



**PARENT MANUAL**

**The PlayPenn  
Child Care Centre**

**Unit 205-215 9<sup>th</sup> Ave SW  
Calgary, AB  
T2P 1K3**

**Phone: 403-457-1334**

## Welcome to Kids@ Churchill Park

We are very happy that you have chosen to enroll your child at the Kids@ Churchill Park, PlayPenn Child Care location. We are certain that the experience will be positive for your family.

This handbook is designed to provide parents with a summary of what you and your child can expect at PlayPenn Child Care including care, curriculum, and operational practices.

Kids@ Churchill Park is a non-profit child care and family support agency providing quality child care experiences and early learning opportunities to Calgary families. We have been both pioneers and leaders in the child care and family services field since 1969.

Kids@ Churchill Park serves the child care needs of children from young infants to school age through group child care centres, out of school centre, and up to sixty (60) Calgary family day homes. Our seven (7) licensed programs are:

- ☀ Bright Lights Child Care (Manchester Industrial)
- ☀ Connaught Out of School Care (Beltline)
- ☀ Kahanoff Child Care (Beltline)
- ☀ Parkside (Hillhurst)
- ☀ Pump-Kin Patch Child Care (Downtown)
- ☀ Play Penn Child Care (Downtown)
- ☀ Sunridge Child Care (Sunridge)

Kids@ Churchill Park's child care programs are provincially licensed. We work hard to exceed provincial standards in all areas. We invest in quality programs and services including enhanced food and nutrition programming, regular outings and extras that enhance child development, and rich educational programs and a current curriculum that build upon the imagination and potential of each child.

### Our Vision

*Where Igniting Children's Potential is Our Passion!*

### Mission Statement

We are a non-profit community organization where 100% of resources are re-invested in your children to nurture curious mind, healthy bodies and happy hearts.

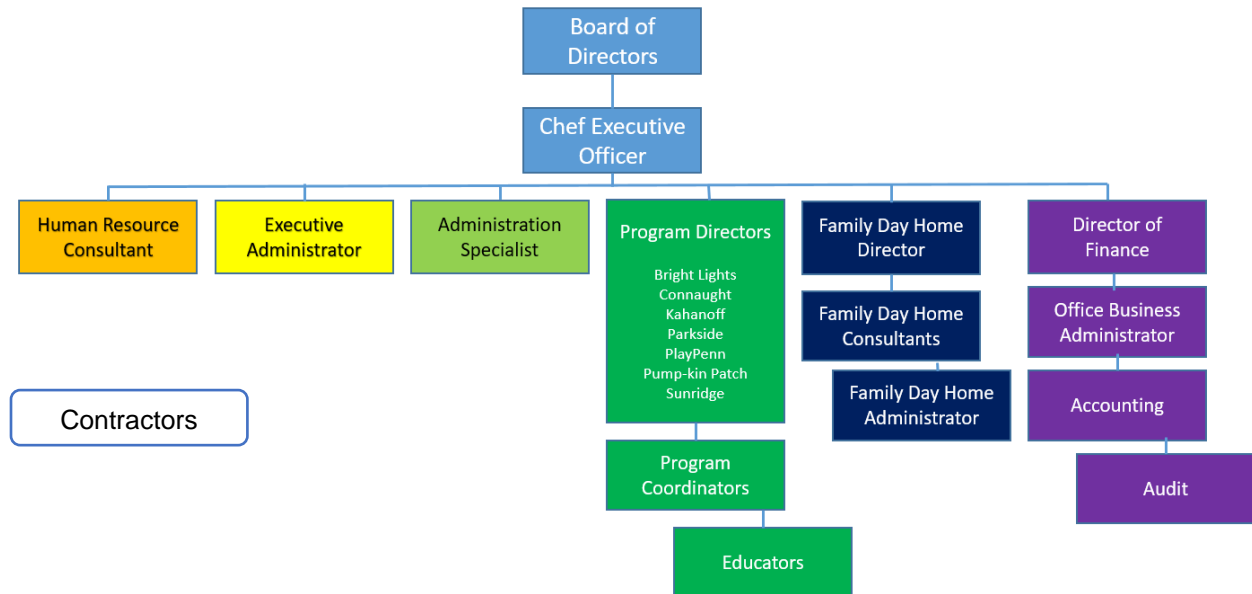
### Values

- ☀ **Accountable and Trustworthy**
- ☀ **Togetherness** – Lift each other and build a team dedicated to service
- ☀ **Communicate with Authenticity** – Connect with openness, transparency, and respect to create genuine relationships
- ☀ **Passionate and Positive Can-Do Attitude**
- ☀ **Co-Lead and Commit to Learning** – Seek and respect different perspectives, commit to move forward, and create incredible outcomes for all
- ☀ Always choose **Compassion** and **Kindness** to create a culture of warmth and belonging
- ☀ Stay **Humble** and have **Fun!**

## Our Team

Highly trained, supported and passionate staff are the key resources for igniting children’s potential. Our Educators are deeply committed to their own professional learning so that they can continue to offer the highest level of current child care practices in Calgary.

For a current list of our team, please go to <https://www.churchillpark.ca/our-team/>



## Board of Directors

Kids@ Churchill Park has a dedicated and talented volunteer Board of Directors who share a common vision and goal for the organization, a place where child care professionals partner with families and the larger community to ensure children are better ready for life.

## The Executive Leadership Team

The Executive Leadership Team is made up of our Chief Executive Officer, contract HR Director and contract Director of Finance.

## Leadership Team

Each licensed child care centre is led by a Program Director and Program Coordinator.

## Program Teams

The team in each program includes a Program Director, Program Coordinator, Primary Educators, Team Supports, and On-Call staff. The Educators employed at PlayPenn Child Care include qualified Early Childhood Educators, who fulfil the requirements for Primary Educators in each program group. The expectation for the Educators is to provide quality, professional, learning experiences for children and families, and to respond to each child respectfully and thoughtfully. Team Supports complement the team of Educators by providing Educator coverage, enhancing groups by providing additional support, and offer general program support. On call staff provide occasional child care in the absence of regular staff.

Each program has Team Supports to compliment the team of Educators. On occasion, an On-Call staff will replace a regular staff's absence. On Call Staff are also provincially certified and screened.

Staff will be required to provide, upon employment and at renewal dates, evidence of provincial Early Childhood Educator certification, a positive criminal record clearance including vulnerable sector search, approved first aid (except on-call), and evidence on-going professional training. Staffs' names and credentials are posted in the centre for parent information. Newly hired staff are oriented into a position prior to having unsupervised access to children in care.

