



# Parent Handbook

**License Holder:** Mommy's Kids Childcare Centre, Ltd.

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Dear Parents/Guardians,

Welcome to Mommy's Kids Childcare Centre!

We are pleased that you have chosen us to be partners in your child's development. You are always welcome as observers and participants in your child's activities, and we encourage you to become as involved as your schedule allows. We are committed to keeping you well informed about your child's program and your child's accomplishments.

This *Parent Handbook* has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference.

Sincerely,  
Jacinflor Pizarras  
Exec. Director

#### STATEMENT OF NON-DISCRIMINATION

Mommy's Kids Childcare Centre Ltd. welcomes all families, regardless of, race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status, and physical or learning disability.

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## PHILOSOPHY

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Welcome to Mommy's Kids Childcare Centre Ltd., "*where fun and learning begins*".

We believe that children learn best when properly motivated and we will do it through play. Play enhances children's thinking and creativity; develop self-confidence and social behavior. It is an important part in child's life and therefore, we strive to give each child a balance of opportunities to directing and guiding his/her own choice of play and have teacher-engaged play.

We believe that a great childcare program should be closely tied to the participation and support of the parents and therefore we wish to work closely with the parents by means of discussions, meetings, and other communicative ways to promote positive relationships that build trust and confidence. We strive to establish links between families and the community we serve and encourage parents to become involved in our programs.

We believe that our staff has a great role in forming your child's character, hence,

our staff will strive to be a positive influence in your child's life by teaching them to be kind, polite, honest and respectful through role modeling coupled with positive guidance techniques, such as redirecting, problem solving and giving choices whenever possible.

Finally, Mommy's Kids Childcare Centre Ltd. believes that each child is unique and that our services should identify and embrace that uniqueness.

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## **MISSION STATEMENT**

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To provide quality childcare services and education in an enriching and stimulating learning environment that facilitates the physical, intellectual, emotional, social and creative development of a child.

Mommy's Kids Childcare overall objective is to promote optimal development by allowing each child to create their own environment through constructive play and activities and have teacher-guided activities where children are able to trying new activities that they wouldn't otherwise try on their own.

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## **DISCIPLINE POLICY**

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At Mommy's Kids Childcare, children are disciplined in a constructive way that is proper to their actions and their ages. Any child disciplinary action taken must be reasonable in the circumstances; under no circumstance will any form of physical punishment verbal/physical degradation or emotional deprivation be inflicted. Basic necessities will NEVER be threatened or taken away. Absolutely NO form of physical restraint, confinement or isolation will we used.

### **UNIVERSAL POLICY- ALL CHILDREN:**

Disciplinary measures will be carried out in such a way as to help children develop self-control and develop responsibility for their actions. Children causing harm to themselves or others will be redirected immediately into more positive activity and behavior. Aggressive behavior will not be tolerated and may result in removal from the program.

All other infractions will be handled by staff with a progression of interventions including:

**Warning & advice of appropriate behavior** - The staff will attempt to give the child the chance to change their behavior into a positive behavior by advising the child of the appropriate behavior. This will be done by using

clear language; clearly communicated classroom ground rules, frequent reminders as well as role modeling.

**Redirection** - If the improper behavior continues then it will be addressed by redirecting the child's behavior or removal of the object causing the behavior. The staff will discuss with the child why this behavior was unacceptable and encourage the child to share his/her feelings regarding the situation. Staff will do this while giving the child time to calm down. Staff will reassure the child both verbally (using encouragement and gentle coaching) and physically (such as a hug). Staff may utilize this time to have a private discussion with the child regarding feelings and respect. The staff will encourage the child to resolve their own conflicts and assist when required. Staff will ensure that the child knows they are cared for regardless of their behavior.

