



Sparkling Stars

DayCare & OSC

8930 - 118 avenue NW, Edmonton, AB
T5B 0T6

Parent Handbook



Sparkling Stars Daycare & OSC

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PARENT HANDBOOK

INTRODUCTION TO PROGRAM

The management and staff would like to welcome you to Sparkling Stars Daycare & OSC. Please take a moment and read through this policy and procedure manual as we find it very beneficial to parents and families. Sparkling Stars Daycare & OSC will strictly adhere to the Government of Alberta Child Care Licensing Regulations.

We value each child as a unique individual with his/her own needs and opinions. Each child is treated as such, knowing that parents are the primary caregivers and are equally valued and respected. Staff and management of Sparkling Stars Daycare & OSC strive to promote gender neutrality, multiculturalism, recognition and respect of all religions and inclusiveness.

PHILOSOPHY

At Sparkling Stars Daycare & OSC we believe that the first six years of life are the most critical time for our children as they are developing to their full potential. We believe that high quality, developmentally appropriate programs should be available to all children and their families and should be applied to the four components of Early Childhood programs: curriculum, adult-child interactions, relations between the home and program, and developmental evaluation of children. We believe 'learning through play' and a good program will provide opportunities for all levels of development and types of play. Every child is treated with respect and consideration. At Sparkling Stars Daycare & OSC staff listen to children and respond to them in a respectful and appropriate manner. We support children's respectful peer interaction, acknowledge children's expressed feelings, and treat their feelings as valid.

PROGRAM

We believe all children are diverse in their growth and development. With this in mind, the needs of each child is considered during program planning and child/staff interactions. Through a child directed, open ended environment, opportunities are provided for children to engage in experiences in all developmental domains. (physical, intellectual, creative, social and emotional) This, partnered with the purposeful, thought provoking interactions of staff can lead to a love and confidence of lifelong learning. Our program is based on prepared and spontaneous activities and an environment that will foster children's moral development, self control, awareness of rights and responsibilities.

Physical Development: We encourage children to enjoy both indoor and outdoor play in order to develop their large muscle skills and self-help skills. Children are provided with nutritious meals and snacks. Nap times are incorporated according to developmental needs of the children.

Social Development: We encourage children to make friends and develop relationships with others, including our staff. We support children in developing their problem-solving and conflict resolution skills. We provide cooperative team experiences where children will learn about group dynamics and working with others. The staff assists children in every facet of their social development and are models of respectful interaction with children and adults of various age groups.

Intellectual Development: We encourage children to try new things in order to broaden their experiences in the world. Through our programming, we aim to provide children support for their emergent literacy, math, science and language development skills.

Creative Development: We provide numerous opportunities for children to express themselves through art, music and drama. We provide materials and props that promote and support a child's imagination, creativity and need for exploration.



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Emotional Development: We encourage children to feel pride and develop their self-confidence. We help children develop independence, self-control and a positive attitude. We also seek to introduce children to positive coping strategies and discover means of working through some of life's more difficult feelings. We aim to help children have fun and enjoy their time both in and out of the centre.

STATEMENT OF NON-DISCRIMINATION

Sparkling Stars Daycare & OSC welcomes all families, regardless of race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status, and physical, mental, emotional or learning disability.

SUBSIDY

As a licensed childcare provider, we are able to facilitate families requiring child care subsidy. ****Parents are responsible for all fees until the subsidy has been approved and you have provided us with a final approval notice. Should any fees be paid by subsidy that you have already paid, you will receive a credit the following month.

For more information on subsidy and eligibility requirements please use the following contact information:

Online: <https://www.alberta.ca/child-care-subsidy.aspx>

By Phone: General Inquiries: 1-866-644-5135

REGISTRATION

Prior to commencement of care, the Child Registration Form must be fully completed. As per Child Care Licensing Regulations, we may not care for a child until **all** information, especially emergency information has been obtained. During registration, the Program Director will provide a tour of the centre, review all policies and procedures and answer any questions you might have. Parents and the child will be introduced to staff and children in their respective rooms. We request a 3 phase transition period where your child may spend time in their room while you remain on site. Starting with 2 hours, you may increase your time during each phase depending on how your child adjusts.

PAYMENT

Childcare fees are paid directly to our centre on the 1st of the month. A \$50.00 penalty will be charged if payments are later than the 5th of the month. NSF cheques will be charged a \$35.00 penalty. Payments can be made by either Cheque, debit, Credit Card or e-transfer .