The children are provided with a morning snack, hot lunch, and an afternoon snack. Our 6 weeks menu is planned and prepared by qualified cooks at our in house centralized kitchen

### **Central Kitchen**

Our qualified food service staff are educated and trained in approved food service while accessing additional training for children's nutritional needs.

### **Central Administration**

Our Main Office team is comprised of our Executive Administrator, Administrative Specialist and Office Business Administrator. The Centralized Administration team oversees the waitlist and new enrollment for each program, financial responsibilities including billing, payroll, and subsidy, and general support to the Leadership Teams.

### **Volunteers**

There are times when volunteers, such as students or parents, will be part of the program. Volunteers are not responsible for the supervision of the children, will not be left alone with children, or be a part of the regulated ratio or as an enhanced staff during a field trip. Volunteer duties will not include guiding children's behaviour, toileting-diapering children, first aid, or addressing parent concerns. Volunteers, other than parents, must provide evidence of a clear criminal record check and adhere to the confidentiality practices.

Therapists and other support staff are not responsible for the supervision of children in care.

### **Licensing Legislation and Program Standards**

As licensed child care programs, Kids@ Churchill Park child care centres maintain a Provincial Child Care license in good standing in accordance with the Alberta Early Learning and Child Care Licensing Act and pursuant Regulation. Inspection reports are posted on the Ministry of Human Services website and in the centres.

The child care centres are also inspected by AB Health and the Calgary Fire Department.

### **Capacity**

The maximum licensed capacity at The Play Penn Child Care is eighty two (82) children from infants to 72 months (not yet in grade 1).

### **Hours of Operation**

The hours of operation at The Play Penn Child Care are **7:00am to 5:30pm** daily. The hours are designed so that a child's attendance coincides with the staff schedules. Overnight care will not be provided. Transportation to and from child care will be the responsibility of the parent/guardian.

The program is closed on all statutory holidays, and annual Professional Growth Day which falls on September 30<sup>th</sup>.

**Child Care Setting**

The Play Penn Child Care is designed to welcome children and parents into a comfortable, respectful, nurturing child and family friendly environment. The space allows children the freedom to be who they are, while inviting parental involvement to create a community. The setting includes five (5) child program rooms, indoor gym, outdoor play space, an office, a staff room, and storage areas.

Each program room is designed, furnished, and set up for the age and development of children in attendance. The space provides opportunities for independent exploration and choice of materials, in a safe and comfortable space. Attention has been made to incorporate natural elements, such as learning materials, light, and plants, into the play space. The environment will also recognize and include diverse cultures, life styles, and abilities of children representing families in our care through books, toys, posters, menu, etc.

**Child Groups**

There are five (5) program rooms available for grouping of children within PlayPenn Child Care. With a full enrollment of eighty two (82) children, children are registered into one of the groups, during the hours of 8:30-4:30. During times of lower attendance and the beginning and end of each day, children may be placed into mixed-age groupings while maintaining compliance with minimum standards. **A room may have more than one group.**

**Group Compositions and Ratio of Educator per Child**

Age Group	Primary Staff Member to Children Ratio	Maximum Number of Children in a Group	Primary Staff Member to Children Ratio (when children are sleeping)
Infant less than 12 months	1:3	6	1:6
Infant 12 months to less than 19 months	1:4	8	1:8
19 months to less than 3 years	1:6	12	1:12
Age Group	Primary Staff Member to Children Ratio	Maximum Number of Children in a Group	Primary Staff Member to Children Ratio (when children are sleeping)
3 years to less than 4 years	1:8	16	1:16
4 years and older	1:10	20	1:20

Mixed age scenarios: where a group of children receiving day care includes children from 2 or more of the age groups listed in the first column in the above table, the minimum primary staff member to children ratio is

- During the children’s rest periods, the ratio set out in the last column of the above table that describes the ages of the majority of the children in the combined group, or

- At all other times, the ratio set out in column 2 for the row of the table that describes the ages of the majority of the children in the combined group.

### **Outdoor Activities**

PlayPenn Child Care Centre believes that daily outside time is a contributor for healthier growth and development. An approved outdoor play-area is located on site. During the times that children are in this area, it will be enclosed for their safety. Educators will plan and provide daily outdoor experiences for all children in care, except when children may not have appropriate weather clothes or in cases of extreme weather conditions. Outdoor play will be cancelled if weather temperatures are below -15 degrees Celsius with wind-chill for children under 19 months; -20 degrees Celsius with wind-chill for children older than 19 months. Air quality, including smoke and UV levels, and heat will influence outdoor opportunities during hot seasons and Environment Canada recommendations will be used as a guidance for outdoor time. Sun safe practice such as sunscreen, hats, and adequate hydration will be implemented.

### **Child Admission Information**

Early Childhood Educators promote respect for all individuals regardless of age, race, life-style, gender, culture, religion, language or ability. PlayPenn Child Care Centre and the program is barrier free and includes every child in the activities, with additional supports as needed.

Children are placed into a group that is in the best interest of the child, which may not coincide with the child's chronological age. The purpose of the placement is to allow children to grow within the comfort and familiarity of a group while facilitating attachments with Educators and developing social networks among peers. With this stability and comfort, the child is able to securely explore and learn.

### **What a Child Needs to Bring to PlayPenn Child Care**

Within the assigned program room, each child is provided with a locker to store their belongings. Please limit the items the child brings to the centre. All items need to be labeled with child's name.

- All children require at least one change of clothing. The play can get messy, wet and dirty. It is in the child's interest if clothing does not prohibit exploration.
- All children require adequate outdoor gear suitable to current weather conditions. This may include hat, scarf, mitts, boots, snow pants, jacket, covered toe shoes, rain gear, sunhats, etc.
- All children require closed-toe foot wear at all times including a pair of indoor shoes. Sandals are discouraged.
- All children require a blanket for rest time. Children are also welcome to bring comfort items for rest time including stuffies, and small pillow. A labeled storage area will be provided to separately store each child's bedding.
- Toys from home are to be arranged with the child care staff. In some situations, personal items can support children transitions into new environments and/or Educators may announce special days, such as "show and tell" when children are encouraged to bring items from home. These opportunities can be very beneficial for children to develop a sense of belonging in the program.