**Explanation of Consequences (For children 36 months or older)** - the consequences of the child's action will be clearly discussed with the child prior to redirecting them into a more appropriate direction. An example of this would be if two children are fighting over a toy and encouragement of sharing is not working then the staff will verbally discuss the class rules with the older children and will explain to them that if they cannot reach a sharing agreement the item will be taken away and neither child will be allowed to play with it. Attention will be paid to the child's self-esteem while correcting the behavior. **Any consequences or disciplinary action taken must be reasonable given the circumstances and age of child.**

**Parental involvement** - Parent involvement is of primary importance and will occur in a timely manner, using a discipline report. Parents will be required to sign a discipline report acknowledging that their child either cannot or will not control their own behavior after warnings and redirection with consequences. The third occurrence of such behavior will result in the child being suspended for 1 attendance day and the parent will need to have someone pick them up right away. After one suspension day the child may return if a parent/teacher or parent/teacher/child conference has occurred. Immediate repetition of the behavior will result in a second one day suspension.

**Removal of the child:** The repetition of a child failing to control their behavior despite the joint efforts of staff and parents will result in removal of the child from the program.

## **BULLYING AND RACISM**

Mommy's Kids Childcare Centre hold a zero tolerance for racism or bullying. Any CHILD or PARENT found verbally or physically bullying or using racist language or actions against another child, staff or parent will be asked to leave the premises (parent will be called to pick them up immediately). Depending on the severity of the actions the center may suspend service until parent conference can occur. If the action was severe than the extreme behaviors clause may apply.

## **EXTREME BEHAVIORS- TERMINATION OF CARE**

In the occurrence of extreme behaviors the center reserves the right to terminate without notice any services for children who have been found to

- Physically endanger or threaten the life of another child or teacher
- Willfully damage or remove the property of the center, a staff member or another child

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## **FEES AND DISCOUNTS POLICIES**

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All fees are billed monthly and DUE on the first of the month. Tuition calendars are located on the parent bulletin board and handed out upon registration. Paperless invoices will be sent through email EVERY tuition period.

All fixed monthly fees are due regardless of days in the period, IE; holidays and absenteeism due to illness or inclement weather.

### **METHOD OF PAYMENT**

- Pre-authorized debit
- Cash- receipts available

### **LATE OR NSF PAYMENTS**

Fees are due the 1st of every month; if payment is NOT received by the 5th of every month, a 5% late fee of outstanding balance will be applied (if on subsidy then the 5% late fee is taken off your parent portion)

### **SUBSIDY-Alberta Human Services**

Parents may apply to the Alberta Human Services Daycare subsidy through online or paper form to seek assistance with their daycare tuition. Forms for subsidy can be found at [www.child.gov.ab.ca](http://www.child.gov.ab.ca). Parents must submit a subsidy approval letter within 2 weeks of registering at the center to avoid having to pay full fees. If approval letter is not received within 2 weeks, ALL tuition charges are due immediately by the parent.

### **SIBLING DISCOUNTS**

Families with 2 or more children in the daycare program will receive a 10% discount on the eldest child's tuition. Not including subsidized parents.

## **VACATION DISCOUNTS**

Parents going on vacation for a minimum of 2 consecutive weeks in a one year period AND they have been registered in the center for 6 months or longer can get approval from the Director to apply a one TIME 25% discount during their absence. ALL vacation requests MUST be requested in writing in advance, in order for the discount to be applied. For subsidized families a 25% discount will be deducted from the parent portion.

## **INCOME TAX RECEIPTS**

Childcare Income Tax receipts will be available from the administration office, by February 28th of the following year. If withdrawn from Mommy's Kids before this time, an income tax receipt will be provided on the last day of care.

## **COMPLAINT PROCESS**

Parents are encouraged to address any and all concerns/complaints with their child's Primary Teacher. If your concerns are not resolved to your satisfaction a meeting will be scheduled with Mommy's Kids Administration and all necessary steps will be put in place to rectify the concern/complaint. Parents can feel secure in knowing that all concerns/complaints are considered private and confidential. Should matters still not be resolved to your satisfaction, you may submit a complaint regarding non-compliance to the Alberta Child and Family Services Authority.

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## **WITHDRAWING/TERMINATION/SCHEDULE CHANGES**

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### **Parent Initiated withdrawal:**

If it becomes necessary to withdraw your child from our program, a minimum of one month written notice on the 1<sup>st</sup> is required in order to have the security deposit applied to the last month's tuition. Subsidy families please note that subsidy is always 3 months behind; therefore your account will not be able to be cleared until subsidy does their regular 3-month audit.

