



VICKY'S CHILDCARE CENTRES

Parent Handbook

(Revised September 2014)

5347-112 Ave
Edmonton, AB
T5W 0N6
(780) 757-0159
vickyschildcare.ca

Welcome!!!!

Welcome to Vicky's Before and After School Care. We are glad to have your family join our program. Please review this handbook and ask any questions if needed.

Hours of Operation

We are open Monday to Friday from 7am till 6pm. We are closed for statutory holidays. We will close on a Monday in lieu of if any holiday falls on a Saturday or Sunday. Parents will be required to sign attendance forms at the end of each month. **Children must be picked up prior to 6pm to avoid late fees.**



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Program Philosophy

Our Out of School Care philosophy is based on the principle and approach that growing children have basic needs that need to be met. Our focus is on the 'whole' child. We believe that each child is a unique individual and his/her interests and development is different. The program will promote a 'Learning Through Play' approach and provide a variety of choices and experiences for school age children. The program planning and the positive environment will able children to grow and master success cognitively, socially, emotionally, physically, and creatively.

Child Guidance Policy

We encourage pro-social skills and respect for each other and personal and public property. The staff shall role model as well as offer guidance strategies to reinforce appropriate behaviours, to encourage cooperation and enhance pro-social skills.

Fee and Payment Policy

Director or Assistant Director is responsible for explaining the fees to parents upon registration. Parents are responsible for submitting payment to the centre before the 10th of the month. Payments can be made by cheque, cash or money order. Any late payments will be subjugated to a \$50.00 late fee added to the parent's portion. Parents with subsidy are required to apply before attending the centre and reapply for before it runs out. Parents are responsible for paying the whole fee if subsidy is not in place. Should a cheque be deemed "Non-sufficient Funds or NSF" the parent is responsible for paying a \$50.00 NSF fee.

Should a child not be picked up before closing (6:00 PM), parents are required to pay \$2.00 per minute to the staff that has stayed with the child. Parents are required to initial this clause on the registration form.

Parents will be asked to remove their child if payment is more than two months late. The child may not return until full payment with late fees has been made. Should payment arrangements be needed, parents are required to contact the administration before late fees occur, or the two months late payment expires.



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Bullying Policy

Bullying is not tolerated. If a child is found to be bullying, the parents may be asked to remove them from the program.

Bullying is:

- **Physical:** Pushing, kicking, biting, hitting, destroying or stealing others personal belongings, poking, pinching, chasing,
- **Verbal:** Name calling, teasing, taunting, intimidating, humiliating, gossip and rumours, sarcasm, threatening, making negative comments about one's race, gender, culture, sexual orientation, or making unwanted sexual comments.
- **Social:** Mobbing, scapegoating, excluding others from a group, humiliating others in public, making pictures to humiliate someone, sending notes with rumours
- **Cyber Bullying:** Using computers or text messages to intimidate, put-down, spread rumours or make fun of someone.

Staff will intervene in the situation and start a dialogue between the children to see if the problem can be solved. Staff will also document each situation to determine if it is bullying or another cause for the behaviour. This document will be signed by staff, parents and director, and then placed in the child's file as evidence. If it is found to be reoccurring bullying, parents will be asked in for a meeting with the staff to discuss the consequences.

Medication Policy

The staff will ensure that all children requiring prescribed medication, non-prescription medication and/or herbal medication shall receive it. Parents will be required to provide written consent for each medication.

Medical Emergencies Policy

The staff will ensure that each child requiring medical attention will receive the appropriate care.

- Parents/guardians are responsible to make the Director aware of any medical problems that may occur with their child and are to inform as to what procedures the staff should follow in such cases.



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- Treatment of injuries shall be limited to basic first-aid.
- All staff shall be required to have up-to-date Child Care first aid and CPR.
- In the case of a medical emergency requiring medical attention, Director/Assistant Director shall notify the parents/guardian immediately, when safe to do so, while a staff remains with the injured child.
- If transportation to the hospital is required by ambulance, the parents/guardian shall be responsible for expenses incurred.
- When a child is taken to hospital for treatment of an illness or injury, the Director/Assistant Director shall make every attempt to notify the parents/guardian. If the parents/guardian cannot be reached, the Director/Assistant Director shall accompany the child to the hospital and inform the hospital accordingly.
- The Director/Assistant Director shall remain with the child until relieved by a parent/guardian or until a practitioner discharges the child.

