



Jump'n Jellybeans Childcare Centre

207-836 1st Ave NW

Airdrie, AB T4B 0V2

PARENT HANDBOOK



Philosophy

Our program is based on emergent curriculum which pertains to a method of planning based on observing and documenting children at play, because we believe that children learn best through play.

Our program will meet every child's physical, social, intellectual, creative and emotional needs by:

1. Motivating children to engage in the variety of planned activities using different learning centers provided in each of our rooms. Each learning center will provide children with various textures and toys that are displayed on open, low shelving.
2. Providing daily adequate, nutritional meals and snacks.
3. Supporting children's ideas and efforts when giving opportunities for one-on-one quality time and encouraging small group activities.
4. Practicing respectful, positive behavior towards others and properties.
5. Taking the children out for weekly walks or planned field trips to discover new, emerging interests.
6. Encouraging children to participate in problem-solving/turn-taking games.
7. Having fewer *teacher directed* and more *child-lead* activities.
8. Providing open-ended art materials to invite creative participation.
9. Using conflicts between children as opportunities for learning problem solving.
10. Giving children choices and opportunities to make decisions and be active participants.

1. Mission Statement

In Jump'n Jellybeans, child care professionals use three sources of knowledge to plan for our developmentally appropriate program, knowledge about child development, knowledge of each individual child, knowledge of social and cultural context of each child. These sources of knowledge are the foundation of Jump'n Jellybeans' emergent curriculum. Our teachers become research partners with children, seeking answers to questions and supporting investigations.



2. Admission/Registration:

2.1 When meeting with a new family, management will arrange for a tour to show parents around the facility, and introduce them to our educators. During tours, management and parents go through the orientation checklist which includes policies and procedures, closures, fees, rights and responsibilities of parents and the Centre. Management provides the parents with our Parent Handbook and registration forms to be filled out and dropped off at least 2 weeks prior to commencing care.

2.2 Parents are encouraged to go through a transition time prior to starting. New parents are welcome to spend some time with their children during the first week to ease separation later. Parents are encouraged to say “goodbye”, “I’ll pick you up after work” or “see you soon” instead of leaving while the child is busy playing.

2.3 When moving children from one age group to another, the child will go visit the older group for a short time daily to ease transition later. Parents are informed of the transition before it starts.

3. Withdrawal / Termination of care:

3.1 Termination of care by the parents

When parents decide to terminate the child care arrangement, one month written notice to management is required. We do recognize that not every arrangement is appropriate for every Family, though, if the Centre is found to be unsatisfactory, we will make every effort to discuss this with the parents in order to determine the cause and work on a plan for improvement. If this is not possible, the parent then may choose to terminate the care contract, a month notice will be required.

3.2 Termination of care by the program

As stated above, the child's adjustment to the Centre may not be a smooth one for all children. If the Centre is not able to meet the child's needs, we reserve the right to terminate the care arrangement on a timeline that is in the child's best interest.



Other reasons, which may result in the termination of a specific care arrangement, are as follows:

1. Non-payment for child care services and/or lack of adherence to our fee payment policies.
2. Lack of cooperation from parents with the program's efforts to resolve differences and/or to meet the child's needs.
3. Abusive behaviors and/or verbal threats by parents toward Centre staff or other parents.
(Immediate Termination)
4. Parents disciplining, in any way, children (other than, their own) while at the Centre.
5. Child exhibits special needs or needs related to a serious illness that are not possible to meet at the Centre. In this case, the Centre will make every effort to use all resources available to support the child prior to termination.
6. Consistent late pick up after closing hours.

4. Holidays - Centre Closures (as a result of holidays):

Jump'n Jellybeans Daycare Centre paid holidays are:

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

If a holiday comes on a weekend, the Daycare Centre will close on the following Monday.

Jump'n Jellybeans Daycare Centre will close early at 3PM on December 24th, and will close from December 25th till January 1st.

Actual dates and timing of closures will be posted on the Parent Board two weeks prior to closing.

Fees will remain the same during periods that contain closing holidays.

5. Centre Closures (as a result of emergency):

Jump'n Jellybeans Daycare Centre will make every effort to contact parents when the Centre has to shut down due to unforeseen reasons such as but not limited to:

- Fire Evacuation



- Power Failure
- Heating System Failure

Jump'n Jellybeans Daycare Centre will have no legal or financial obligations towards parents in case of shutting down the Centre.

6. First day checklist

All forms need to be completed entirely and returned to the Centre before care can be provided.

It is the parent's responsibility to provide the following items on their child's first day (as required for the needs of each child):

- A change of clothes
- A blanket for nap time
- Diapers and wipes
- One pair of indoor shoes
- A reusable labeled water bottle
- Labeled sun screen and bug spray
- Summer/winter appropriate clothing

All items should be labeled with the child's name.

No toys may be brought from home (except for a sleep toy). The Centre accepts no liability for any lost items.

Children are expected to arrive dressed comfortably. The Centre takes no responsibility for damaged clothes during activities.

