board.

## Update of Information Policy

It is vital that our program be kept up to date on changes that affect the lives of the children. Information update form is to be completed by families annually. Inform the Director of any changes of address, phone numbers at home and work, or changes and additions of information of any kind.

## Conflict Resolution with Families Policy

Gold Star Daycare and After School Care believes that families are entitled to courtesy and to prompt and careful attention to their needs and concerns. We hope that you will be happy and satisfied with our service and express appreciation to the staff concerned. In the same manner that should you have any concerns, we encourage that you communicate this to us.

We welcome suggestions and feedback from families on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our Conflict Resolution procedure as outlined below:

<b>STAGE 1</b>	If any family should have cause for complaint or any queries regarding the care or early learning provided by the program,
----------------	--

	they should in the first instance directly communicate this to the staff concerned.
<b>STAGE 2</b>	If the issue remains unresolved or the family feels they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Executive Director. The Executive Director will then investigate the complaint and report back to the family within three (3) working days. This will be fully documented in the complaint log book and will detail the nature of the complaint and any actions arising from it.
<b>STAGE 3</b>	If the matter is still unresolved a formal meeting will be held with the Executive Director, family and Program Coordinator that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure
<b>STAGE 4</b>	If resolution of the complaint does not occur, the family are free to contact Alberta Child and Family Services Authority (CFSA) at 780-644-9992. A record of complaints will be kept in the program. The family has access this record. All personal details relating to any complaint will be stored confidentially and will be only accessible by parties involved.

## Social Media

This policy governs the publication of photos and commentary on social media by our program's families and staff. For the purpose of this policy, social media refers to any facility for online publication of photos and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Families are to adhere to the Communication with Families Policy and Conflict Resolution Policy and not to use social media to express concerns, or share information about the care of one's child or about another person in our program.

During events and celebration, a staff is designated to take photos. Families may request for copies of the photos. We will only share photos of children whose families

have given consent to post photos in social media. Families may take photos for personal use and not to be posted in the social media.

## **VI. HEALTH AND SAFETY POLICIES**

Gold Star Day Care and After School Care ensures that families, children and staff are provided with a safe, secure and healthy environment.

The Executive Director ensures that all staff are informed of up-to-date health and safety policies. Management and staff stay current with emerging best practices in health and safety as recommended by the Alberta CFSA Licensing and Health Officers. Communication received from relevant agencies are posted on the Staff Board and/or in the Communication Book.

### **Accident and Illness**

In case of an accident or serious illness involving a child, the Executive Director ensures that the child's family is notified immediately. The emergency contact person/s are to be notified if the family cannot be contacted. The program ensures that the child receives medical attention as necessary. If a child is unresponsive, has trouble breathing, or is having convulsions the director will call 911. If deemed necessary to call an ambulance the cost incurred will be the responsibility of the family.

Accident and/or serious illness are recorded using the program's Incident form and reported to the child care regional office using the prescribed form.

### **Allergies**

It is vital that families inform the Executive Director of any allergies their children have or may have. Upon registration, families are asked to only mark that the child has no allergies if he/she has undergone allergy testing; otherwise "none known" is to be marked. When alerted with these needs, we can provide a safer and healthier environment for the children.

A list of children with allergies, food restriction and medical condition is posted in the program rooms, office and kitchen.



# Clothing

Families need to ensure that the children are fully and properly clothed upon arrival. Due to fire regulations, bare feet and stocking feet will not be allowed. An extra pair of soft-soled shoes is to be left at the program with an extra set of clothing.

Our program involves various indoor and outdoor activities. Families are advised to dress their children in adequate and comfortable play clothes. During the day, children are to be involved in various "messy" activities such as painting, sand, mud, water, play dough, and cooking activities.

In addition, families should keep in mind the variability of the weather where extra clothing is concerned; i.e., sweater, hat, mittens. Extra clothing should be kept together in a bag or knapsack properly labeled with the child's name. If a child has an accident that results in soiled clothing, the staff will place it in a bag for families to take home and be laundered.

# Emergency and Evacuation

1. The Executive Director activates the fire alarm, calls 911 and monitors the evacuation of the children.
2. The staff in the OSC and Kinder Care guide the children to the nearest exit doors in a calm and orderly manner and proceed to the evacuation area: parking area,
3. Staff 1 leads the children out of the room. Staff 2 gets the attendance sheet, emergency backpack with the portable record and first aid kit. Staff 2 checks the room and washrooms to ensure all the children are out of the room
4. The staff conducts a roll call to ensure that all of the children have been evacuated and no child is left behind.
5. The Executive Director checks all the program rooms, staff room, washrooms and kitchen to ensure that everyone has been evacuated.