### **Mommy's Kids initiated termination of service:**

Mommy's Kids reserves the right to terminate care in the following instances: lack of payment, aggressive behavior of child or family members and excessive late pick-ups. If Mommy's Kids terminates care the family will owe for the tuition up to and including the termination date and all other fees will be returned to the family unless an outstanding balance exists. The family must pay any outstanding balance immediately or balance will be sent to collection and all legal costs to collect will become the responsibility of the family.

**Schedule Changes:** If it becomes necessary to change your child's schedule you MUST give the director 30 days written notice. Please note it is not possible for all

schedule changes to be accommodated.

**Part-Time Policy:**

As a part time registrant of the center, if such occasion occurs that a part time spot does not match up with another part time spot to equal a full time spot; all registrants affected will be offered an alternate day or full time position. If an agreement is not met, Mommy's Kids has the right to terminate with 2 weeks notice.

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## **OFF-SITE ACTIVITY AND EMERGENCY EVACUATION**

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Our Centre will communicate with parents daily through our HiMama Apps, email, communication notebooks, and the Centre's website. Using these methods, the Centre can inform parents about any plans for community walks or field trips.

Staff and volunteers are responsible for the same safety and nurturing environment on a trip as within the center. To maintain this Mommy's Kids Childcare Centre ensures:

- Parents will be required to sign a consent form for their child to participate in the activity.
- Any off site activity or emergency evacuation a staff member takes the portable records in respect of each child to be taken off the program premises.
- At all times on a field trip children are required to stay with their assigned teacher/group.
- Washroom breaks will require group supervision and done on a scheduled basis unless it is an emergency.
- All trips will have a designated meeting place in case of emergencies.
- All center policies will still apply on a trip. ie. Hands and feet are kept to yourself
- We will enhance the ratio when the children are out on a field trip.
- Parent volunteers are always welcome
- Safety rules are reviewed with children and their chaperones prior to each fieldtrip.
- Staff will prepare children for outings by explaining where they are going, why they are going, what will happen, whom they will see, and who they will need to listen to.

**If any rule and safety precautions are not adhered to, Mommy's Kids Childcare Centre has the right to call parents to come pick up their child and may decide not to allow the child to participate on the next trip depending on the severity.**

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## EVACUATION PROCEDURES

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In the occurrence of an emergency, the following procedure must be followed:

1. The teachers in each classroom will tell the children to line up quickly and quietly and follow them to the nearest emergency exit. The teachers must bring with them their emergency backpack.
2. The Program Supervisor or Designate will call 911. If possible one of the staff will stay at the facility to meet the emergency response unit when they arrive or may notify the response unit of the staff and children's location.
3. Staff and children will assemble at the outdoor playground located at the north end of the building and each of the primary staff will do an initial child count using her attendance sheet to make sure all her children is accounted for.
4. The Program Supervisor will check the classrooms, kitchen, closets and washrooms making sure no one is left. She will take with her staff and children's sign in sheets for the day, portable emergency file box and first-aid kit.
5. The Program Supervisor or Designate will do a secondary headcount for both staff and children to make sure everybody is accounted for and that the count coincides with the center's attendance records.
6. Children will then be taken to the designated meeting place, located at **Woodcreek Community Hall 1991 Woodview Drive SW T2W 5E5** just next block from the center. The Phone number is **403-238-1611**. Children will be able to walk immediately to evacuation location and keys are not required to access the said evacuation facility.
7. At the evacuation facility, the program Supervisor will do a final headcount (children and staff).
8. All children and staff are to remain in the evacuation center until the parents have been notified to pick up their children or until Calgary Fire/Police personnel have deemed the premises safe. **No one may re-enter the building until authorized.**

Each room has a floor plan posted nearest to the emergency exits and is clearly marked.

Emergency procedures and emergency contact numbers are also posted around the center at the nearest emergency exits and is found in the Policies and Procedures Manual.