7. Communication Policy

1. Staff/Parents,

Parents should feel free to discuss their concerns and suggestions with our staff and management. It's very important for staff and parents to realize the importance of daily communication. Open communication enables staff and parents to create a family environment for children. Our Centre follows two ways of communication between staff and parents, Written and verbal communication.

- *Written communication* can occur through Parent Boards inside the rooms, notices of concern, reminders posted outside of each room, E-mails and newsletters. Staff are required to fill out Parent Boards daily for all children in their care. Parents will receive seasonal newsletter (One each four months) that will include resources for families, Centre's events and the agenda of each of our rooms. Staff are required to present their agendas to management to be included in the newsletter before the end of each Season.
- *Verbal communication* can occur at drop-off or pick-up time, yearly events, and by appointment if regarding concerns. At drop-off or pick-up time, families can be in a rush and staff can be attending to children's needs, so in order for us to respect the rights of all parents and prevent children from waiting for their needs to be met, a feedback about the child's day must not take more than two minutes if needed. An appointment can be scheduled through the office if parents feel the need to speak with one of our staff.

2. Management/Staff

Management will communicate with staff through staff communication book that is placed in the staff room and through newsletters that will include a copy of the staff meeting minutes, reminders, events, and staff holidays. Staff will be informed about changes to program delivery and government information that will affect them directly using written internal notices and then signed and dated by staff.

Staff are required to initial the communication book daily before the start of their shift. Staff can communicate with management through direct e-mails. Staff are welcome to stop by the office if they're out of ratio or while on lunch breaks to discuss urgent matters.

8. **Visitors**

Our Centre has an open door policy. All parents of children are welcome to visit and participate at their convenience during operating hours. All visitors (Grandparents, Aunts, etc.), must report to the office and must be pre-identified by the parent to have access to the child. Copies of any Court Orders regarding non-custodial parents are required. When visitors wish to enter children's rooms, they need to keep foot wear out in the hallway.



9. Fees and Programs:

****Parents/guardians will receive one month notice of any upcoming rate increases****

- Fees are due in advance on the first day of each month.
- Fees are payable to Jump'n Jellybeans Inc. one month in advance by Preauthorized Debit , If payment is not received, your child care arrangements will be in jeopardy. If child care fees is not paid two weeks after the due date, child care will be terminated immediately.
- There is a \$50.00 Non-Sufficient Funds (NSF) charge for all NSF payments.
- Parents will pay for the number of days contracted upon registration. There will be no deductions from parent fees for those days when the child is not in the Daycare Centre.

9.1 Receipts:

“Child Care” tax receipts for child care fees received by December 31st will be issued by February 28th of the following year.

9.2 Refunds:

There are no refunds or credits given for a child's absence for any reason.

9.3 Late Pick-Up Fees:

If a parent is late to pick up his/her child, a \$1.00 fee will be charged per minute after 6:00 p.m. If parents are aware in advance of possible lateness, an alternate arrangement with your authorized pick up person needs to be made.

In the event that a child is still at the Centre after closing and we have not heard from parents, we will take the following steps (in order):

1. Attempt to reach parents at home, work or cell phone.
2. Call emergency contacts.
3. Call the authorities.



Jump'n Jellybeans Childcare Centre

207-836 1st Ave NW

Airdrie, AB T4B 0V2

9.4 Daycare Program:

- Age Groups, schedule and Fees

Monday to Friday	
A flat monthly parent fee for children 12 months to kindergarten age	
\$326.25 / month	

- Meals and Snacks:

- Breakfast: 7:00AM – 8:30AM
- Lunch: 11:00 – 12:00 AM
- Snack: 3:00PM - 4:00PM

- Transportation:

We will provide free of charge transportation for kindergarteners to Ralph McCall, Heron Crossing, Our Lady Queen of Peace, and Nose Creek Schools.

9.5 Out of School Program:

- Age Groups, Schedule and Fees

Monday to Friday	
Grade 1 – Grade 4	
September-June	July and August
\$775.00/Month	\$900.00/Month

- Meals and Snacks:

Breakfast: 7:00AM – 8:30AM

Lunch: 11:00 – 12:00AM

Snack: 3:00PM - 4:00PM

- Transportation:

We will provide free of charge transportation for out of school children to Ralph McCall, Ecole Edward, and Nose Creek Schools.

Policies and Procedures

10. Child Discipline Policy

In our childcare Centre, 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. Staff will discuss the discipline methods with parents during the initial interview and hand out the discipline policy along with all other policies upon registration. Under no circumstances will a child be physically punished, verbally or physically degraded or emotionally deprived. Instead, Staff will provide a kind and understanding environment that promotes self-control and problem solving skills. For example, when inappropriate behavior occurs, children are encouraged to come up with reasonable solutions or make choices and take responsibility for them. If the behavior reoccurs, the child will be redirected to a different activity, the staff will speak to the child when age is appropriate about his/her actions and what other choices he/she can make in the future. The staff will focus on the other child who was involved making sure he/she is not harmed physically or emotionally. Staff will use opportunities throughout the day to praise children who play respectfully with each other. Staff must not deny or threaten to deny any basic necessity. Staff must not use or permit to use any form of physical restraint, confinement or isolation. These methods will be discussed and reinforced through staff's weekly meetings.