6. The Executive Director proceeds to the evacuation area and get the summary of attendance. Families are notified of the emergency situation.
7. If the situation requires relocation, the staff and children will go to St. Jones Bosco Catholic School at 7411-161A Avenue located out the front doors 950 meters away to the south side.  
Fire drills are done monthly and a record of each fire drill is posted in room bulletin boards. The emergency evacuation procedure and relocation site are posted in the rooms.

## **Health Care**

Gold Star Day Care and After School provides or allow the provision of health care to the children, only if the written consent of families have been obtained and the health care provided is in the nature of first aid.

## **Incident Reporting**

As referred to in the Child Care Regulations, incident is a serious illness of or injury to a child that occurs while the child is attending a program, and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child

The following critical incidents will be reported immediately to Region 6 (Edmonton and Area) Alberta Child and Family Services Authority, Licensing Officer, within two working days in the manner required by CFSA:

- An emergency evacuation
- Unexpected program closure
- An intruder on the program premises
- An illness or injury to the child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight

- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in hospital overnight
- A death of a child
- An unexpected absence of a child from the program (i.e. lost child)
- A child removed from the program by a non-custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a staff member or volunteer
- The commission by a child of an offence under an Act of Canada or Alberta
- A child left on the premises outside of the program's operating hours.
- Or any other incident the director may deem as serious.

All incidents are analyzed annually and a report, using the Licensing prescribed form, is submitted to the regional child care office.

## **Administration of Medication**

The medication form is to be completed by families for the administration of any medication, as it gives consent to the program to administer medicine and/or herbal remedies to the children. Medication forms can be obtained from the office or staff.

Families must indicate on the medication form the amount of the last dose of the medication or herbal remedies given; as well as the time it was given to the child prior to arriving at the program. This information is important so that staff is aware to watch for any adverse effects or negative reactions. The name of the medication, the amount and the time administered should also be indicated.

Prescribed medication must be brought in its original container with the child's name, type of medication, and prescribed dosage clearly labeled by the pharmacist or physician.

Patent medication, such as Tylenol must be brought to the program in its original container with the child's full name labeled by the family. The prescription and directions must be in English and the recommended dosage must not be exceeded without specific written consent of a physician.

The medication form must have clear directions. Staff can administer medication on an "as needed" or "if needed" basis, when it is deemed as an emergency medication, i.e. Ventolin, Epi-Pen, etc. Families need to indicate on the medication forms specific signs and/or symptoms to observe for the staff to administer the medication.

Staff are to observe a child carefully for allergic reactions after receiving medication or herbal remedies.

Medication that needs to be refrigerated is stored in a locked container in the fridge. Other medication is kept in a locked storage container. Lifesaving medications i.e. Ventolin and Epi-Pen, etc. are stored in the Emergency Backpack in the room, out of reach of children. Medication and herbal remedies are to be taken home when the authorized period has ended.

Our program will not accept a child with a medical condition if the emergency medication is expired or is not provided by the family.

All of the staff have First Aid certification and are qualified to provide care and administer medication. This is documented in the staff's and child's files.

## **Nutrition**

Gold Star Day Care and After School Care is committed to meet children's nutritional needs and promote healthy eating habits. Nutritious meals and snacks will be provided to the children based on the Canada Food Guide using only quality products and ingredients to support children's healthy development. Meals and snacks will be provided to the children at appropriate times and in sufficient quantities in accordance with the needs of each child.

We will strive to serve foods the children enjoy, taking family and children's preferences into consideration when planning menus. Families will be kept informed of all foods served in the program allowing them to see what the children had been served to facilitate planning meals at home.

When families provide food and drinks for children, they will be encouraged to follow the recommendations of the age appropriate Canada Food Guide. All foods and drinks brought to the program by families must be labelled with the child's name. Any foods containing nuts and "junk foods" will not be allowed. A nutritious supplement will be provided if the food provided by the family does not meet the Canada Food Guide guidelines.

Procedures and practices ensure utmost safety at meal and snack times. The manner in which children will be fed will be appropriate to their age and level of development. Children will remain seated at all times when eating and drinking and no beverages will be provided to children while they are napping. Allergy lists will be posted in the OSC room and in the kitchen. The staff will be kept informed to ensure children will not given foods they are allergic to. All snacks and meals will be served at the program will be completely nut free. Special dietary and feeding arrangements will be carried out in accordance with the written instructions of a parent of the child.