- Children who require diapering will need to provide disposable diapers, diaper wipes, and diaper creams if needed. PlayPenn Child Care does not have the facilities for managing cloth diapers. Diaper creams and other items labeled “keep out of reach of children” are to be handed directly to staff for safe storage and a completed form for administering cream is required. Each child will be provided with a labeled storage space for diapers.

### **Registration**

A completed and signed Registration Form and the Financial Agreement are required prior to the first day of child’s care. Information gathered at registration is required by the *Early Learning and Child Care Regulation* to ensure the child’s care needs are accurately documented.

The child’s attendance schedule is arranged at time of registration. The Educators’ schedules and child group compositions are directly tied to children’s schedules; therefore, to maintain compliance with *Early Learning and Child Care Regulation*, **any changes to the child’s schedule, including drop off and pick up times, requires approval from the Program Director prior to implementation.** Parents are requested to notify the centre when their child will be absent from care, including due to illness.

### **Gradual Entry**

A *Gradual Entry Plan* for a new child provides time for the child, their parents, and the Educators to become familiar with each other. The time also allows the child an opportunity to become comfortable in a new space and aids in the separation from the parent. A Gradual Entry plan generally starts with part-time care that increases in duration and frequency. Parent(s)’ attendance will be necessary during part of this plan to allow time for the parent to share information about their child with the Educators. The duration of the gradual entry plan is dependent upon the child’s needs but is usually over the course of 2 or 3 days for full-time care.

### **Transition Plan**

A Transition Plan is created when the Educators are preparing a child to change program groups. The success of a transition to a new group is based on the child’s readiness, the Educators’ preparation to support the child, and the parents’ support. The child will usually visit the new group prior to determining if they are ready to transition.

The plan will be implemented with parental knowledge. Communication with parents and staff is critical to allow parents to develop relationships with the new Educators involved with their child and to have time to learn the routines and expectations of the new group. The Transition Plan allows the child to gradually make the change to the new group.

### **Parent Fees**

A signed Financial Agreement is required upon enrollment and acts as a contract between the parent(s) and Kids@ Churchill Park.

Parent fees are calculated monthly as per the financial agreement, and due on the first of each month for that month. Parents are required to sign up for Pre-Authorized Payment. Parent fees also include centre closures noted in the annual closure schedule. There is no adjustment for times

the child is absent from care such as illness or vacation as the fees are based on enrollment, not attendance. Parent fees include food service and some additional activities.

### **Subsidy and Affordability Grant**

Alberta Children's Services offers a child care subsidy program and affordability grant. This provides funding for eligible families towards the cost of care. Further information can be found at <http://www.child.alberta.ca> or call 403-297-6100. Parents are responsible for the full fee unless written approval of subsidy has been received, at which time parents will be responsible for any fees not covered by the Provincial subsidy program and affordability grant.

### **Termination of Care Notice**

Should the Parent/Guardian wish to terminate care, the Parent/Guardian must provide at least 30 days written notice of their intention. This includes registration cancellation, change in child's attendance schedule, and change of centre. Mid-month terminations will not be accepted (for instance, if you are planning to terminate care as of December 31, the cancellation notice should be given before or on December 1<sup>st</sup>).

### **Discontinuation of Care**

**1. Support and Inclusion:** We strive to assist with any social, emotional, or behavioral concerns that may arise with children in our care. We will work with parent(s)/guardian(s) to find a solution within our program and will make every effort to help all children feel included and have a sense of belonging.

**2. Fit:** There may be times when our program may not be a good fit for your child. While we will make every effort to work with families to receive supports, there may be instances where our program cannot meet the specific needs of your child.

**3. Alternative Care:** In such scenarios, we may need to ask families to seek a program that is better suited to their child's needs. We will do our best to assist in this transition.

**4. Safety:** The safety of all children in our program is among our top priorities. If any child poses a threat to the safety of all children, discontinuation of care may result and without further notice.

### **Program of Activities**

Children in care at PlayPenn Child Care Centre are provided with a safe, healthy and developmentally appropriate environment coupled with caring, knowledgeable, and professional educators.

The facility is intentionally designed with flexibility to accommodate a child at each stage of their development within a secure, child friendly and comfortable space. It is a priority that the children's environment be free of hazards, clean, and organized.

Developmental domains including motor skills (large and small muscles), language, intellectual, creative, social, and emotional have been considered in the program of activities. Literacy is a component found throughout the children's environment.

The Kids@ Churchill Park staff present a respectful space for children and adults allowing a child to develop a sense of trust and security. This would include respectful interactions between adults, and adults with children. Educators communicate warmth and acceptance in their responses to



children's feelings and needs, during activities, and daily care. Educators respond to children's needs in timely, kind, respectful and developmentally appropriate manner. Positive words of encouragement and understanding guide communications. Children's successes recognized and celebrated to create positive self-esteem and encouragement. As developmentally appropriate, children are encouraged to express feelings in socially appropriate ways. In the interim, identifying feelings and modelling problem solving skills is part of the respectful environment.

## **Curriculum**

The Alberta Curriculum Framework builds on Early Learning and Child Care frameworks that have been developed around the world by applying foundational knowledge and understanding of how children learn and develop, assisting Educators in making meaningful curriculum decisions. Children's development and interests are observed as key ingredients for provocations and planning activities.

While the Alberta Curriculum Framework is not mandatory in Alberta, Kids@ Churchill Park has chosen to move forward in following it, as it is considered the gold standard for early learning environments! As we are moving forward, the Educators have been working hard to incorporate this framework and document your child's learning experiences in an intentional way.

### **How is the Curriculum Framework different from other Early Childhood Curriculums?**

- Not a step by step plan or manual telling educators what to do each day
- Is not a list of ages and stages
- Not pre-determined outcomes
- Is 'Child initiated, and Educator framed' & developed with children's learning goals in mind
- Based on play by providing invitations for children to extend their learning and interests
- Encourages Educators to co-create **responsive environments** and places of meaning and belonging for children to learn, grow, and to develop a sense of self.
- **Flexible and responsive** to children & family's needs

### **How can you learn more about the Curriculum Framework?**

- On the Living Walls or program planning sheets in classrooms
- When talking with Educators & Directors
- News bulletins & monthly newsletters
- Our Churchill Park Family Care Society Facebook Page
- <http://childcareframework.com>

### **Ages and Stages Questionnaires and Nipissing Developmental Screen**

The Educators will use developmental screening tools current to the child care profession to track a child's developmental growth. The results will be shared with parents at parent/Educator meetings, and will be used to plan activities for your child.