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## ACCIDENT OR ILLNESS

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In the event of sudden illness, or medical emergency, the staff will take appropriate action, apply first aid and then contact the parent and call 911 if necessary. The parents are expected to make arrangements to pick up their child within the hour. In the event the Centre is unable to reach parents, the Centre will call the



emergency contact to pick up the child. The Centre then will investigate the accident or illness with staffs and parents to document it and keep it in the Centre's records to be reviewed in the future if needed.

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## **INCIDENT REPORTING**

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Our Centre will use the Incident Report form to document the following incidents:

- Death of a child while in our care.
- Allegations of physical, sexual, emotional abuse and or neglect of a child by a staff member or volunteer.
- An unexpected absence of a child from the program (i.e. lost child)
- The commission of a crime by a child of an offense under an Act of Canada or Alberta.
- Child removed from the program by a non-custodial parent or guardian.
- Emergency evacuation or unexpected program closure.
- Intruder on premises.
- Illness or injury that requires the program to request emergency health care and/or requires the child to remain in hospital overnight.
- 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
- Child left on premises after operating hours.

When an incident occurs, the license holder will contact the licensing officer by phone, fax or E-mail immediately. An incident report must be submitted to the licensing officer within 48 hours of the occurrence of the incident. All Incident Reports will be kept in the Centre's records. The program supervisor will report incidents to the regional child care office on yearly basis using Annual Summary and Analysis Report.

To help support the protection of privacy and personal information Mommy's Kids Childcare Centre assures that no child or staff names, initials, and age or birth date of child are used on the posted serious occurrence notification form.

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## **HEALTH POLICY**

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### **Potential Health Risk**

To minimize the communication of transmittable diseases and for everyone's well-being, ill children cannot be admitted to the Centre. At the initial interview, our Centre will explain its established sickness policy to parents in person and through our parent handbook. Our Centre must be kept informed of any serious or contagious illnesses which could be transmitted to the Centre through our children or staff.

Children will be visually assessed as they arrive to the program. The staff will look for rashes, bruises and will take temperature using a digital forehead thermometer, if needed, and watch for change in behavior. This procedure will help staff detect illness early and prevent it from spreading. The Centre is not required to accept on any given day ill children, and there is no rebate for missed days due to illness. If a child becomes ill while in our care;

□E.g. fever, diarrhea, vomiting, or new unexplained rash or cough.

- A child requires extra attention which can't be provided while keeping up with the needs of the rest of the children
- A child shows symptoms that may pose health risks on other persons in the program.

Staff will call the parent to arrange immediate removal from the program. Once sent home, the child will not be allowed back in the program until he/she is symptom free for 24hrs or if parents have a physician's note. If parents can't be reached or if they can't arrange for immediate removal for the child, the program will ask parents to contact the child's emergency contact to arrange for the child's pick up. Our Centre will notify all parents within twenty-four hours if a communicable disease breaks out in the Centre. Our staff will document ill children in a form that includes the following:

- The child's name.
- The name of the staff who observed that the child was sick.
- The date and time when the child got ill.
- The date and time parent was notified.

- The name of the staff who notified the parents.
- The date and time when the child was removed from the program.
- The date and time the child returned to the program.

**Notifying the center** - Please notify the center if your child contracts a communicable disease as soon as possible, this will allow Mommy's Kids Childcare Centre to inform other families in our center to watch their own child for signs and symptoms. It will also allow us to notify our community Health Nurse of an outbreak of the disease.

Mommy's Kids Childcare Centre will follow Alberta Health Services guidelines and restrictions regarding communicable diseases. This authority and their rules and regulations will supersede parents and doctors recommendations.

**Children may return to the center when they meet any or all of the following:**

- Clear of signs and symptoms and can fully participate in all activities including outdoor activities.
- Have their physicians permission (note) stating they are no longer infectious.
- Meet the requirements as outlined by Alberta Health Services.

### **Supervised Care for Sick Children**

Our staff will keep a sick child comfortable on his/her rest mat in a quiet area away from other children to minimize transmitting diseases but close enough so he/she can be supervised by the group's primary caregiver.