11. Off-site Activity and Emergency Evacuation

Our Centre will communicate with parents daily through Parent Boards, and the Information Board in the mud room. Using the boards, the Centre can inform parents about any plans for community walks or field trips. Parents will sign transportation consent forms upon registration. Parents will review the field trip description sheet that be posted outside their child's classroom before each trip. It will describe the date and time of the trip, the destination, the purpose of the trip, method of transportation, and the dangers associated with the trip. Parents must sign a consent form for individual field trips before the trip can take place. When going out on a planned off-site activity and / or emergency evacuation, a designated staff will carry all children's portable records along with a first aid kit and emergency medication.

If the Centre needs to be evacuated, our staff will call parents and notify them of our location. When exiting through emergency doors, staff and children will not be allowed to go back inside unless instructed otherwise by the person in charge.

The Centre's MUSTER POINT will be posted by each of our emergency exits.

12. Fieldtrip and outings safety policy:

-When going out on field trips and outings, staff will be responsible for:

- Planning ahead of time where to go, when and how, what to do, whom to see and what to take on the trip.
- Going over the trip's details with the children like where they're going, what will happen, whom they will see, and whom they need to listen to -keeping the age of children in mind.

-Prior to each fieldtrip, management will go over the rules with staff and children.

-Safety rules include but not limited to the following:

- If walking, children will walk in pairs.
- Children will face forward and mind road safety when crossing roads.
- At least, one staff will walk in the front to lead the way, and another staff will walk in the end to make sure that no one is left behind.
- Staff will practice active supervision by spreading during the walk and throughout the trip and by practicing headcount.
- Staff will count children before leaving the center, while exiting the doors, when everyone is outside, while walking, when arriving to their destination, periodically throughout the trip, when gathering to walk back, when arriving to the Centre and when back in their rooms.

-If transportation is required,

- Management will go over vehicle safety rules that comply with traffic safety act, with staff and children ahead of time.

- Staff will also practice active supervision in the vehicle by spreading and head counting.
- Staff will make sure that they take children's emergency backpacks which contain emergency cards, first aid kits and children's emergency medication.
- At least, one additional staff or parent volunteer above ratio requirements will accompany the group.

-Volunteers responsibilities are,

- Actively supervise children during the outing (Head counting and knowing where children are and what they're doing at all times)
- Assist staff and children in crossing streets
- Assisting staff in serving food if applicable
- Assisting children in hand washing and washroom runs

Volunteers are not to be counted in ratio or left alone with children without supervision

-In case of emergency, staff will follow the following procedure:

- Staff will keep children safe, away from emergency situation as possible.
- The leader of the group will contact EMS, police and or fire if needed. Then, the staff will report the situation to the Centre's management by phone to evaluate the situation.
- Detailed observations of the situation and how it was dealt with, who was present and what has happened need to be documented by the leader of the group as soon as possible.
- After coming back to the Centre and making sure that everyone is safe and accounted for, management and staff will evaluate the situation and report it to licensing within 24 hours if required.

13. Accident or Illness

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 staff and document it using the Illness Log Book to be reviewed in the future if needed.

14. Incident Reporting

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

1. Death of a child while in our care.
2. Allegations of physical, sexual, emotional abuse and or neglect of a child by a staff member or volunteer.
3. An unexpected absence of a child from the program (i.e. lost child)
4. The commission of a crime by a child of an offense under an Act of Canada or Alberta.
5. Child removed from the program by a non-custodial parent or guardian.
6. Emergency evacuation or unexpected program closure.
7. Intruder on premises.
8. Illness or injury that requires the program to request emergency health care and/or requires the child to remain in hospital overnight.
9. 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
10. 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.

Posting location

A copy of serious occurrence notification form will be posted in a conspicuous place in the Centre at or near an entrance commonly used by parents/guardians for minimum of 10 business

days. If the form is updated with additional information such as additional actions taken by the Centre, the form remains posted for 10 days from the date of the update.

To help support the protection of privacy and personal information Jump'n Jellybeans 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.

15. Health policy

Staff are required to offer children a clean, safe and healthy environment and to include these practice in their daily routine like good nutrition, regular hydration and exercise, rest time as well as play time.

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, and watch for changing 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.
- Showing COVID-10 Symptoms as indicated in the most current Alberta Health Publications.
- A child requires extra attention witch 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 48hrs. If parents can't be reached or if they can't arrange for immediate removal of the child, the program will ask parents to contact the child's emergency contact to arrange for the child's pick up. If the child was sent home because he/she is showing COVID-19 symptoms, parents will follow Alberta Health requirements for children returning to childcare centre publications.

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 our Illness Report form that includes the following:

- The child's name.
- 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.

Supervised Care for Sick Children

Our staff will keep a sick child comfortable on his/her cot 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 care giver.

Administration of Medicine

During staff meeting and new staff orientation, staff are notified if any of the children in their care is in need of emergency medication, where it's stored and the proper way to administer it. Staff who don't have their first aid certificate cannot administer medication.