During the course of the day, Educators will observe and document each child's experiences. These observations may be written and/or photographed, and obtained from the child's experiences. Observations will be summarized and shared with parents through email/text messaging (through family sharing app).

## **Development Enhancement**

When an Educator or a parent expresses concerns about an area in the progress of a child's development, the Program Director and/or Educator will meet with the parents to discuss the concerns. It may be determined that changes are required in the child's program, or it may be determined that extra support is required from an outside agency to assist in the child's success. Parental participation and communication are necessary in determining the program of activities and goal setting that best meets the needs of the child. Written parental consent is required prior to referring a child to an agency.

## **Resources**

The Lead Foundation is a team of professionals that has collaborated with Kids@ Churchill Park. They will focus on screening children within the program to identify early on those children with developmental delays to ensure they receive the resources they require to reach their full potential.

### **1. Written Information**

Resources for assisting in the identification of a child's development may include:

- Ages and Stages Questionnaire
- Ages and Stages Questionnaire, Social and Emotional
- Nipissing Rating Scales
- Behavior Assessment System for Children
- Observation Records

### **2. Agencies**

With written parental consent, a child may be referred to an outside agency to support in the progression of the child's development. These agencies and what they offer are available in the Kids@ Churchill Park - PlayPenn Child Care Practice Manual or from a Child Care Staff.

## **Parent Participation**

The success of a child's experiences at the child care centre includes the collaboration and relationship between parents and the Educators when meeting the child's needs. Educators recognize and respect the primary role of parents in the care and teaching of their child and will strive to provide a program that compliments the goals that the parents have for their children.

Educators recognize that families are unique in their values, experiences, and needs for their children. Parents are encouraged to share this information with the child care staff to allow staff to provide a holistic approach to meeting the child's and family's needs in the child care program.

## **Family Committee**

The Family Committee performs functions to enhance the child care program. These functions include assisting with centre fundraising events, assisting with special events, and providing feedback on operations from a parent's perspective. The Committee is not responsible for policy development, operations, parent complaints/concerns, or license holder responsibilities.

### **Time with Your Child(ren)**

Parents are encouraged to be part of their child's day at PlayPenn at any time that their child is in attendance. Parents are always welcome to join the child in their child's group activities, or to present a talent or interest to the children.

Parents are asked to understand that during visits at PlayPenn that the Educators' priority is attending to the needs of the children in care. Educators can arrange an appropriate time to speak with parents in a confidential environment for discussions about the child or practices as needed.

### **Parent Communication**

Newsletters and notices are emailed through emails/text messages (family sharing app), and are available on the Kids@ Churchill Park Website. The newsletters may be posted in the centre with up to date information on the child care centre operations, functions, and special activities.

### **Family Events**

PlayPenn Child Care Centre hosts events for parent gatherings and information sharing, with topics related to but not limited to child health, child development, and child care information.

### **Parent/Educator Meetings**

Educators meet and communicate with parents on a regular basis to establish goals and a program plan for the child. This time is also used for general discussion of the child's development and parent feedback of the child care service.

In respect for the child(ren) in care, we ask that to please refrain from speaking about concerns you may have with your child in the children's presence. Staff can arrange an appropriate time to speak with parents in a confidential environment.

### **Operational Practices**

#### **Supervision of Children**

Educators supervise attending children at all times through practices that adequately ensure the health, safety, and well-being of each child.

Supervision is implemented through visual and auditory strategies such as the positioning of staff in intentional spaces of children's play, through interactions with children, and through knowledge of each child's needs and group dynamics. Children's abilities and development are considered in the implementation of supervision strategies. During higher risk activities such as outings, additional Educators will be provided to enhance the supervision of children.

#### **Confidentiality**

PlayPenn Child Care Centre recognizes the need for and respects the privacy of each family and child using the service. Information obtained about children in care and their families is held in confidence except where requested by approved authorities (licensing, police, court, as well as child and Family Services).

As a parent participant in the child care centre, you will observe other children in care and staff. Please respect the privacy of every child and family by avoiding discussion of observations. If there is an observed concern of a staff's practice, please bring this concern forward as per Practice statement for Concerns/Complaints shown in this handbook.

To model respect for a child, the child care staff will not discuss concerns about the child in the child's presence or the presence of other children. Child care staff will only discuss a child in care with that child's legal parent/guardian or other centre staff.

### **Photographing/Filming of Children**

Photographs of children are used to document and share your child's experiences.

Parent/guardian authorization is required prior to the childcare centre staff to photograph or film your child. Photographs may be shared or displayed through various forms including emails/text messages (family sharing app), posted within the centre, website or in Churchill Park promotional materials.

**Parents visiting the program may only take photos of their own children.**

### **Field Trips/Outings**

On occasion, Educators will plan for off-site outings within the community. An off-site outing is any area beyond the licensed child care space (beyond the outdoor play area). Outings are done with intention, thought, and a plan. Parents are always welcome to join their child on an outing.

Child care staff implement procedures necessary to provide a safe and positive experience during an off-site outing with the children. Neighbourhood walks and field trips require parental consent and will be within a limited area that includes sidewalks and controlled crossings. Parents will be notified in writing of the details of the outing including location, safety precautions, supervision plan, purpose, and method of transportation. Child care staff ensure that Off-Site Outing Procedures are implemented, including access to child emergency records, documented parental consent, safety awareness of outing, record of attendance, care supplies including first aid kit and medications, and purpose and appropriateness of outing for children. Unfortunately, due to our staff to child ratios, your child will not be able to opt out of a trip and remain in the centre. If you do not wish your child to attend any given excursion, please do not have your child attend the program on that day. Parents are responsible to know departure and arrival times of the field trip and to bring child on time. We will not organize arrivals or departures during field trips due to the inconvenience this may cause to other children in the group.

Children will not be transported in staff vehicle. Children will walk to outings within safe walking areas. Infants will be transported in strollers. Children may use public transit with safety guidelines and parental consent.

### **Respectfully Guiding Children's Behaviours**

PlayPenn Child Care strives to provide a safe, secure, and developmentally appropriate environment for all children in care. The outcome resulting with the child feeling valued, respected, and nurtured thereby minimizing the need for redirection of a child's behaviours.