LATE FEES

Late fees are charged for **care any time outside of operating hours**. This charge is \$2.00 per every minute your child is still at the centre after closing hours. This is paid directly to the staff at the time of pick up. This charge is to discourage late pick up times and to compensate the staff for having to remain at the centre instead of being home with their family. Failure to pay overtime invoices can result in termination of care. No childcare receipt is given for overtime charges.

We may waive your late fee, depending on the circumstances and if you have called to inform us of the situation.

As per Alberta Human Services, we are mandated to call the after hours emergency line for Child Care Services, should a child be left at the centre, unexplained, until 7:00 pm.

OPERATING HOURS

Our childcare centre operates from Monday to Friday, 6:00 am to 6:00 pm.

Our 6:00 close time is firm. Parents of children who remain after 6:00 will be required to pay a late fee.



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STATUTORY HOLIDAYS

This childcare centre is closed for all Federal and Provincial Holidays. If a holiday falls on the weekend, we will be closed the next working day. A list of scheduled holiday dates will be given to you at the beginning of each year.

The following is a list of days that are closures:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving
- National Day for Truth and Reconciliation
- Remembrance Day
- Christmas Day
- Boxing Day

****Daycare will be closed from
December 24th –January 2nd each year.
Please make alternate arrangements
if you do not have these days off.

ARRIVALS AND DEPARTURES

Parents must accompany their children inside the centre each time you arrive and sign your child in. Coats and outerwear are to be hung by the child or their parents. We ask that parents be consistent in your child's drop-off time in order to give them routine. You may stay for a while or leave right away, but we ask parents or guardians that the goodbye be a positive one and if your child seems upset, reassure them that you will be back to pick them up.

Upon departure, parents must: Sign their child out with time the child is leaving. Please ensure you make personal contact with a staff member prior to your departure.

RELEASE OF YOUR CHILD

Should you require someone other than yourself to pick up your child, be certain to let us know. We may not release your child if the person is not listed on the child profile sheet you completed upon registration. Written consent must include the full name of the person you wish us to release the child to. The first time anyone other than you comes to pick up your child photo ID will be required for us to verify identification.

ATTENDANCE RECORDS

On a daily basis you will be required to sign an attendance sheet showing the exact days and hours your child has been in care. Please get in the habit of signing daily. This is a licensing policy to ensure safety and supervision as well as a record for subsidy to keep track of hours. Note: subsidy requires 100 hours per month or otherwise stated on your approval notice.

ABSENCES

Please advise us first thing in the morning if your child will not be attending due to illness or for some other reason. If your child will be away for any other reason please advise us as soon as you know.



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If you are going to arrive later than 9:00 am, please take a moment to call and let us know. We follow a consistent routine and can be disruptive for children if it is not adhered to. In case of a spontaneous off site activity, we can arrange things differently if we know in advance your child will be late. **Children may not arrive at the centre during nap time.**

SUPPLIES

Parents are responsible for supplying diapers, wipes and creams for their child if needed. There are two options in which the parents can choose to maintain these supplies.

Option 1: Diaper bag

Parents are free to bring a diaper bag each day for their child. This bag will come in the morning and go home at the end of each day. Please make sure there is a minimum of 6 diapers, a pack of wipes and any creams your child requires.

Option 2: Storage

Instead of bringing a daily diaper bag, parents are welcome to bring any supplies for us to store. Parents then can replenish the supplies as needed. We will inform you when we are running low and expect a refill within 2 days of being informed. If a parent is continually late in refilling supplies they will automatically be switched to Option 1: bringing a diaper bag daily.

CHANGE OF CLOTHING

Parents are responsible for maintaining a spare set of clothing labelled with the child's name, in their child's cubby. Children grow fast, please check frequently to make sure the spare set of clothing matches your child's current size. Also please ensure that these clothes are seasonally appropriate. No child wants to wear heavy clothes in the middle of summer. All parents are required to provide weather appropriate clothing such as hats in summer and hats, mitts during the winter months.

CHILD DISCIPLINE

Believing that children display negative behaviour when they feel detached, are bored and when they're needs are not met, we endeavor to form positive relationships with children and ensure a wide variety of developmentally appropriate, stimulating, open ended experiences are provided.