-When medication\herbal remedy is administered to a child, staff are directed to observe the child and watch for signs of allergic reaction.



-Staff are directed to give parents their medication\herbal remedy back when authorized period has ended.

-The date on medication/herbal remedies 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\ herbal remedy cannot be administered before parents complete and sign a consent form that includes the following:

- The child's name.
- The name of the medication/herbal remedy.
- The time and date for the medication/herbal remedy to be administered.
- When the medication\herbal remedy was given to the child.
- The dosage of medication/herbal remedies that needs to be administered.
- The number of days that the medication/herbal remedy 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 in each room and inaccessible to children, medicine that needs to be refrigerated must be kept in the lock box in the fridge.

If emergency medication is required, parents must explain in person and in writing to staffs 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 until 48 hours after being symptoms free.
- Children who require extra health care which may prevent staff from actively supervise other children, will not be accepted into the program until 48 hours after being symptoms free.
- Our staff will provide first aid for children when needed. All staff will be trained to provide health care for children in their care if needed. This training is achieved through parents' direction and staff's first aid. A provision of health care form will be signed by parents and staff and kept in the child's file and the staff's file.

Head lice policy

If head lice found in the Daycare Centre, we will notify all parents. Staff will check the children's hair for 2 weeks after the first sighting.

Parents will be asked to check their child (ren) at home on daily basis for two weeks.

If a child carries head lice, parents/guardians will be asked to keep the child at home until no visible evidence of lice and egg (nits) for 24 hours.

Cleaning and Sanitation policy

General cleaning and sanitation:

- Tables are sanitized before and after eating.
- All toy shelves and lockers are sanitized weekly.

- Diapering stations are sanitized before and after each use and gloves are used by staff for this purpose.
- Soiled diapers are disposed of in a closed container(Diaper Jenie)
- Soiled children's belongings are stored in plastic bags, labeled with children's names and stored in their locker to be cleaned at home.
- Children's blankets, pillows and stuffed animals will go home at the end of each week to be washed. The Centre is responsible for washing children's extra blankets.
- 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 are steam cleaned monthly.
- Sinks and washrooms are disinfected(daily)
- Toys are cleaned and disinfected weekly, or as required.
- Garbage is stored in closed garbage containers and emptied daily and as needed.

Personal hygiene policy:

Parents are responsible for providing children's personal items like water bottles, sunscreen, blankets, pillows, hats, indoor shoes etc.

Children will not share personal items.

Parents are responsible for cleaning and maintaining children's personal items except for water bottles which are washed in the Centre daily.

Grooming items that are used in the rooms as props are cleaned and sanitized weekly but will be removed temporarily from the rooms in case of outbreaks like head lice, chickenpox, measles etc.

Food handling policy:

-The Centre's cook will obtain a safe food handling certificate-two day course.



-The Centre's cook will follow the hand washing policy and will wash hands every time he\she leaves and reenters the kitchen.

-The Centre's cook's responsibilities are:

- Storing food in a proper way.
- Making sure that hot food stays hot and cold food stays cold until served.
- Keep in mind children's allergies and food restrictions when preparing food.
- Prepare food for children with dietary requirements if parents do not provide the needed meals and\or snacks for their children.
- Clean and sanitize eating utensils after each use.
- Planning a nutritional and well balanced food menu that complies with the requirements of the current issue of Canada's Food Guide.
- Clean and sanitize surfaces after each use.
- Empty and sanitize garbage bin daily.
- Keep garbage away from areas where food is prepared and stored.
- Clean and sanitize fridge, freezer and pantry weekly and as needed.
- Prepare fruits and vegetables by washing them thoroughly.
- Wash water bottles Daily

Allergy Policy

Jump'n Jellybeans Childcare Centre is peanuts, nuts 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 allergic reactions.

1. The parents/guardians of the child will inform Jump'n Jellybeans Childcare Centre of the child's allergy upon enrollment using the child profile form and extra fact sheets if available.

2. The parents will provide the Child Care Program with an EpiPen if used on the first day of enrolment. All emergency medication will be stored out of children's reach in the emergency backpack.
3. Staff will take reasonable steps to create a safe environment:
 - Monitoring that NO food will be brought into their rooms.
 - Disinfecting of tables before & after eating.
 - Enforcing good hygiene habits like hand washing.
 - Enforcing measures as dictated by the allergy sheet and the plan provided 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.

Hand Washing Policy

Proper and frequent hand washing is the most effective way to prevent the spread of germs. Always practice the following hand washing techniques:

1. Wet hands with warm water;
2. Lather with soap and thoroughly scrub all parts of the hands, fingers, nails, and wrists for at least 20 seconds. Time hand washing with singing the song "Twinkle Twinkle Little Star";
3. Rinse thoroughly under warm water;
4. Dry using a disposal paper towel (throwing the towel into the garbage when finished);

Child care professionals should be role models for the children and always wash their hands as necessary, including in the following circumstances:

- Upon arrival at work;
- Before and after handling food, eating, and feeding a child;



- After going to the washroom and/or assisting a child to go to the washroom;
- After changing a diaper;
- After wiping or blowing their nose or a child's nose;
- After coughing or sneezing into hands;
- After cleaning up spills of bodily fluids (such as urine, vomit, or stool);
- After removing disposable or household gloves;
- Before and after administering medications and/or performing first aid;
- Before and after applying sunscreen;
- After coming in from outdoor play;
- Before and after food preparation and handling; before and after feeding a baby or small child; before and after giving medication
- Before and after play (such as using paints, glue, sandbox, or a water table, or playing with pets); and
- After caring for a sick child.