The following is intended to provide you, the parent, with a description of the Guidance Practices. Child care staff are required to sign acknowledgement of the Guidance Practices upon employment, and

when any revisions to the Guidance Practices occur. Parents sign that they have been provided with the Guidance Practice upon registration, and when any changes occur. An email announcement will inform parents and staff of revisions to this policy.

### **Procedures**

During those occasions when a child's actions require adult guidance, Educators provide guidance in a supportive, respectful manner that leads to a positive outcome for the child(ren) which will be reasonable in the circumstances. Proactive strategies implemented to avoid unwanted behaviours from occurring, allow the children to be successful, feel safe, and eager to explore.

Under no circumstances will Educators, with respect to a child in care, implement or threaten to implement the following strategies:

- Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.
- Physical force such as spanking, shaking, pushing, slapping, or confinement.
- Physical restraint such as confining a child in an area, restricting a child's movement, and holding a child against a child's will.
- Emotional punishment that will ridicule, demean, insult, undermine, or humiliate a child. Deprive or threat to deprive basic needs such as food, bedding, clothing, shelter.

Placing a child on "time out" is not a strategy that will be implemented at PlayPenn. Although this type of intervention may stop the action, it may also humiliate the child, while failing to offer the child appropriate alternatives for the behaviour.

Educators implement strategies for providing successful experiences for all children in the group through knowledge and familiarity with each child's developmental level and interests. The Educators model appropriate actions in day-to-day interactions with adults and children. The modelling will demonstrate empathy, respect, and social skills for success. It is expected that all adults, while on child care premises, will adhere to the described Guidance Practices.

Discussion concerning child guidance is encouraged between parents and Educators. Open communication is the key to achieving the common goal of providing a stable and nurturing environment for the children. These discussions need to occur away from the child.

Educators are provided with on-going training for guidance strategies to ensure staff is familiar with up to date information. Parents will be offered Information Sessions and other resources on child guidance when available.

### **Daily Arrivals and Departures**

#### **Attendance Records**

Upon enrolment, parents arrange hours of care for their child. Changes made to this schedule either on a temporary or permanent basis, require the Program Director's approval to ensure that sufficient staff are available, that it is in the best interest of the child, and that the group size is compliant.

Children are logged in electronically upon arrival and departure. These times must be accurate. Child care staff monitor the attendance throughout the day for accuracy. Child attendance records are maintained for two (2) years. Written documentation of each child in attendance is required at all times.

Parents are requested to notify the centre by 8:30 am, if their child will be absent from care that day. Adults accompanying a child or picking up a child are to notify child care staff of the child's arrivals and departures. Children are not to be dropped off in the hallways by their cubbies but be brought to their respective class. Educators will greet each child and accompanying adult upon arrivals and departures.

### **Parking**

Parking is available for drop off and pick up in the designated stalls on 4<sup>th</sup> level of parkade. A parking tag is required. Please be aware of children moving about when arriving and leaving.

### **Late Pick Up and Late Fee**

It is the responsibility of each parent to ensure his or her child is picked up by a responsible adult no later than the daily closure of the program. Parents whose children are picked up after closure, will be assessed a late pick up penalty of \$25.00. After 15 minutes of the program's closure, the late penalty will increase to \$50 and will be added to the **next invoice**.

In the event of three late pick-ups, care may be terminated without notice and a pro-rated amount for the remainder of the month refunded.

### **No Show and Unreachable for Pick Up**

If a child is not picked up by the scheduled time, and an authorized person has not notified the program of a delay by the closure time, staff will attempt to contact the parents/guardians. Failure to reach a parent/guardian, will result in an effort to reach the emergency contact, or an identified person from the list of authorized individuals. If all efforts are unsuccessful, the staff person in charge may call the police and/or Calgary Child and Family Services Authority for assistance in the matter.

### **Respect in the Workplace**

Kids@ CP values respect in the workplace as well as from those engaging with our employees; there is a zero tolerance for rude, abusive or aggressive language and conduct, any of which may result in termination without notice.

### **Custody**

A parent who has been awarded sole custody of their child by the Courts, and does not want the non-custodial parent to access the child during child care hours, must produce a copy of the Court Order showing assigned custody or authorized restraining order, for the child's file. Child care staff cannot deny a legal parent access to their child unless there is a court order to support this action.

### **Healthy Practices**

#### **Preventative Health Practices**

All child care employees implement procedures to provide a healthy environment for the children and staff to reduce the risk of contamination of illnesses within the child care centre. Providing children with healthy food choices, daily outdoor time, a clean eco-friendly environment, and modeling healthy practices such as Universal Precautions, are preventative strategies practiced at the centre to promote children's good health.

### **Infection Control Procedures**

Child care staff follow "Universal Precautions." This principle is endorsed to reduce the spread of germs and to aid in protecting all persons in the child care centre from unnecessary exposure to potentially harmful organisms.

Hand-washing is implemented for all children and staff before food activities, after toileting/diapering, after playing in sensory tables or activities, after outdoor play, after any contact with bodily fluids such as nasal discharge, after handling toxic substances, and when hands are soiled. In addition, staff will wash hands before and after administering medication, during care of an ill child, and after any cleaning. Child care staff will model proper hand-washing techniques and supervise child hand-washing to ensure proper practices are being used.

### **Sleep/Rest Time**

Children are busy learning and playing while at a full-day child care centre; therefore, to meet the child's physical needs, daily quiet time is provided for children to relax, rest, or nap. Each child is provided with a cot or crib with a sheet for this quiet time. Children are requested to bring a blanket from home and a comfort item if needed. Activities are provided for children not napping after a half hour quiet time. A collaborative plan is made between the parents and Educators for children who are transitioning out of nap time. The plan will respond to the child's sleep needs while in child care while recognizing the needs of the child's sleep patterns at home.

### **Snacks/Meals**

Children are provided with a morning snack, lunch, and afternoon snack that are of sufficient quantity, variety, and at appropriate times. All food will be prepared by Kids@ Churchill Park's Central Kitchen staff, catered from the PlayPenn location. The daily menu is posted on HiMama, and in each program room. The menu is designed to meet a portion of the child's daily nutritional requirements as described in Health Canada's Food Guide. Children are encouraged to taste each menu item, but at no time is a child forced to eat or drink. Alternate options are available for dietary and medical reasons, and on those occasions where a child dislikes the food served. Children are permitted to leave the table when finished and not have to wait for the whole group to be done.

All staff and children at the centre are seated while eating or drinking. For safety reasons, **hot beverages**, such as coffee or tea, are not permitted in the children's play areas.