Personal Belongings Policy

Vicky's Before and After School Care is not responsible for any lost, damaged or stolen personal belongings. Parents are asked to keep expensive toys and belongings at home. Any clothing sent to the Centre must be labelled with your child's name so that it can be returned. The Centre will have a Lost and Found Box for any misplaced items that are found. Any items that have remained in the box for more than three (3) months will be donated.

Dress Code Policy

Children are required to dress appropriately around staff. This includes but is not limited to:

- **Skirts:** Must be knee length or longer, unless leggings or tights are worn underneath.
- **Shirts:** Must cover chest. No low cut shirts. Must cover belly. No mid-drift showing. No offensive words or pictures.
- **Pants:** No large rips or tears. Must make sure that it covers the back side.
- **Shorts:** Must come to mid-thigh or longer. No short-shorts.

Parents are required to provide appropriate outdoor clothing year round. Winter clothing includes but is not limited to: Snow pants, Coats, Sweaters, Boots,



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Mittens/Gloves, Hat/Toque, and Scarves. Parents are also required to provide indoor shoes (runners). This is a requirement of Fire and Health Regulations and they must be kept at the center at all times.

Nutrition Policy

The program will ensure all snacks provided takes into account both the recommendations of the most recent version to the Canada Food Guide by Health Canada, as well as the families and child's preferences

Alternative Pick-Up Persons and Emergency Contact People Policy

Parents are required to provide 1-2 persons that they trust their children to that can be called. Phone numbers and addresses of said persons must also be provided. In the event of an emergency, staff will call the parents first. If the parents cannot be reached, then staff will call one of the emergency contacts until someone can be reached. This person may also be called to pick-up the child in the event of the centre closing for an unforeseen circumstance, when the child is ill and the parent cannot be reached, or when the parent is unable to pick-up the child due to an unforeseen circumstance.

Alternative persons may pick up the child if consent is given in writing to staff in advance. Parents may call to inform staff that about an alternative pick-up person if said person is listed as an authorised person on the child's file. The alternative person must be able to present ID to staff before the child will be released from the centre.

Exercise and Outdoor Activities Policy

As part of the program plan, children require physical outdoor activities. Children will have the opportunity to go outside daily as long as the weather permits it. Children going outside will be required to be dressed for the weather. Should children not have outdoor clothing, staff will offer some of the centre's supplies or the child will remain indoors. Children will not be taken for outdoor activities when there is severe rain or snow or it is below -20 degrees Celsius. Children will also remain inside during extreme weather conditions.



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Off-Site Activity Policy

For non-school days (Christmas Break, Spring Break, PD Days and Summer Break) children will have the opportunity to help staff plan off-site excursions in and around the Edmonton area. These excursions can include, but not limited to, area parks, City festivals and local attractions.

- Parents/Guardians will be informed in advance and in writing of the activity, the required transportation, supervision and any special considerations (i.e. bag lunch) about the excursion.
- Parents/guardians must provide written consent in order for their child to participate in any off-site activities.
- Parents/guardians are invited to participate in all off-site excursions.
- The staff will inform the parents of the off-site location by leaving instructions posted on the outside door of the program.
- A cell phone shall be available for staff to carry with them and the phone number provided to the parents/guardians.

Personal Information Protection Policy

Parents are required to give personal information about the child upon registration. This information is to ensure the child's well-being in case of an emergency. This information may be shared with, but not limited to: Child and Family Services, Accreditation, Emergency Personnel (Police, Fire and EMS), and Licensing. Staff may share information concerning the child to the school in accordance to attendance and transportation. Staff will adhere to the Confidentiality Policy when discussing information about a child. Parents are required to sign consent on the registration form upon registration. Children's names will not be released unless staff is given written permission for a specific situation. (i.e. With a photograph)

Confidentiality Policy

All staff working for Vicky's Before and After School Care Program will respect the confidentiality of our children and families by:

- Staff shall not name or give information about a child, child client, or child's family members except to other program staff on an as-needed basis.
- Convey the importance and practice of confidentiality whenever children's information is discussed.



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- Maintain the confidentiality of information acquired while providing services on behalf of the program after leaving such employment.
- All staff working for Vicky's Before and After School Care Program will sign a confidentiality oath attesting to the understanding of and adherence to this policy.