Children should always be given the opportunity to wash their hands as necessary, including in the following circumstances:

- When they arrive at the child care program;
- Before and after eating;
- After going to the washroom;
- After having a diaper change;
- After wiping or blowing their nose;
- After coughing or sneezing into hands;
- Before and after eating; before and after food preparation and handling and whenever hands are soiled.

- After coming in from outdoor play; and
- Before and after play (such as using paints, glue, sandbox, or a water table, or playing with pets).

(<http://humanservices.alberta.ca/documents/healthy-child-care-brochure.pdf>)

Diapering Policy

Staff will actively supervise other children while diapering.

Steps for sanitary and safe diapering:

1. Before changing a diaper, ensure that all of the required supplies are within reach;
2. Use disposable gloves;
3. Cover diaper-changing surfaces with a disposable liner (such as paper liner)
4. Ensure that diaper pails have tight-fitting lids, are inaccessible to children, and are located away from areas used for food preparation or service;
5. Dispose of soiled diapers in a plastic-lined garbage can;
6. Place re-usable diapers and/or soiled clothing in plastic bags (without rinsing) to give to parents;
7. Apply diaper rash ointment with disposable applicators;
8. Discard disposable table liners in a plastic-lined garbage can;
9. Remove and dispose of gloves in a plastic-lined garbage can;
10. Wash the child's hands after being diapered and dressed;
11. Clean and disinfect the change table, all equipment, and supplies that were touched and soiled; and
12. Wash hands thoroughly.

(<http://humanservices.alberta.ca/documents/healthy-child-care-brochure.pdf>)

Gloves policy

All staff working in child care programs should use **disposable** gloves when:

- Coming into contact with blood;
- Changing diapers, when hands may be in contact with blood, urine or stool; and/or
- If they have open sores or cuts on their hands.

Gloves should be disposed of in a plastic-lined garbage can, and hands should be washed immediately afterwards.

(<http://humanservices.alberta.ca/documents/healthy-child-care-brochure.pdf>)

Preventing the Transmission of Blood-Borne Pathogens

Since it is impossible to know for certain if a child is infected with a virus, all instances of blood and body fluids with visible blood in child care settings should be treated as if infected. The following universal precautions should be taken **at all times** when encountering blood:

- Wash hands for at least 30 seconds after coming into contact with blood or bodily fluids that might contain blood;
- Wear disposable latex gloves when you encounter blood or bodily fluids that might contain blood, or if your own skin is broken from a cut, scratch, open rash, or chapped skin;
- Dispose of the gloves;
- Wash your hands immediately after you remove gloves and dispose of them;
- Discard blood-stained materials in a sealed plastic bag and place in a lined, covered garbage can;
- Cover cuts and scratches with bandages until healed;
- Use disposable absorbent materials like paper towels to stop bleeding;
- Clean blood-soiled surfaces with a one part household bleach and 50 parts water solution immediately and sanitize them with a fresh solution of one part household bleach and nine parts water; and
- Put blood-stained laundry in sealed plastic bags.



All gloves, tissues, and other items that have contacted blood or body fluids should be placed in a plastic-lined garbage can.

(<http://humanservices.alberta.ca/documents/healthy-child-care-brochure.pdf>)

Dental Emergency

If a child is suffering from a toothache that is preventing him/her from participating in activities, parents must be contacted immediately to plan for pickup. Children will not be accepted in the Centre with a pain relieve medication if it's intended for aching teeth.

16. Smoking

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.

17. Nutrition

Outside foods or drinks are not permitted to enter the rooms at all times, with the exemption of foods and drinks for children with 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. All parents are encouraged to share their children's favorite recipes with the Centre.

In the case of special diets, parents are responsible for providing any food required by his/her child / ren that is not normally available in the Centre. Parents are required to bring healthy meals and snacks for their children with dietary requirements. If Parents are unable to provide food, the Centre will offer healthy meals and snacks for children with dietary requirements.

Meals and snacks will be offered as following:

Breakfast: 7:00 to 8:30 AM

Snack: 3:00 PM

Lunch: 11:00 AM

18. Manner of Feeding

- 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.
- Children should be encouraged to try a variety of food. **Force feeding is prohibited.**
- Children who don't want to eat or finish their food early will be provided with quite activities to choose from without waiting for everyone else to finish.
- Staff will sit at the food table with the children and role model good eating habits like chewing with a closed mouth and using utensils.
- It's the staff's responsibility to monitor that no outside food or drinks are brought into their rooms.
- Beverages will not be provided to children while napping.
- Children and staff will not be permitted to chew gum in the Centre.
- After each meal and snack, staff will clean and sanitize tables and chairs and sweep the floor.
- A pleasant conversation among children and adults during snacks/meals is used as a way to role model skills.
- Children may leave food on their plates when they feel they have had a sufficient amount or they dislike specific food.
- Spills and dropped items or food are handled calmly.
- Children are pleasantly encouraged and assisted, as developmentally appropriate, to wipe out their spills or messes.
- The staff encourage children to practice new skills so that they become more confident, like helping set up the table and serve themselves.