Where appropriate, children are involved in the development of rules and consequences. When an inappropriate behaviour does occur, children are reminded of why their conduct is not acceptable and what the consequences of their actions are. If the behaviour continues, a logical consequence is to be imposed.

When a conflict arises between two children, they are taught the correct steps to conflict resolution. Staff provide active supervision to ensure children are safe and that all solution outcomes result in children feeling good about themselves and are better able to negotiate through conflicts.

Discipline Policy for Infants and Younger Toddlers

By understanding the development stages of children, we know that infants and toddlers can be quite self-centred. Because of this, duplicates of favourite toys and materials are stocked with the hopes of minimizing conflicts between children. When conflicts do occur, children are redirected when appropriate. Children are spoken to about the other child's feelings and are given choices for alternate actions/behaviours. For negative or improper behaviour, logical consequences are imposed after 1 or a couple of warnings.

All child disciplinary action taken is reasonable in the circumstances.



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We will not, with respect to a child in the program, inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation. We will not deny or threaten to deny any basic necessity or use or permit the use of any form of physical restraint, confinement or isolation. These methods of discipline are not allowed.

NAP/QUIET TIME

Not every child in care requires a nap. For those that do nap, cots will be supplied and each child must bring in their own blanket to be kept at the centre and washed weekly. For older children that do not require naps they will still be provided with cots/mats during this time. They will be encouraged to rest their bodies for 30 minutes. To assist older children in winding down, they may read books or play with quiet activities on their beds. After rest time, these children will be offered a variety of quiet activities or may participate in outdoor play.

OUTDOOR PLAY

We try to go outdoors to play twice a day, weather permitting. **Make sure your child is dressed for the weather. We don't like to keep a whole group inside because one child has no boots or jacket. We have minimal extra clothes for your child. We may not always have a supply of hats or mitts.**

You may choose to leave an extra pair of snow pants, boots, a hat and mitts at the centre in the winter.

Please leave labelled sunscreen and mosquito spray at our centre for your child if you wish these to be used in the summer. We will apply them as needed. We will not apply these to your child unless you have provided a written permission.

If your child is too ill to play outside, they are too ill to be at the centre.

OFF-SITE ACTIVITY

On occasion, children will be taken off site. These are pre-planned excursions, as an extension of the weekly program plan or simply for the fun of it. A written, parental consent to the child's participation in the activity must be attained. The same consent form also includes the destination, times of departure and arrival, mode of transportation, supervision arrangements and a rain-out plan with respect to the activity. Field trips may be communicated to parents via monthly newsletter, a posting on the parent board or playroom door or personally by staff. In most cases, all 3 methods of communication will be utilized. Staff members will be required to ensure all parents are aware of off-site activities and that a written permission has been obtained. Parents are always invited to join their child for field trips.

Our emergency backpack containing children's portable emergency records, a list of emergency phone numbers, first aid kit, children's attendance and all other items required for the different age groups (diapers, wipes, Kleenex, books, etc) accompanies staff to all outside activities.

A written permission is also required for children to take part in neighbourhood outings such as walks and community playgrounds.

COMMUNITY PARTNERSHIPS

We believe that Community Resources are a very useful asset in everyone's life. Engaging in services offered in the community in early childhood provides children with a sense of belonging and has a lasting, positive impact on our society at large.

We value our relationships with the library, health units, public schools etc.



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Referral; Parents may be referred to speech therapist, occupational therapist and physiotherapist, Community Options, GRIT, Inclusive Child Care, other parenting, health and early learning resources available in the community. Resources will be displayed on the parent's board by the entrance.

As mentioned above, we value our relationships with the library (we take children to read, listen to stories, borrow books, etc. Therefore enhancing literacy in our program), health units (we contact health to ask questions, get clarification, etc) Public schools (we work in partnership with them as well with families when we have concerns for a child showing an irregular development, behaviours, etc.) Parents may be referred to speech therapist, occupational therapist and physiotherapist, Community options, Parent Link Centre, Child Care Supports for Inclusion and other parenting, health and early learning resources available in the community. All of which will enhance our program by providing the children we care for and their families with the required support.