### **Administration of Medicine**

The date on medication to be given during the hours of care must be valid, and the medication must be clearly labeled with the child's name, the amount of dosage and medication must be in its original container. Parents are responsible for bringing a syringe with the medication, so staff can measure the dosage needed. The medicine cannot be administered before parents complete and sign a consent form that includes the following:

- The child's name.
- The name of the medication.
- The time and date for the medication to be administered.
- The dosage of medication that needs to be administered.
- The number of days that the medication needs to be

administered.

- Parents name and signature.

When administering medication, the staff must follow directions on the label of the medication and will fill out an administration of medication form that includes the following,

- The child's name.
- The name of the medication.
- The dosage given.
- The date and time when the medication was given.
- The initials of the staff who administered the medication.
- The date when the medication/herbal remedy was given back to the parent.

All medication must be kept in a lock box and inaccessible to children.

If emergency medication is required, parents must explain in person and in writing to staff the proper way of administering medication. This document will be kept in the child's file and a copy of the document will be posted on the bag of the medication, which kept in a place that is inaccessible to children.

## **Health Care**

Parents are expected to keep their child's immunizations record up to date. Children with illnesses that may pose health risks on others will not be accepted into the program. - Children who require extra health care which may prevent staff from actively supervise other children, will not be accepted into the program. Our staff will provide first aid for children when needed. Parents will sign a consent form for any other kind of health care needed.

## **Cleaning and Sanitation**

General cleaning and sanitation:

- Tables are sanitized before and after eating.
- All toys lockers and shelves are washed and sanitized (weekly).
- Diapering stations are sanitized before and after each use and gloves are used by staff for this purpose.
- Physical space is checked for hazards daily before opening and

throughout the day.

- Floors are cleaned and disinfected (Daily)
- Play tables and chairs are cleaned and disinfected (Daily)
- Carpets are vacuumed daily and door mats are replaced with clean one weekly.
- Carpet to be washed by shampoo (Monthly)
- Sinks and washrooms (twice daily)
- Toys will be cleaned and disinfected weekly, or as required.

## **Allergy**

Mommy's Kids Childcare Centre is nut-free facility. We realize the importance of identification of all children with allergy. While it is impossible to create a risk-free environment, we take the following important steps to minimize potentially fatal allergic reactions

1. The parents/guardians of the child will inform the Centre of the child's allergy upon enrollment.
2. Prior to enrolment, the family will provide the Centre with an allergy information sheet from their doctor.
3. Upon entry to the child care program, the child's parent/guardian will provide the Centre with a recent photo of their child. This photo and allergy information will be posted on the allergy list. This identification method is used for all children having a serious allergy or medical condition.
4. The parents will also provide the Child Care Program with EpiPen prior to enrolment. It will be stored in their room.
5. Staff will take reasonable steps to create a safe program room:
  - Monitor that NO food will be brought into Centre or Disinfecting of tables before & after eating.
  - Follow Hand washing procedures and other measures as dictated by the allergy sheet and the plan signed by the parents/guardians.

Staff are required to be trained on Epi-Pen usage and anaphylactic reactions during their CPR recertification. While every effort is made to accommodate food

allergies, the Centre bears no responsibility for accidental exposure to allergens.

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## **SMOKING**

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Our Centre will ensure that children in care are not exposed to smoke and that no one smokes in the presence of children whether indoors, during field trips, while transporting children, or inside any Centre's automobiles. Smoking is prohibited on the premises at all times.

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## **NUTRITION**

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**Children are not allowed to bring any kind of outside food or drinks to the daycare, with an exemption for children who need a special diet.**

Nutritionally balanced meals and snacks will be provided by our Centre daily. Our Centre will use *Eating Well with Canada's Food Guide* in order to support children's healthy development. Special dietary requirements must be discussed at the time of admission. Our Centre will provide lunch for all children attending the program during the lunch period. In the case of special diets, parents are responsible for providing any food required by his/her child/ren that are not normally available in the Centre. Meals and snacks will be offered as following:

AM Snacks: 7:30am - 08:30am

Lunch: 11:00-11:30 AM

PM Snacks: 2:30-3:00 PM

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## **MANNER OF FEEDING**

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Before each meal or snack, children will wash hands and will be seated when eating and drinking. Children will be given enough time to finish their meals or snacks. No force feeding. Children who don't want to eat or finish their food early will be provided quiet activities to choose from. Beverages will not be provided to children while napping.