19. Pets policy

Jump'n Jellybeans Childcare Centre management must be informed if a child has allergies to domestic animals.

A proper hand washing procedure will take place after getting in contact with farm or zoo animals.

20. Sun screen safety policy

Our staff will help children to apply sun screen 20 minutes before going outside. Parents will sign sun screen/bug spray consent form.

To prevent sunburn and dehydration, we will limit the amount of time children spend outside between 11:00am to 4:00pm during summer time without the presence of shady areas.

21. Confidentiality Policy

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 confidential.

The only persons permitted access to your child's record without a permission (name, address, phone, health Information, emergency information, etc.) will be 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, EMS and Police Services.

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. We will verify the credentials of the person inquiring prior to the release of any information,

22. Suspected Child Abuse Policy

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 to be 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:

- A- Criminal record check.
- B- Background reference checks (minimum 3).
- C- Signed employee/volunteer application.
- D- Personal interviews.

The Centre's guidelines for responding to incidents of alleged abuse or harassment will include:

- 1- Completion of a written incident report.
- 2- Fulfilling statutory reporting obligations to child protective agencies or police authorities.
- 3- Assuring serious and compassionate response to allegations without admitting legal liability or making public statements without the aid of legal counsel.
- 4- Maintaining confidentiality for alleged victim and perpetrator.
- 5- Immediately suspending alleged perpetrator pending outcome of the investigation.
- 6- Requiring consultation with a lawyer and reporting the incident to the insurance company

23. Child attendance and record policy:

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. If special transportation arrangements are to be made for Kindergarteners and Before / After School Programs, they must be discussed thoroughly with Jump'n Jellybeans Childcare Centre management at the time of admission. We will assume that school children are to be picked up from school daily unless



Jump'n Jellybeans Childcare Centre

207-836 1st Ave NW
Airdrie, AB T4B 0V2

parents contact the Centre via e-mail or phone confirming the absence of their child. If a child fails to show at the designated time and location, the staff will take the following steps:

1. Contact the school to ask about the child.
2. Contact parents to see if they arranged to pick-up their child without notifying the Centre.
3. If the child is not picked up by parents and cannot be found at school, the staff will notify the Centre and the Police immediately.

Parents must sign a consent form allowing daycare staff to pick up their child.

Parents must be aware that we will supervise only kindergarten children going to their classes, grade one and older will be directed to go to their doors once supervisors are out on the school premises.

Children will be seated in an approved booster seat. According to the Alberta Traffic law, children who weight more than 40 pounds may use a backless booster seat.

Parents must be punctual both in bringing their child to and picking him/her up from the Daycare Centre. 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).

It is the parents' responsibility to make sure that their child is in his/her room, and the staff in the room is aware of the child's arrival.

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 Form 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)
- Complete enrolment form.
- The provision of health care consent form and information about any provision of health care-if there was any.
- Fieldtrips and transportation consent forms.
- Authorization of medication form-if medication needs to be administered.

Children's records will be available for examining upon request.

Child attendance record:

Jump'n Jellybeans Childcare Centre will ask parents to sign in/out child's attendance record daily at the time of drop of and pick up of the child to and from the Daycare Centre.

The child attendance records are legal documents, signing your child in and out is mandatory.

Administrative Records

Our Centre's administrative records will include the following:

- Children's daily attendance records including arrival and departure times.

Staff files will include the following:

- Contents checklist
- Staff' daily attendance including arrival and departure s 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.
- Staff resume and contact information
- record of reference check(at least three)
- Contract between staff and the Centre including position, hours, salary and staff commitment to the Centre's policies, procedures and confidentiality agreement.
- staff orientation form
- staff's self-evaluation form and management evaluation form
- Record of professional development like workshops and presentations if any.

Our Centre will keep administration records on the premises for at least two years and make them available for examining upon request.

Portable records

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.

24. Emergency Procedure



Jump'n Jellybeans 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.

25. Supervision Policy and Practices

Staff will actively supervise children at all times. We promote active supervision through our organized rooms and when children are engaged in planned activity. A float staff is available all day except school transportation hours to enhance ratio when needed

Staff will sign children in and out each room using an attendance chart that states the room and the date on the top and includes the following information:

- 1 The child's name in or out
- 2 The time the child was signed in or out.
- 3 The number of children who are left in the room.
- 4 The names and number of staff available in the room.

Staff will be asked to headcount the children during the day, inside and outside the Centre, more often around pick-up and drop-off time, before going outside, before going back inside, when leaving for school and after coming back from school.