ACCIDENT OR ILLNESS

In case of an accident or serious illness involving a child, staff will:

- Assess the situation and remove any immediate danger
- Assess the child and provide health care in the form of first aid if required.
- Notify the daycare director
- Parents will be contacted immediately by phone and informed of the accident or illness. If parents cannot be reached, then the emergency contacts will be phoned. If neither party can be reached, and if the child is not in need of immediate medical attention, they will be kept as far away as practicable from the other children. Also during this time, the child will be directly supervised by a staff member or program director.
- If the child needs medical attention beyond minor first aid, an ambulance will be called. Program Director or a staff member will accompany the child in the ambulance, should the parents or emergency contact not reach the centre in time. Parents will be responsible for the cost of ambulance fees.
- All portable emergency records are kept current and up to date at all times.
- An accident report will be completed and signed by the staff who witnessed the occurrence. This will be presented to the parents for their signature. The Program Director will also sign the form and provide a copy to the parents if one is requested.
- In a situation where the child requires medical assistance, the Child Care Licensing Office will be notified immediately and a critical incident report will be submitted within 2 days.

The centre tracks and analyzes all accidents on a form, reviewing it regularly to identify trends or issues. These issues will be discussed with all staff members in meetings.

Most staff will always have a valid, current first aid certificate and only those staff members will respond to an accident or serious illness.



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CRITICAL INCIDENTS

Sparkling Stars Daycare & OSC adheres to the utmost safety procedures to protect children and staff of the program. Unforeseen circumstances are bound to happen. A license holder is required to immediately report any incidents listed below that occurs while a child is attending the program or any other incident that occurs while a child is attending the program that may seriously affect the health or safety of a child. These are reported to Child Care Licensing.

- An emergency evacuation
- Unexpected program closure
- An intruder on the program premises
- A serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in 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
- The 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 program 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 hour

All critical incidents will be reported immediately to the Child Care Licensing Officer. If after hours, staff will report to the Child Abuse Help line 1-800-638-0715. The program will submit an incident report within two days using the prescribed form to the regional Child Care Licensing Officer.

POTENTIAL HEALTH RISK

A child exhibiting signs or symptoms of an illness which may include the child:

- Vomiting, having a fever, diarrhea or new or unexplained rash or cough
 - Requiring greater care and attention than can be provided without compromising the care of the other children in the program
- 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.



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To assess a child's well being, staff will take the child's temperature using a non contact digital thermometer. If the temperature is 38 degrees or higher, the child has a fever. Should we require further information or assistance, **ALBERTA HEALTH SERVICES** will be contacted.

- The child is to be kept as comfortable as possible, as far away from the other children as practicable, with direct supervision from a primary staff member or the Program Director.
- Parents will be contacted for immediate pick up of their child.
- The child may return to the Centre 24 hours after he/she has been free of symptoms unless the parent has obtained a physician's note stating otherwise.
- Program Director or a staff member record and document children who are ill, including the name of the child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program and the date the child returned to the program.
- If the parent fails to arrange for immediate removal of a child who is ill, the child's emergency contact will be called. If no one is available to pick up the child, the Centre may access emergency medical service by calling an ambulance, depending on the severity. Parents or the emergency contact will be informed of this decision by phone prior to taking action. All expenses incurred will be the responsibility of the parent.

Parents are also informed to seek alternate child care or to keep their child at home if their child has received one or more of the following diagnoses from a physician or other health professional:

- Chickenpox (the child can be permitted to return to the program when he or she feels well enough to participate in all activities, regardless of the state of the rash and as long as the child returns to the same group they were with one to two days before the onset of the rash);
- Diarrhea or loose stool (the child should be excluded for 24 hours until symptoms are resolved or assessed by a physician);
- Hepatitis A (the child should be excluded until 14 days after onset of illness or seven days after onset of jaundice);
- Impetigo (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
- Wheezing/Persistent Coughing; (the child should be excluded until assessed by a physician or the symptoms are resolved);
- Measles (the child should be excluded until four days after the appearance of a rash);
- Mouth sores with drooling (the child should be excluded until a physician has determined that the symptoms are non-infectious);
- Mumps (the child should be excluded until nine days after onset of parotid gland swelling);
- Pertussis, or "Whooping Cough" (the child should be excluded until five days after antibiotic treatment has been completed, until three weeks after onset of symptoms, or until the coughing has stopped);