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## **CONFIDENTIALITY POLICY**

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All staff members have signed confidentiality agreements upon hiring. Staff are aware that they will receive and have access to confidential information about children and families and they agree to keep this information in strict confidence. The only persons permitted to see your child's record (name, address, phone, health information, emergency information, etc.) will be you, the

parent or legal guardian, child care employees and government agencies as may be necessary, including but not limited to: Calgary and Area Child and Family Services Authority, Child Welfare.

Written approval of parents/guardians is required prior to the release of personally identifiable information to any other parties. A release of information form is to be used. It is the policy of this Centre not to disclose the names of children who may have caused Injuries to other children while at the Centre. We will not verify your child's enrolment to anyone via the telephone and without your consent - the only exceptions would be agents of: Calgary and Area Child and Family Services Authority, Child Welfare, Calgary Police Service and the R.C.M.P. Prior to the release of any information, we would verify the credentials of the person inquiring.

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## **VOLUNTEER OPPORTUNITIES**

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Mommy's Kids Childcare Centre encourages parents to be an active member of our family. Opportunities will be made available for parents to be able to volunteer their time and or services to promote the growth in the education, independence and development of their child.

Volunteer postings will be for parent helpers who can provide supervisory and teaching assistance for special days such as holiday parties, photo day, toy washing, laundry times, making play dough, and general fixing or cleanup of facility.

The teachers from each class will produce a monthly calendar outlining the upcoming opportunities for Parent/guardian/caregiver volunteers. Volunteers are required for all fieldtrips. Scheduled fieldtrips will be posted a minimum of two weeks in advance on the classroom volunteer list in order to get volunteers. If the center is unable to get enough volunteers the field trip will need to be postponed or cancelled until volunteers can be arranged.

Volunteers will be required to follow the centers behavior expectation and discipline procedures. Siblings are not allowed to attend volunteer days during daycare hours but are welcome to come to open houses or community events.

Any Volunteer working in the room with children **must have presented a criminal record check to the center prior to working in the room.** See your child's teacher for more information on how to complete this check prior to volunteering.

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## **SUSPECTED CHILD ABUSE POLICY**

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Child abuse can include physical abuse, sexual abuse, emotional abuse, and child neglect. Any person who has reasonable and probable grounds to believe that a

child is in need of protective services should report his/her concerns to Child Welfare. No action lies against a person reporting pursuant to this section unless the reporting is done maliciously or without reasonable and probable grounds for the belief.

**If a staff suspects a child abuse, he/she should report it to the management and document it, and kept in the child's record.**

Our centre is committed to providing a safe environment by preventing harm to those in our care. There will be zero tolerance for sexual abuse, harassment, molestation, corporal punishment or neglect. The Centre has an open door policy, with the presence of a minimum of two adults on the premises at all times. All employees/volunteers attending off site activities are aware of the Centre's policies and procedures.

Employee screening will include the following:

- Criminal record check.
- Background reference checks (minimum 2).
- Signed employee/volunteer application.
- Personal interviews. The Centre's guidelines for responding to incidents of alleged abuse or harassment will include:
- Completion of a written incident report.
- Fulfilling statutory reporting obligations to child protective agencies or police authorities.
- Assuring serious and compassionate response to allegations without admitting legal liability or making public statements without the aid of legal counsel.
- Maintaining confidentiality for alleged victim and perpetrator.
- Immediately suspending alleged perpetrator pending outcome of the investigation.
- Requiring consultation with a lawyer and reporting the incident to the insurance company. (Please review protocols for handling child abuse)

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## **ATTENDANCE AND RECORD POLICY**

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Transportation to and from the Daycare Centre is the responsibility of each parent. Children MUST be brought to the Daycare Centre personally and signed in.