Checklist for Transitioning

Staff will follow these steps to ensure active supervision when transitioning from inside to outside and vice versa:

1. Staff will ensure that the number of the children in the room matches the number of children on the room's attendance sheet.
2. Staff will headcount children every time they sign children or themselves in or out on the room's attendance sheet.

3. Staff will carry the room's attendance sheet and the emergency backpack every time they go outside and return it when they come back to the room.
4. Staff will ensure that the gate is closed before letting children out.
5. Staff will headcount the children before leaving the room, when lined up at the door, while going out the back door, while entering the yard and when in the yard.
6. Once in the yard, staff will be separated one on each side of the yard to ensure that the entire yard is covered.
7. In case there is only one staff taking children out, the staff will take the same steps of headcount and will cover the yard back and forth to ensure active supervision of all children.
8. Staff will headcount children the same way on the way back inside, in the yard, while lining up at the door, while entering through the back door, once they're lined up inside and once in their room.

When transporting children, the driver will use an attendance chart as well. The driver will use a chart that states the names of the children and the name of the school they attend.

Staff will examine the physical space indoor and outdoor and check for safety hazards every day prior to operating hours.

26. Outdoor policy:

-Management will make sure that all play equipment comply with the standards outlined in the current edition of "guideline on children's play spaces and equipment .CSA standards"

-Every room in the Centre is responsible for checking for safety hazards and completing the safety check list.

-Management will keep a list of plants planted indoors and outdoors and will make sure that those plants are not poisonous if accidentally swallowed or inhaled.

-Wading pools will not be allowed outside in the playground.

-The outdoor play space is set up and equipped to provide a variety of experiences for children. For example, staff take out easels, water play activities, and dramatic play materials to provide

choices for children. Small items will be kept in a portable bin in the room. Staff are responsible for creating and maintaining their room's portable bins.

-Unless the weather is extremely cold (below-10 with wind chill) staff are required to take children outside at least once a day.

- Staff will plan and implement physical activities that accommodate all children's interests and abilities.

-When children stay indoors because of the weather, staff are required to provide children with gross motor activities in their room or in the gym room.

-Staff are required to tidy-up the gym and outside play area before leaving back to their rooms like lining up toys, picking up garbage and making sure that the water table tipped to its side when not used outside.

27. Nap Time Policy

- Children are asked to go to find their beds after finishing their lunch.
- Staff will ask children if they need any assistance during nap time. Children can have books to read on their beds while waiting for staff to assist them during nap time.
- Children who do not nap will be transferred to a different room to join the "Wake up program" until nap time is over whenever spots are available.
- Children's bed must be 50cm apart and children's heads and feet must be alternating on neighboring cots.
- Blankets must stay separate on each bed until they're sent home to be cleaned. Piling up clean or used blankets on top of beds is not sanitary and is not permitted.

28. Surveillance Cameras policy

Surveillance cameras are installed for the safety and security of children, parents, employees, visitors and premises. The footages will be reviewed only by Janet Saliba (owner), Fadi Saba (owner) and authorized government persons.

29. Children's Clothing and Footwear Policy

It is the Parent's responsibility to provide children with clothing and footwear that are appropriate for the weather. The Centre recommends that Parents dress their children with

comfortable worry-free clothes and pack at least one extra change of clothes to be replaced when used. All children's clothes and footwear need to be labeled with their names. Closed toe shoes are required for outside. Sandals that can be buckled are acceptable for inside. Crocs or flip-flops are not acceptable for safety reasons. Children should not be wearing shoes with laces unless they are able to tie them on their own.

30. Child/Staff Interaction Policy

1. During activities and transitions, staff will interact with children in a caring and respectful manner.
2. Staff will respond to and address children's verbal and non-verbal expressions of need promptly and appropriately. For example, comforts and helps a child who is distressed.
3. Staff will role model desired behaviors to children through daily interaction like modeling empathy and sympathy to children during conflicts or model table manners during meal time.
4. Staff will encourage turn taking and self-help skills.
5. Staff will initiate physical activities and interact with children during their activities indoors and outdoors. For example, staff will initiate a tag game then take turns with the children leading the game.
6. When communicating with children, staff will go down to children's eye level and make eye connection and talk to children using a calm tone of voice.
7. Staff will give valid reasons when asking children to stop certain behavior like "Biting hurts", "If you run near the sand box you may slip on the concrete"
8. Staff will be appropriately affectionate with children. For example, gives a toddler or preschooler a hug or pat on the shoulder; smiles warmly; says something affectionately; and sits closely when speaking to a child.
9. The staff will seek out meaningful interaction with each child encouraging children to express their needs, desires.
10. Staff must create time for small group activities and one-on-one interaction daily.