Food brought from home, including bottles, need to be labeled with the child's name and date. There is no adjustment in parent fees when the food service is not used. Parents providing food from home are encouraged to use the Health Canada Food Guide to ensure the child's daily nutritional needs are being

met. The child care staff will supplement the child's food needs as required. Please note there may be restrictions to food allowed in the centre due to allergies (i.e. nuts, kiwi).

### **Diapering, Toilet Learning**

Diapering will be done as needed for each child. Parents will be provided all diapering supplies. Staff will diaper children using universal precautions and required disinfecting procedures as stated by AB Health. Diapering is done in a fun, interactive, and respectful manner.

As children learn to use the toilet, a plan is developed between the Educators and the parents. Please provide lots of extra clothes. Children will be encouraged to use the toilet and will never be forced. Positive words of encouragement help with this new stage. At no point will a child be demeaned or shamed for an accident. By following a child's lead, the transition will be a positive and successful experience for the child.

Educators will respond in a timely and respectful manner to children who require assistance with clean up after using the toilet. It may be of help if you to provide flushable wipes for ease of cleaning. Children will be encouraged to try for themselves as they develop this skill.

### **Oral Care**

The child care staff implement healthy dental practices with children in care.

- Children are not placed to bed with a drink including a bottle.
- Sweetened beverages including fruit juice are not served.
- Children who provide own toothbrushes and tooth paste are assisted with tooth brushing practices and tooth brushes are properly stored to prevent spread of germs.

### **Cleaning, Disinfecting and Sanitizing**

Child care staff implement a routine cleaning schedule to disinfect the surfaces, play areas and toys/equipment, and to sanitize food service areas in order to minimize the risk of contamination from illness-causing bacteria.

### **Safety Checks**

Child care staff conduct and record daily safety checks of the children's play areas including outside play area, and auxiliary areas. Posted checklists include inspecting for identified hazards such as tripping hazards, broken toys/equipment, appliances in disrepair or safety requirements, and cleanliness.

### **Smoke Free Environment**

To provide children with clean breathing space and in accordance with *Early Learning and Child Care Licensing Regulation*, smoking is not permitted on the licensed program premises during the time that children are in care, including the outdoor play area. At no time will child care staff, volunteers, or escorts smoke where child care is being provided, such as an outing.

### **Scents**

Due to possible sensitivities to scents, it is requested that parents, children, and child care staff minimize the use of scented body products (sprays, colognes, etc.) while at The PlayPenn.



### **Eco-Friendly Practices**

The child care staff implement and promote eco-friendly practices with the children's involvement. Practices include recycling materials, reducing water use, growing plants, limiting use of non-recyclable materials, minimizing use of aerosols, and implementing other identified environmental health practices as they emerge. Eco-friendly practices compliment healthy practices.

### **Screen Time**

Screen time, such as iPad or laptops, maybe used for educational purpose and/or for fun activities such as celebrating a child's birthday.

## **Emergency Management**

### **Security**

Parents are provided with an access card to enter the child care centre, located at the back entrance. Guests entering the front entrance will ring the door bell and staff will permit access as appropriate. For the protection of the children in care, please do not share this access card.

### **Evacuation**

In the event of an emergency evacuation, child care staff implement approved evacuation procedures posted in each room. Children and staff practice these procedures on a regular basis. The evacuation route is posted in each program room.

In the event of an evacuation, the children are evacuated to the designated Muster Point, **at Bankers Court**, and parents/guardians or emergency contacts, in case parents cannot be reached, are notified. Parents may be required to pick children up from care if we cannot return to the building safely. To ensure all children are accounted for during an evacuation, children must remain with the group until they arrive at the Muster Point and parents must notify the Educators when they have picked up their child from the Muster Point.

### **Unexpected Closure**

In the event that PlayPenn Child Care Centre needs to close due to unexpected circumstances (furnace or plumbing not functioning, flood, gas leak, etc.) parents will be notified as soon as possible. Parents are responsible for making alternate child care arrangements unless otherwise notified.

### **Emergency Health Concern or Injury**

If, in the judgment of the child care staff, an injury or health concern requires non-emergent medical attention, the parent/guardian or emergency contact will be notified in writing of the situation in a form of incident/accident report.

In the event that an injury or health concern requires immediate emergency care, an ambulance will be called. Child care staff will then notify the parent or the designated alternate contact person. In the absence of the parent/guardian, a child care staff person will accompany the child to the hospital and remain with the child until parent or guardian arrives.

## **Ill Child and Medication**

### **When Your Child Is Ill**

There will most certainly be times when your child becomes ill; therefore, it is important that parents have alternate care arrangements to allow the child time to rest and recuperate away from the group centre. Please notify the centre when your child becomes ill and provide information on the illness so the child care staff can implement precautionary measures in reducing the spread of the illness.

### **When a Child Is Ill While at the Centre**

PlayPenn Child Care staff will implement the following practices regarding attendance and care for an ill child. The child care centre contacts the parent/guardian to immediately pick up their child from care if the child:

- Becomes ill with a fever (a temperature greater than 38 degrees Celsius), vomiting, diarrhea, and/or a new and unexplained rash or cough
- Requires greater attention than can be provided without compromising the care of the other children in the program
- Displays any other illness or symptom staff knows or believes may indicate that a child poses a health risk to other children, caregivers or staff.

A child may return after 48 hours or earlier to the program if the child's parent provides a written notice from a physician indicating that the child's illness does not pose a health risk to others at the centre, and/or if the Program Director is satisfied that a child's condition will not pose a health risk to other children or staff at the centre.

Should there be a confirmed diagnosis of a communicable illness/infestation in the child care centre; parents will be notified. Further information on a communicable illness/disease can be obtained from <https://myhealth.alberta.ca>, as listed below.

When a child becomes ill while in attendance at the centre, the child will be supervised in a quiet, comfortable area away from the group of children. The parent will be notified to immediately pick the child up from care. If the parent cannot be reached, staff will attempt to contact the emergency contact person identified on the child's registration form to arrange for the child to be picked up from care. PlayPenn Child Care cannot provide the care required for an ill child to remain in attendance at the centre, and the child will be most comfortable at home.

Educators will complete an internal incident/illness form describing the signs of illness, staff's response to the ill child, as well as parent pick up time and parent signature. The Program Director will notify Alberta Health Services and/or Child Care Licensing as required for a reportable illness or injury. Educators may request a follow up phone call from a parent regarding the child's health status prior to the child returning to care.