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- Purulent conjunctivitis, or “Red/Pink Eye” (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
- Rash, with fever or behavioural change (the child should be excluded until a physician has determined that the symptoms are non-infectious);
- Rubella (the child should be excluded until at least four days after onset of the rash, or up to five to seven days at the option of local health authority);
- Scabies, Head Lice, or other Infestation (the child should be excluded until appropriate treatment has been completed);
- Strep throat or other Streptococcal Infection (the child should be excluded until 24 hours after appropriate antibiotic treatment and cessation of the fever);
- Symptoms of Possible Severe Illness, such as lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing (the child should be excluded until assessed by a physician or the symptoms are resolved);
- Temperature, with a fever of 38.0 degrees C or higher;
- Tuberculosis (the child should be excluded until a physician has approved his or her return)
- Vomiting – with two or more episodes

SUPERVISED CARE FOR SICK CHILDREN

Should a child become ill while at the program, parents will be contacted by phone to pick up their child immediately. If the parent cannot be reached, the emergency contacts will be phoned. Until one of them arrives, the child will be kept as far away as practicable from the other children. Also, during this time, the child will be directly supervised by a primary staff member or program director.

ADMINISTRATION OF MEDICATION

When children are sick with a non-contagious illness and require medication, Sparkling Stars Daycare & OSC staff will administer the medication only when:

- (a) the written consent of the child’s parent has been obtained in person.
- (b) the medication is in the original labelled container, and
- (c) the medication is administered according to the labelled directions.

Parents are to fill out the medication administration form with the following information:

- (a) name of the child
- (b) name of the medication
- (c) dose to be given to the child
- (d) The time to be given at the daycare. In case of an over the counter medication, they need to indicate the time that the last dose was administered.
- (e) method of administration for example oral, eye drops, ear drops, ointment...etc
- (f) Start date and end date



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At the time of administration, staff record the following:

- (a) the name of the medication;
- (b) the time of administration;
- (c) the amount administered;
- (d) the initials of the person who administered the medication.

The staff who administers the medication must hold a valid first aid certificate

•Non-prescription medication such as Tylenol may be administered; however, it must be authorized by a parent's signature on the medication chart prior to administration and must be administered according to the label. If a specific time as to when the medication may be administered cannot be provided, please provide the symptoms to watch for telling staff the child requires medication. For example: When the temperature is above 32 degrees Celsius. "As needed" on the medication form will not be permitted.

Medication is stored in a locked container that is inaccessible to children, and Emergency medication is stored in a place that is inaccessible to children but readily available to staff.

HEALTH CARE

If required, staff or director will provide health care to a child in the nature of first aid only with written consent.

CHILD ABUSE AND NEGLECT

Reporting child in need 4(1) **Any person who has reasonable and probable grounds to believe that a child is in need of intervention shall forthwith report the matter to a director.** (1.1) A referral received pursuant to section 35 of the Youth Criminal Justice Act (Canada) is deemed to be a report made under subsection (1). (2) Subsection (1) applies notwithstanding that the information on which the belief is founded is confidential and its disclosure is prohibited under any other Act. (3) This section does not apply to information that is privileged as a result of a solicitor-client relationship. (4) No action lies against a person reporting pursuant to this section, including a person who reports information referred to in subsection (3), unless the reporting is done maliciously or without reasonable and probable grounds for the belief. (5) Notwithstanding and in addition to any other penalty provided by this Act, if a director has reasonable and probable grounds to believe that a person has not complied with subsection (1) and that person is registered under an Act regulating a profession or occupation prescribed in the regulations, the director shall advise the appropriate governing body of that profession or occupation of the failure to comply. (6) **Any person who fails to comply with subsection (1) is guilty of an offence and liable to a fine of not more than \$2000 and in default of payment to imprisonment for a term of not more than 6 months.**

As per the above regulation in the CHILD, YOUTH AND FAMILY ENHANCEMENT ACT, all staff members have an obligation to report suspicion of child abuse or neglect to Alberta Government via the Child Abuse Hotline at 1-800-387-5437

NUTRITION

At Sparkling Stars Daycare & OSC, we provide a healthy morning and afternoon snack (8:30 am and 2:30 pm) containing 2 food groups from the Canada Food Guide, as well as a healthy lunch, containing 3-4 food groups, also from the Canada Food Guide at 11:30 am. Staff are required to sit with the children, assisting and encouraging them in building



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independence skills, self-control and providing positive role modeling. We consider this a social time, for children and staff to interact with each other in their small groups, making it a positive experience.

Menu will be posted in the kitchen and by the entrance. Parents will be informed about the menu and any changes through HiMama App.

Allergy list and special dietary restrictions will be posted in the rooms and kitchen.