Smoking Policy

Our program is committed to providing a smoke-free environment at all times. Smoking shall not be permitted at any time, on the program site.

- The program shall provide a smoke free environment.
- No staff member shall smoke on the program premises at any time or place where child care is being provided, which includes off-site activities.
- No persons shall smoke on the program premises or any place that child care is being provided, which includes off-site activities.

Communication and Documentation Policy

Vicky's Before and After School Care Program will provide families with a Parents Handbook on registering their children in the program. Parents will be provided with quarterly bulletins documenting upcoming events and program changes. A bulletin board will be prominently displayed with information regarding changes in hours, dates of operation, upcoming events and important general information.

All parents registering children in Vicky's Before and After School Care Program will be required to provide the following information, as documented in the Parents Handbook: Name of Child, Address, Date of Birth, School, Allergies, Contact Information including home, business and cell phone numbers, as well as information about custody, access and authorization of who may pick up the child or a regular or emergency basis. Parents are required to notify the center immediately if there is any change of information.

Communicable Disease and Illness Policy

Children with a communicable disease shall not be permitted to attend the program.

- Children who have a contagious disease such as mumps, measles, chicken pox, pink eye, impetigo, influenza, etc. must be immediately removed and kept from



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the program for the amount of time specified by a Public Health Nurse. The Public Health Nurse or physician must supply confirmation of date of return.

- If a child is too sick to go outside or participate in regular program activities, they are too sick to be at the centre.
- Parents/guardian shall be notified within 24 hours when an infectious disease has been introduced into the program.
- Ill children will be kept away from other children, and directly supervised by a staff member. Parents/guardian will be required to pick up their ill child as quickly as possible. If the parent/guardian cannot be reached, the emergency contact indicated on the child's registration form will be called.
- The child may not return to the program until license holder is satisfied that the child no longer posed a health risk to persons on the program premise.
- At the first sign or symptoms of illness (fever, child crying or complaining, vomiting, diarrhea, etc.) the staff will contact the parents to arrange for their child to be picked up as soon as possible.
- In the case of lice the child must stay away from the program for 24 hours or until all nits/eggs are removed. Upon return to the centre the staff has the right to examine the child to ensure treatment was successful.
- Children may return to the program when:
 - a fever has subsided for 24 hours;
 - Prescribed medication has been administered for at least 24 hours;
 - Diarrhea has subsided for 12 hours;
 - Vomiting has subsided for 12 hours;
 - Chicken pox are fully scabbed over;
 - A Doctor's note is provided stating that the child can return;

Parent Involvement/Open Door Policy

Our program invites parent participation. Parents and staff working together as a team are able to provide the best experience for the children's' ongoing development.

Parents are welcome to visit the center at any time of the day, join field trips, and attend special events. Parent volunteers will be required to follow the policies and procedures of the center and may not be left alone with children with exception of their own child/ren.



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Complaints Policy

Children, parents and staff are encouraged to express concerns or complaints to staff working in Vicky's Before and After School Care Program. Staff will respond by documenting the complaint and providing such written communication the assistant director or director. Such complaints will be investigated and responded to in writing within two business days.

Emergency Evacuation Policy

In the event that it is necessary to evacuate from the premises, we will provide a safe and orderly removal of all the children from the program.

In the event that the premises are determined to be unsafe, staff shall take the children to the emergency relocation site: **MOUNT ROYAL ELEMENTARY SCHOOL** located at 55 Street and 113 Avenue .The parents/guardians shall be notified of the emergency evacuation and instructed to pick their children up at the relocation site.

Fire Drill Policy

It is a requirement, by the Fire Department and Children services, that child care centres conduct a minimum of "1" fire drill a month. Children must have indoor shoes that stay at the centre. When children are required to evacuate the centre, staff and director must be sensitive and aware of the outdoor conditions. This will ensure the physical needs of the children are being met. Fire drills will not be conducted if the outdoor temperature is below -10° C or during heavy rain or snow. Should children be very uncomfortable due to the weather, the group will quickly return inside.

Staff and children are not allowed to return to grab coats, bags, purses or personal belongings during a drill or evacuation. This was explained by the Edmonton Fire Prevention Officer.

Final Notes

Please ensure that you have signed all necessary paperwork and returned it to the Administration.

And finally.....

Welcome to the Program!!!!!!