### **When to Keep a Child at Home**

In determining whether a child should or should not attend child care due to illness, consider the following:

- The child has an illness as described below

- The child’s ability to fully participate in the daily activities including outdoor time;
- The protection of other children in care from contracting the illness;
- The comfort and safety of the child who is ill; and
- The ability of the staff to provide proper care for the ill child.

Parents and educators will use the following guidelines to assess the child’s health:

- a) A temperature over 100 F, 38.0 C
- b) Sore or discharging eyes or ears;
- c) A respiratory infection with profuse (green) nasal discharge;
- d) Exposure to or presence of any contagious diseases as shown below.
- e) Vomiting;
- f) Diarrhea,
- g) Inability to participate in regular programming;

**A child must remain out of care if the child has been diagnosed with, but not limited to, the following:**

If a child has a communicable disease, the Educator and Program Director must be notified immediately. The illness will be reported to Alberta Health Communicable Disease as required. This includes exposure to or presence of any contagious diseases such as:

- |                              |                           |
|------------------------------|---------------------------|
| whooping cough               | hepatitis A or B          |
| measles                      | impetigo                  |
| mumps                        | fifth disease             |
| chicken pox                  | rubella                   |
| diphtheria                   | strep throat              |
| scarlet fever                | meningococcal infection   |
| hand, foot and mouth disease | scabies                   |
| haemophilus influenza Type B | head lice                 |
| meningitis                   | mononucleosis             |
| poliomyelitis                | pink eye (conjunctivitis) |
| ring worm                    | roseola (baby measles)    |

**Allergies & Illnesses**

Allergies and emergency illnesses are posted in required areas to inform all necessary staff while respecting confidentiality of the child. For children who have a severe allergic reaction, emergency health procedure are implemented including contacting Emergency Medical Services for medical assistance.

**Administering Medications**

Parents are able to come to the centre and administer medications to their children at any time. Parents are to provide written notification to the child care staff if their child was given medications prior to arriving at child care, (such as, Tylenol, cough syrup, herbal remedies).

For the protection of children and staff at the centre, safe practices are required for the administration of medications. The required AUTHORIZATION FOR THE ADMINISTRATION OF MEDICATION FORM available from an Educator, must be completed and signed. Prior to staff

accepting medication, the authorizing parent must provide this Form along with the medication in its original container.

Child care staff does not administer over the counter medications (i.e. Aspirin, cough syrup, vitamins, throat lozenges, cold capsules, etc.) except where the medication has been prescribed by a doctor, with the exception of diaper and hand creams. Child care staff does not administer medication on an “as needed” unless prescribed by a doctor with the explanation of the symptoms, as well as emergency medications such as an EpiPen or Bronchodilator.

All medications must be handed directly to staff for proper storage. All medications, excluding emergency medications, will be locked at all times to reduce risk of children’s access.

### **Emergency Medications**

Children who have a severe allergic reaction will receive immediate medical attention which will include contacting Emergency Medical Services and the child’s parent/guardian.

Emergency medication also requires an AUTHORIZATION TO ADMINISTER EMERGENCY MEDICATION FORM, including detailed instructions on the signs and symptoms of when the medication is necessary. Please note the expiration date on all emergency medication. Emergency medication will be stored in a manner that it is inaccessible to children but readily accessible to staff. Emergency medication Authorization to Administer Medication form will be updated every six (6) months. Based on the information provided by the parent and physician, and the staffs’ training, staff will determine when to administer emergency medication.

### **Incident Reporting**

An incident is an injury, accident, illness, or serious situation involving a child(ren) in care, which requires documentation for parental information, centre review, licensing records, and for the child’s history. In the event of an incident at the centre, the child care staff will implement the necessary steps to ensure the child’s needs are met and that children’s safety is attended to. All injuries to the child’s head will be reported immediately to the parents.

The Educators document the nature of the incident and any action that was taken. Educators will share this information with the Program Director, and then the parent of the child involved, providing the parent opportunity for written feedback on the management of the incident. The parent is requested to sign acknowledgement of the Incident Report. All Reportable Incidents are submitted in writing to Calgary and Area Child and Family Services Authority Licensing Officer as required.

### **Reportable incidents that will be immediately reported to Licensing include:**

- An emergency evacuation;
- Unexpected program closure;
- An intruder on the program’s premises;
- A serious illness or injury;
- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill requiring first aid, or the program requesting emergency health care and/or requires the child to remain in the hospital overnight;
- Death of a child;

- The unexpected absence of a child from a program (i.e. lost child, missing child)
- A child removed from the program by a non-custodial parent or guardian;
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer;
- The commission by a child of an offence under the Act of Canada or Alberta;
- A child left on premises outside of the program's operating hours.

### **Reporting Child Abuse/Neglect**

Under the provision of the *Child, Youth and Family Enhancement Act (Enhancement Act)*, child care staff are legally obligated to report concerns or observations to authorities if there are reasonable and probable grounds to believe that a child needs intervention due to suspected abuse or neglect.

If a parent/guardian of a child in care, or a child care staff member suspects on reasonable and probable grounds, that a child in care is being abused or neglected by a child care staff or the parent, the program director or staff member is legally obligated to act on that suspicion. This type of concern will be reported to Program Director. Program Director will then report to Child and Family Services at 403 297 2995, in which CFS will then advise the Program Director on the next steps. Program Director will also notify Kids@ Churchill Park CEO and PlayPenn Licensing Officer.

To report abuse/neglect of a child in care or to obtain further information contact:  
Abuse Hotline at 1-800-387-KIDS (5437)

### **Parent Questions/Concerns/Complaints**

There may be times when you have concerns or need clarification about a practice at the centre. In such cases, it is believed that through collaborative communication, a satisfactory resolution or explanation can be found. Please report concerns to the staff member involved or to the Program Director. Concerns in writing are also welcome, and will be managed in the same manner.

When discussion with an Educator or Program Director is not possible or preferred, you are welcome to share concerns with a member of the Kids@ Churchill Park CEO. **Matters that relate to the health, safety, and well-being of children in care should be brought to child care staff's attention *immediately*.**

Where it is determined that the resolution to the concern was not satisfactorily addressed and it is believed that children remain at risk, contact Calgary and Area Child and Family Services Authority Licensing Officer at 403-297-7378 for further investigation.