Substitute food options will be provided for allergy and dietary restrictions after parental consent.

MANNER OF FEEDING

All staff and children are expected to be seated while eating or drinking.

No beverages are provided to children while napping.

All foods and bottles are labeled with the child's name.

PARENTAL INVOLVEMENT

We believe that parents would play the most important role in supporting their child in our daycare programs. Hence, parent/staff communication is extremely important for your child's development & happiness.

Researches show that parents who are involved and show enthusiasm for their child's early childcare programs promote their child's self esteem and reduce discipline problems both at home and at the centre.

We invite parents to:

Visit the program, volunteer in the playroom, join us on field trips, visit the program to read a story or sing a song with the children, share their professional expertise, share cultural traditions, clothing, foods, etc., support fundraising efforts, bring in a birthday cake to help us celebrate your child's special day, participate in dinners, teas, breakfasts and other special celebrations, and attend parent-staff meetings.

Sparkling Stars Daycare & OSC publishes a monthly newsletter to inform parents of upcoming events. A parent information bulletin board is located at the main entrance.

We conduct an annual parent survey regarding the service we are providing, our programs, facilities, nutrition, and safety etc. Parents' input is essential to assist us in addressing areas that we need to improve upon in providing the best environment for the children.

The director and staff encourage daily communication with parents to share information about their child's experiences during the day and learn about any news from home.

Parents are welcome to express any concerns or expectations for their child. We believe that open communication between parents and daycare center's staff is essential.

EMERGENCY PROCEDURE

Fire drills will be conducted monthly.

Muster Point-At the back of the parking lot behind the building, close.

We will use Canadian General Store located at 9035 118 ave NW Edmonton for shelter.

The following procedures will be followed in case of an emergency.



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Infant Room- Educators will comfort children as they prepare to leave. Staff A will place the youngest infants in the evacuation crib, gather children's attendance and emergency backpack and start heading out of the room. Staff B & C will carry/hold hands with the rest of the children and follow the first group, doing a quick sweep of the room as they leave, shutting the door to the room behind them. They will exit by the door next to their room to 90 street and make their way to the back of the building. Each Educator will be responsible for counting the children on the way to the **Muster Point**. Once there, Staff A will conduct roll call, ensuring all children and staff in care are present.

Toddler Room - Educators will gently gather all children and proceed to walk past the infant room and out the exit to 90 street. They will walk down to 90 street to the back of the building. Educator A will collect children's attendance records and the emergency backpack containing portable emergency records and first aid kit, complete a quick sweep of the room and shut all doors. Each Educator will be responsible for counting the children on the way to the **Muster Point**. Once there, Staff A will conduct roll call, ensuring all children and staff in care are present.

Preschool - Educators will gently direct all children to the exit next to their room to 90 street. Educator A will lead the children out the door, collecting the emergency backpack on her way. Educator B will assist any stragglers, or upset children, directing them towards the exit. He or she will collect children's attendance records, complete a quick sweep of the room, shut all doors and follow the group to the **Muster Point** at the back of the building. Each Educator will be responsible for counting the children on the way to the Muster Point. Educator B will conduct a roll call.

Pre-Kinders- Educators will gently direct all children to the exit in their room, facing the playground and make their way to the back of the building. Educator A will lead the children out the door, collecting the emergency backpack on her way. Educator B will assist any stragglers, or upset children, directing them towards the exit. He or she will collect children's attendance records, complete a quick sweep of the room, shut all doors and follow the group to **Muster Point**. Each Educator will be responsible for counting the children on the way to the **Muster Point**. Educator B will conduct a roll call.

Kinders/OSC: Educators will gently direct all children to the exit to 118 ave. They will walk down to 90 street toward the back of the building. Educator A will lead the children out the door, collecting the emergency backpack on her way. Educator B will assist any stragglers, or upset children, directing them towards the exit. He or she will collect children's attendance records, complete a quick sweep of the room, shut all doors and follow the group to **Muster Point**. Each Educator will be responsible for counting the children on the way to the Muster Point. Educator B will conduct a roll call. Program Director will retrieve the master portable emergency records, cell phone, complete a quick sweep of the centre, calling out for any children and staff possibly left behind, if required, pull the fire alarm and meet all staff and children at the Muster Point.

At the Muster Point, staff will immediately conduct roll calls of their respective groups to ensure that everyone is present and accounted for. This shall be reported to the Program Director. The group will remain at this site until further direction from the Director or Fire Marshall is received.