The social aspects of mealtimes are also important. Staff will strive to establish a pleasant social atmosphere in which children can enjoy their meals and snacks and learn social skills, self-help skills and learn about good nutrition.

Menus will be posted on the Family Orientation Board, office, kitchen and OSC room. A cycle of menu of four weeks will be used and will include food from a variety of culture. This will be reviewed by the Executive Director.

Breakfast consisting of at least two different food groups will be offered to the children between 7:30 AM to 7:45 AM. On non-school days, morning snack will be served from 9:30 to 10:00 AM and lunch will be served at 11:30 PM will consist of four food groups. Afternoon snack consisting of at least two food groups is offered at 3:30 PM.

Food and drink containing excess sugar, salt, additives, preservatives and added food coloring will be avoided. 1% milk will be provided with lunches for children. Drinking water is available at all times, both indoor and outdoor.

## **Potential Health Risk**

Childhood illness is an unavoidable stage in our children's lives. Families need to notify the director when the child is absent due to illness. Children who are absent due to a contagious disease may not return to the Centre until the illness is no longer contagious. A note from a physician confirming the good health of the child must accompany him/her upon his/her first day back at the child-care program.

To reduce cross-contamination of germs or contagious conditions, the program abides by frequent and proper hand washing and regular disinfecting of the play room, toys, materials, equipment and furnishings and noted daily on a checklist.

We will contact a parent or emergency person if the following symptoms occur while a child is in attendance at our program;

- Fever (when combined with a sore throat, rash, vomiting, diarrhea, earache, irritability or confusion).
- Diarrhea (if watery, runny or bloody - if more than 2 times within 24 hours)
- Vomiting (if more than two times within a 24 hour period).
- Severe coughing (where child gets red or blue in the face, or makes a high pitched whooping sound after coughing, or if child coughs so hard that he/she vomits).
- Eye discharge with thick mucus or pus draining from the eye.
- Yellow color of the skin or eyes.
- Child is irritable, continuously crying or requires more attention than a staff can provide without affecting the health or safety of the other children in the program.
- Child is having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

The staff documents children who are ill using the Alberta Health Service log sheet which includes the following:

- name of the child
- date the child was ill
- name of staff who identified the child was ill
- time the parent was initially contacted
- name of the staff person who contacted the parent
- the time the child was removed from the program and the date the child returned from the program.

If a child is seriously ill or injured, parent/s and/or guardians are contacted immediately. In some cases a child may be taken to the MediCentre by director/ staff,

by taxi or program's service van. If serious illness/injury occurs, an ambulance may be called and the parent is responsible for the cost of the ambulance. A child with serious injury will be taken to the nearest available hospital. If the family and/or emergency contact person is unable to remove the child from the program within a reasonable time, Child Welfare & Children's Services will be notified and the child's care will be transferred to the applicable authorities.

## **Smoking Policy**

Gold Star Day Care and After School Care is a "Smoke free environment". This is based upon the Province and City's by laws and health and wellness regulations. Smoking in the Center and Outdoor Play space is strictly prohibited. The staff are strictly not allowed to smoke during walks with the children and when dropping off and picking-up children in school. We ask parents to refrain from smoking on the property as well.

## **Supervised Care for Sick Children**

If a child meets the criteria for being excluded from care he/she will be made comfortable in the office, away from the other children, The Executive Director or staff will supervise the child in the office until the family or emergency contact picks-up the child. If the family and/or emergency contact person is unable to remove the child from the program within a reasonable time, Child Welfare & Children's Services will be notified and the child's care will be transferred to the applicable authorities.

## **Weather Policy**

Outdoor play is an essential part of our daily programs. Children need to be dressed appropriately all throughout the year.

The Executive Director informs the staff when outdoor play is replaced with an indoor gross motor activity in the following circumstances:

- If the weather temperature is -21 Degrees Centigrade including wind chill in winter for Day Care and Kinder Care;
- If the weather temperature is -23 Degrees Centigrade including wind chill in winter for Out of School Care;
- If the weather temperature is 30 Degrees Centigrade in summer
- When there is heavy rain;
- When the grounds are wet and muddy.
- When the grounds are icy and slippery

Gold Star Day Care and After School Care refers to the Environment Canada Weather Update for weather temperature and other warnings.