### **Program Evaluation**

PlayPenn Child Care Educators strive to always offer current professional practices in the provision of early childhood care and education. PlayPenn Child Care will continuously review the success of the program through professional assessment tools, training and resources, peer reviews, and informal observations.

### **General: Infant Daily Routine**

Infant care requires flexibility to meet a very broad range of development and care needs within this group. The daily activities are designed to meet needs of each individual child.

During the day the following will be provided; however, the times cannot be set as each child's schedule will be unique.

<b>7:00am - 8:30am</b>	Arrival within a mixed age group
<b>8:30am - 4:30pm</b>	Children are in assigned group Free play of planned activities indoors and outdoors (including music, reading, manipulatives, blocks, dramatic play, sensory activities, pushing/pulling toys, gross motor activities etc.) throughout the day Individual and Group experiences Outdoor time will be offered daily
<b>11:30am (approximately)</b>	Lunch is offered  Snack available in morning and afternoon according to child's schedule  Rest time offered after lunch
<b>4:30pm – 6:00pm</b>	Children will join mixed age group for appropriate activities until departure time
<b>6:00pm</b>	<b>Centre Closed</b>

**\*\*Diapering will be done throughout the day every two (2) hours and as needed\*\***

Each developmental area, including language, gross/fine motor, cognitive, social and emotional, will be addressed with each child daily, through activities, play materials, and the environment.

### **General: Toddler Daily Routine**

The times of the daily schedule for Infant/Toddlers is flexible depending on the needs of each child and the group. This schedule outlines daily activities available for the children during segments of the day. Minimal transitions occur during the day for children in this age group.

<b>7:00am - 8:30am</b>	Arrival within a mixed age group
<b>8:30am - 4:30pm</b>	Children are in assigned group Free play of planned activities indoors and outdoors (including music, reading, manipulatives, blocks, dramatic play, sensory activities, pushing/pulling toys, gross motor activities etc.) throughout the day Individual and Group experiences

	Outdoor time will be offered daily
<b>11:30am (approximately)</b>	Lunch is offered
	Snack available in morning and afternoon according to child's schedule
	Rest time offered after lunch
<b>4:30pm – 6:00pm</b>	Children will join mixed age group for appropriate activities until departure time
<b>6:00pm</b>	<b>Centre Closed</b>

**\*\*Diapering will be done every two (2) hours and as needed\*\***

Each developmental area, including language, gross/fine motor, cognitive, social and emotional, will be addressed daily with each child through activities, learning/play materials, and the environment.

### **General: Preschool Daily Routine**

The following will provide an overview of the children's day.  
Details of the schedule will be posted in the child's program room.

<b>7:00am - 8:30am</b>	Arrival within a mixed age group
<b>8:30am - 4:30pm</b>	Children are in assigned group Free play of planned activities indoors and outdoors (including music, reading, manipulatives, blocks, dramatic play, sensory activities, pushing/pulling toys, gross motor activities etc.) throughout the day Individual and Group experiences Outdoor time will be offered daily
<b>11:30am (approximately)</b>	Lunch is offered
	Snack available in morning and afternoon according to child's schedule
<b>1:00pm – 2:30pm (approximately)</b>	Rest time offered after lunch

**4:30pm – 6:00pm**

Children will join mixed age group for appropriate activities until departure time

**6:00pm**

**Centre Closed**

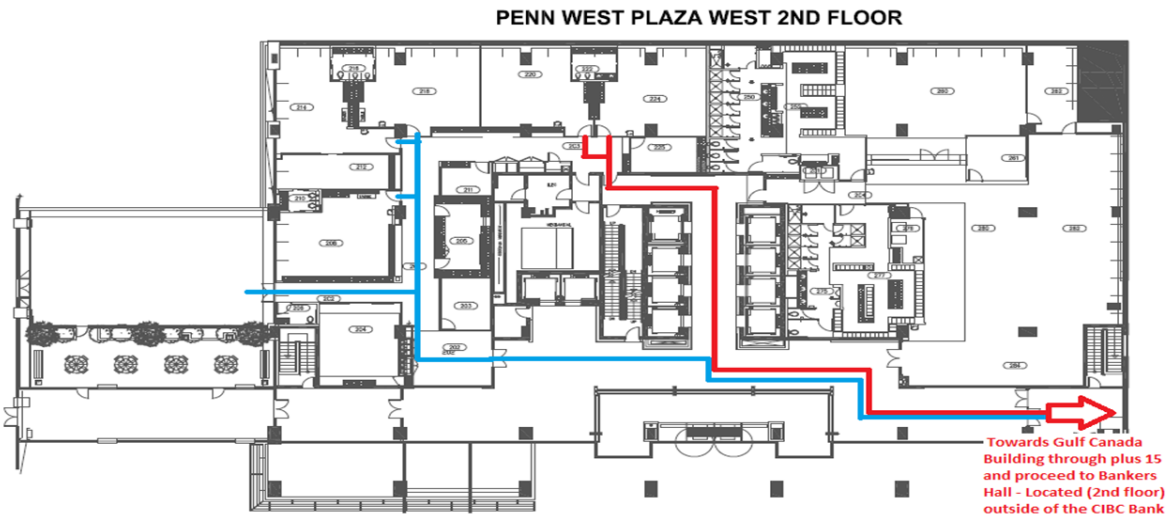
Each developmental area, including language, gross/fine motor, cognitive, social and emotional, will be addressed daily with each child through activities, play and learning materials, and the environment.

**PlayPenn Evacuation Map**

205, 215 9 Avenue SW (The PlayPenn)

To

325 9 Avenue SW (Lobby of Gulf Canada Square)



**PlayPenn will proceed towards Gulf Canada Building through Plus 15 to Bankers Hall to Bankers Court.**

**After Hours Emergency: Security 403 237 7692**

**Contact Information for Executive Team of Churchill Park Family Care Society: Korrie-Mae Wiszniak (403) 606-1514.**

**Contact Information for Licensing Officer for The PlayPenn Child Care Centre: Tami Overbeck 403 297 5905 intake office: 403 297 7378.**



**Parent Manual Review and Feedback Form**

Please sign this document and return to the program for your file. I have had the opportunity to review the PlayPenn Child Care Centre Parent Manual and I would like to provide the following comments, suggestions and feedback:

Helpful to add information about:

I didn't understand or needs better clarification:

General Comments:

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Signature

Rev. March 2024

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Date

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Thank you for taking the time to review our manual. We strive to keep our information comprehensive, helpful and current. Your feedback helps us to make improvements.