If re-entry to the building is refused, (specially in cold weather) Children will be taken to the Canadian General Store located at 9035 118 ave NW Edmonton. where they can take shelter until their parents are called and arrive to pick them up.

Child Care Licensing will be contacted, and an Emergency Evacuation Critical Incident will be reported. A Critical Incident Report will be completed and submitted to Child Care Licensing within 2 days of the incident.



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Staff will be informed about this Emergency Evacuation Procedure during review of the Employee Handbook at orientation and by monthly practice during fire/evacuation drills. Staff will explain this procedure to older children prior to monthly drills and children will also learn through practice.

Parents will be contacted through call or text in case of an emergency evacuation.

- Emergency Evacuation plan including all the required information about shelter will be posted in each room and on the programs front door visible to the outside
- Fire Drills are to be conducted monthly

LOCK DOWN PROCEDURE

In the case of an unidentified person, armed or threatening in anyway entering the premises of Sparkling Stars Day Care & OSC, we will adhere to the following lockdown procedure:

_ At the time the centre is informed that lock down is necessary, the Director will ensure that Police have the centre phone number so they may be apprised of updates.

-Director will declare a lockdown; this will be done by yelling it to each room.

-A red sign will be posted on the door, **PARENTS** if you are to ever come to the daycare and a red sign is posted on the door. This is a declaration of being in lockdown

-Cellphones if on hand will be turned to silent

-All doors are to be shut and locked –

-Windows and blinds are to be shut and lowered –

-Staff and children are to move away from any entrances and try to remain as low and quiet as possible and staff will provide a variety of quiet activities.

-Until a signal is given that it is safe to evacuate the building, Under no circumstances is the door opened to anyone if the all clear signal has not been given.

-If for some reason you are not in a classroom at the time a lockdown is called, proceed to the nearest classroom, or space that can be barricaded.

_If a fire alarm is pulled unless using your 5 senses there is no reason to believe there is a fire, ignore it and do not leave the room until it is safe to do so. -The director will declare when the lockdown is over

TRANSPORTATION POLICY

The Sparkling Stars Daycare & OSC vehicle will be used to transport children to school. All required ratios and supervision procedures will be adhered to. If a second adult is not available when there are 7 or more children present, an exemption request will be submitted to Child Care Licensing.



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Communication with Schools: Sparkling Stars Daycare & OSC will establish a relationship with each of the schools we serve. Each school will be provided with a list of children that attend and will be informed of transportation arrangements for the children. Schools will be informed if transportation is delayed for any reason – before and after school.

Safety and Supervision: Children will be continuously supervised during transportation between the schools and the center. Safety rules will be developed together with the children. Roll call will be completed as children leave the centre and/or enter the vehicle and again when children arrive at the centre and/or exit the vehicle. If a child's behaviour during transportation is consistently problematic and unsafe, parents will be notified and held responsible for transporting their child to and from schools.

Children's attendance list, emergency information, a first aid kit and a cell phone will be taken along whenever children are transported. At least one staff member with the group will hold valid first aid & CPR certification when children are being transported.

Ratios during Transportation: At minimum, a staff-child ratio of 1:15 for school age and Kindergarten children is maintained while children are transported to and from schools. An exemption from Child Care Services will be requested for occasions when a second adult is not available when there are 7 or more children present.

Severe Weather Conditions: It is critical that parents inform us if their child will be absent after school. Sparkling Stars Daycare & OSC will be open during our operating hours and transport children to and from their respective schools whenever possible. In the unlikely event that weather conditions develop during the day that are so severe we cannot drive to the school, we will contact the school to inform them of our dilemma. We will go to the school as soon as possible but if we are unable to get to the school, parents will be notified. If parents cannot be reached, emergency contacts will be notified. Schools will be notified if children will be late or if pick-up of children will be delayed for any reason.

Centre Bus Safety

- Each day before using the centre vehicle, the driver will conduct a walk around inspection. Any concerns will be reported to the Operations Manager.
- All bus drivers must be over the age of 25 and hold a valid driver's license.
- Sparkling Stars Daycare & OSC will comply with Alberta Transportation requirements. Every six months a complete inspection of the bus will be conducted by an authorized mechanic.
- Any required repairs will be completed. A current Operating Authority issued by AB Transportation will be maintained.