Parents must be punctual both in bringing their child to and picking him/her up from the Daycare Centre. We encourage parents to drop their children no later than 9:00 am. This allows maximum participation to different activities. Parents must phone the Daycare Centre if a child is not attending for any reason, or will be late in arriving.

In order to protect our children, staff may only release a child to his/her parent or to a responsible person whom the parents have clearly designated. All children must be both picked up and dropped off by the parent or other designated responsible person (sixteen years or older).

All staff must make sure to sign in/out child's attendance daily at the time of drop off and pick up of the child to and from the Daycare Centre.

### **Children's Records**

Each child enrolled in the daycare Centre will have a record that includes the up to date following information:

- Up to date immunization record and any health information like allergies.
- Child's name, date of birth, home address.
- Parents'/Guardians' name, address telephone numbers
- Child's emergency contact name, address and telephone number (a person who can be contacted in case of an emergency)
- Completed enrolment form.
- Provision of health care consent form and information about any provision of health care-if there was any.
- Fieldtrips and transportation consent forms.
- Picture consent form.
- Consent for administration of medication -if medication was administered.

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## **ADMINISTRATIVE RECORDS**

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Our Centre's administrative records will include the following:

- Children's daily attendance records including arrival and departure times.
- Staff daily attendance including arrival and departure times and hours spent providing care for children

- Evidence of the program supervisor's and primary staff member's child care certification.
- Evidence of the program supervisor's and primary staff member's current first aid certification.
- Staff and volunteers' verification of a criminal record check required and to be updated every 3 years. Our Centre will keep administration records on the premises for at least two years and make them available for examining upon request.

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## **PORTABLE RECORDS**

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A portable emergency card for each child will be kept in a portable case to be taken for outings and emergency evacuations by a designated staff and will include the following:

- the child's name, date of birth, home address
- the parent's name, address contact numbers
- an emergency contact name, number and address
- Up to date immunization and allergies if applicable
- The telephone numbers of emergency services 911, poison control Centre and the emergency contact number of the program's director/supervisor.

Parents are required to inform our office of any changes occurring with the following:

- Address and telephone numbers of work, home or the emergency contact persons
- Any other changes which might affect the care for a child.

Mommy's Kids Childcare Centre will make every effort to contact parents when the Centre has to shut down due to unexpected reasons such as:

- Fire Evacuation
- Power Failure
- Heating System Failure

An evacuation plan will be posted on the premises, practiced and documented monthly with all staff and children where developmentally appropriate.

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## **SUPERVISION POLICY AND PRACTICES**

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Staff will actively supervise children at all times. We promote active supervision through our organized rooms and when all children are engaged in the same planned activity. Staff will sign children in and out each room using an attendance sheet that states the room and the date on the top and includes the following information: Mommy's Kids Childcare Centre is open from 6:30 am until 6:00 pm, Mondays thru Fridays. The childcare program runs for 12 consecutive months of the year.

**Children arriving at the center may not enter the center before it opens at 6:30 AM as per Alberta Daycare Licensing Regulations.**

Staff will examine the physical space indoor and outdoor and check for safety hazards every day prior to operating hours. our staff are required to document their observations of children; these observations are used in children's agenda, for milestone development forms and for planning developmentally appropriate activities for children.

Parents are informed of the supervision policies upon registration and through their copy of the Centre's policies and procedures.

### **LATE PICK UP**

In the event that a child is still at the center after closing, and a parent or guardian has not contacted us, Mommy's Kids Childcare Centre will take the following steps:

We will try contacting all people listed on emergency contact list

Alberta Family and Social Services and the Calgary police will be contacted in the event that we are unable to contact the child's family member or emergency contact

### **HOLIDAYS AND CENTRE CLOSURE**

Mommy's Kids Childcare Centre will close for all statutory and civic holidays unless otherwise noted on our annual closure listing which can be obtained from the office and is posted on the parent board:

News Years Day – January  
Family Day - February  
Good Friday – March/April  
Easter Monday – March/April

Victoria Day - May  
Canada Day – July  
Civic Holiday - August  
Labor Day - September  
Thanksgiving Day - October  
Remembrance Day - November  
Christmas Day - December  
Boxing Day - December

In the case that any of these holidays falls on a weekend, an alternate day WILL be determined.