Methods of Transportation: Children Transported by the Sparkling Stars Daycare & OSC vehicle:

- Before school, Sparkling Stars Daycare & OSC Care is responsible for the children from the time they are signed in to the center, to the time they are dropped off at the school. Once at the school, a Sparkling Stars Daycare & OSC staff member will inform a teacher on playground supervision that the children have arrived.



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- After school we are responsible for the children from the time they arrive at the designated meeting point at the school, to the time they are signed out by a parent/guardian when picked up at the center.

Parent Responsibilities:

- Provide Sparkling Stars Daycare & OSC with all the details of their child's transportation arrangements using the Transportation Agreement form and sign the form before school starts in the fall. A new form is required annually.
- Before school, parents are required to have their child at the center at least 10 minutes prior to departure times. If parents are unable to have their child at the center by this time, parents are responsible for transporting their child to the school.
- Parents are required to notify the center of absences in advance. Written notification is required whenever possible. This can be done by informing us verbally or by phone & following up with a written note or text or email to the Director. This is especially important after school.

Parents must ensure children have the appropriate clothing for prevailing weather conditions.

Caregiver Responsibilities during Transportation of the Children:

- All staff members are responsible for children during times they are being transported to and from schools and must comply with the Transportation Policy and Procedures
- Children must be informed of the expectations while being transported – seat belts on, windows closed and quiet voices.
- Children will be informed in advance of pick-up spots and of what to do if the van is detained. They must return to the school and wait inside in the school office.
- The driver will never leave the school until all children are accounted for or until another staff member comes to assist with locating any missing children.

Prior to leaving their room, a roll call will be complete. Staff will count the children as they enter the van and again when exiting the van. Roll call will be conducted at the school when picking up the children and as they enter the van again.

If a child is not present during pick up from school:

Staff will:

- i) Contact the centre to inquire whether the parent has left a message regarding the child's

whereabouts.

- ii) If not, check with the school office to see if the child was present that day

- iii) If so have the school page the child



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iv) If there is no response, contact the parent.

vv) If the parent cannot be reached, call the emergency contact

vi) If the whereabouts of the child is still unknown, contact the community police station to report a missing child.

If a child attends another program and is transported by school bus, Sparkling Stars Daycare & OSC will take the child to meet the school bus if the pick up spot is close by and within easy walking distance. We will meet the bus at drop off time again, as long as it is close by and within easy walking distance.

The centre will ensure that the bus driver's phone number has been obtained, as well as the contact number for the facility where the child attends.

If the child is not on the bus at drop off or the bus doesn't arrive, a call will be placed to the school/agency to inquire whether the child had attended that day.

If the child had not been present, we will call the parents to confirm that the child is in their care and remind them to inform the centre when their child will be absent. If parents cannot be reached, the emergency contact will be called.

If the child was there, the school will be requested to page or physically look for the child. Parents will be called immediately to inform them of the situation.

If the child is not located, we will have a conversation with the parents regarding calling the police.

Parents are required to fill out a form, consenting that Sparkling Stars Daycare & OC staff has permission to drop off and pick up their child at the school bus.

SMOKING

No staff member shall smoke at any time or place where child care is provided. **License holders must ensure that no person smokes on the program premises.**

TERMINATION OF CARE

Childcare can and will be terminated the following reasons (but not limited to the following reasons)

- Non payment of childcare fees/late payments/incomplete payments
- Failure to show up for childcare for five consecutive days without any communication to the Centre.
- False information given to us by parent or guardian, either verbally or in writing
- Lack of parental cooperation
- Physical or verbal abuse of any person or property (by child, parent, guardian or any other person who is authorized to pick up your child)
- Concealing an illness or knowingly bringing in your child when ill
- Behaviour problems such as incessant crying, biting, swearing, and destructive behaviours such as wilfully breaking toys and or damaging furniture. Efforts will be made to resolve behaviour problems before termination is necessary. In the case of damage, parents will also be responsible to pay for replacement of toys or furniture and repair.



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- Failure of child to adjust to childcare in our centre, after a reasonable amount of time (as determined by the director, on a case by case basis)
- Our inability to meet the child's needs
- Serious illness of a child

Termination by the parent will be at your discretion. **If you wish to terminate your child's enrollment, a one month's written notice is required.** One month's fees may be paid in lieu of notice.

We reserve the right to terminate without notice if you as parents are in violation of our agreement and/or safety or health of children is at risk.