Mommy's Kids Childcare Centre may be closed for extra days at Christmas dependent on the day of the week Christmas day lands on, please see dates to be published each calendar year. Mommy's Kids Childcare Centre will be closed at 12:00pm on Christmas Eve and New Year's Eve. **Please note ALL tuition charges are required regardless of holiday closures.**

2018 Staff Professional Development is Dec.27-28.

## **WEATHER CLOSURES**

In the event of extreme weather conditions, it may be necessary to close the daycare or reduce some of the services we offer. In these cases administration will make every effort to inform parents. Before traveling to the center on days of severe weather please call Mommy's Kids Childcare Centre at 587-349-2155.

When the weather in the winter drops to: Below minus 15 degrees we will not take the children out for outdoor gross motor time.

**PLEASE NOTE** in extremely cold temperatures the center is NOT responsible for any injuries incurred due to being dressed inappropriately for the temperature. We will ensure all children wear their necessary and PROVIDED winter attire. Parents must be aware Mommy's Kids Childcare Centre does not have any EXTRA hats, mitts, etc. to provide.

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## **CLOTHING AND OTHER ARTICLES**

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All children enrolled must wear appropriate indoor shoes, which have been provided exclusively for indoor use. Please ensure that your child's shoes meet the following criteria:

- Foster independence to take them off and put them on.
- Are rubber soled running shoes or slippers with sturdy solid rubber

- sole
- Please refrain from allowing your child to wear heels, dress up shoes or flip-flops as they are not very sturdy for their active play and can lead to serious injuries.
- Permanently label with your child's name to prevent mix up or loss

Please provide a complete, clearly labeled appropriate sized change of clothing for your child that will remain at the center, appropriate seasoned bottoms, underwear, shirt and socks. Children may have a variety of reasons that they will need to change their clothes, i.e. washroom accident, water play, lunchtime spill etc. For these reasons it is important that your child have EXTRA clothes left on site.

Children will be provided with smocks for art activities and water play.

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## **TOYS AND MISCELLANEOUS ITEMS FROM HOME**

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Parents are asked to encourage children to leave their personal toys and such at home or in the car before coming into the center except on show and tell days. Mommy's Kids Childcare Centre employees are not be responsible for any lost or damaged toy from home.

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## **PARKING**

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Please abide by the following safety precautions:

- Park in the stalls provided.
- Children must not exit from the car until you are able to supervise them.
- Do not allow your child to run freely, please hold their hand upon entering and exiting the building.

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## **PARENTAL RESOURCES**

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The centre carries various resource materials; if you are interested in looking at any of this material, please contact the director.

The following is a list of helpful resources:

- Choosing a Daycare centre: a guide for parents
- Daycare licensing policy manual
- A guideline for children's play spaces and equipment CSA standard
- Canada Food Guide

Parent resource file

More information can also be obtained from

[www.albertahumanservices.alberta.ca/family-community/childcare.html](http://www.albertahumanservices.alberta.ca/family-community/childcare.html)

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## **NETWORKING AND COMMUNITY FUNCTIONS**

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On a regular basis Mommy's Kids Childcare Centre will post notices for networking or community functions for our families. These functions are voluntary and can include in class parent parties, workshops or family functions held within or outside the center.

These functions allow parents to get to know the children, and their parents; their child has become friends with and builds a feeling of community.

### **COMPLIANCE WITH THE CENTRE'S POLICIES**

The above Policies and Procedures are put in place to make sure that your child's day in our Centre runs smoothly, securely, and safely and is filled with appropriate learning experiences. All individuals with interactions within the Mommy's Kids Childcare Centre are expected to be familiar with and follow the Centre's policies and procedures at all times. Failure to do so may result in administrative discipline for employees or terminating the child's care.