-
11. Staff will show active interest in what children do and say, and listen to children attentively.
For example, listen, acknowledge and respond to each child's interests and ideas by asking children questions about what they are doing, and engaging them in further conversation.
 12. Staff will encourage children to use feeling flash cards or draw how they feel and keep their work to be discussed later on.
 13. Staff will pay attention to and acknowledge children's feelings and treat children's feelings with respect and as valid and important.
 14. In the course of daily activities, staff will teach children how to respect the rights of others.
For example, the right of each child to express his or her opinion in a group, and the right of each child to have his or her property respected.
 15. When developmentally appropriate, staff will seek children's opinions. For example, by giving choices in activities, and by asking children what they would like to do.
 16. Staff will help children to develop an understanding of how people may feel in a range of social situations; and how to respond in a positive fashion through the use of materials, planning and interactions that is integrated into the daily planning experiences.
 17. Staff will make a point of giving attention and encouragement to children who are interacting with each other positively.
 18. Staff will respond to children's efforts to communicate in ways that assist the child's communication skill development. For example, using short sentences with younger children; pairing language with gestures for children who have a limited command of the language used in the Centre; and asking a preschooler follow-up questions.
 19. Staff will speak with children, not at them.
 20. Staff will not interrupt children who are speaking to them or to someone else.
 21. Staff will respond quickly to counter aggressive actions or bullying by children, or other adults in the setting.
 22. When a child's behavior with another child is unfair or hurtful, the staff will point out, in a non-blaming way, that the child's actions or words have hurt the other child.

23. Rules, expectations and interventions will be age-appropriate. Staff will calmly and quietly when it is necessary remind a child of a rule or expectation.
24. Staff will use (and encourage children to use) a problem-solving approach to resolve conflicts, that is developmentally appropriate, and achieves a mutually acceptable solution. For example, staff engage children in a discussion of playroom situations; help them to identify their own feelings and wishes and those of others; and asks the children, for example, "What should we do next time this happens?" Staff will assist children to identify the problem and to talk about it.
25. Staff will encourage children verbally and provide guidance during activities.
26. Staff will show enthusiasm for and build on children's interests and ideas. For example, providing materials, suggestions, or other support for a child's activity; modifying a planned activity to include something of special interest to a child; extending activities; or offering additional materials or equipment chosen to respond to the interests of individual children and/or the group.
27. Staff will initiate some activities and encourage children to join in. For example, a staff begins to build a tower with blocks and encourages children to add some blocks.
28. Staff will recognize when an individual child requires encouragement and/or non-verbal support to participate in an activity and provide it in a developmentally appropriate way.
29. Staff will be actively and appropriately engaged with the children most of the time. For example, talking with them, and participating with them in activities.
30. If there is one staff in the room, the staff work as a team to ensure that there is active involvement with the children as well as effective supervision.
31. Children will be encouraged to try activities on their own, but also to feel free to ask for help when needed.
32. Children will be assisted and encouraged to learn self-help skills, such as hand washing, personal grooming, wiping up spills, and picking up toys.

31. Daily Routine Review Policy and Procedure

It is the staff's responsibility to review and adjust their own room's daily routine. Room partners will discuss the routine twice a year- summer routine and the winter routine- to see what works and what doesn't work, what needs to be changed and what can be improved. Staff will keep in mind the right of other rooms to use the outdoor space when making changes to their routine. Management will assign extra planning time for staff to make the needed adjustments. Staff will present their revised daily routines to management to be approved.

32. Program Planning Policy

Each room will be assigned 30 minutes of planning time each week. Staff will have access to Internet to plan and will use the Centre's planning sheets to plan for age appropriate activities. When planning sheet is ready, staff will submit it to the program director to be approved. When planning, staff must keep in mind the following points,

- Activities must be child centered not teacher led- comes from the interests of children.
- Activities must be open ended not closed ended- there is more than one right way to do them.
- All rooms will provide sensory activities that are constantly changing and more challenging to keep up with children's needs and interests.
- Accommodate the diverse needs and interests of all children within a month of planning. For example, some children are interested in ponies, others are interested in trucks and most children need to develop cutting skills so the staff will plan for a farm collage activity.
- Incorporate different cultures when planning and introduce the children to new experiences to increase cultural awareness.
- Planning can be flexible to accommodate all skill levels and interests.
- Materials purchased by the staff for planning need to be within the budget designated by the management.
- Staff will create and plan for cooperative games and encourage children to take the lead.

- Staff will keep a receipt of materials purchased only for planning and present it to management for reimbursement.
- Materials purchased for planning must be non-toxic and age appropriate.
- Staff will consult with management prior to purchasing items.
- Staff will rotate toys in their rooms weekly according to their planning.
- Staff will use the documentation panels on the walls outside their doors to display and share activities with families, photos and a small description of the activities will be used in the displays. Staff will update their documentation panels every season or when needed.

During the activities, staff will observe the participation of children and document it. After implementing the activities, staff will document and evaluate the activities to see if they need to be tweaked or improved. Staff will later on post the end results of the activities on the art wall at children's eye level. Special activities that shows milestones can be kept in the child's portfolio to share the child's progress with parents at the end of each year

33. Parent Involvement Policy/ Parent Volunteer

Parent's involvement in our Centre is highly appreciated. Our doors are opened for parents how wish to present children with their expertise or culture, parents who like to read to children, and parent volunteers in fieldtrips and special events. Management will announce for volunteering opportunities through newsletters or fieldtrip forms. Parent volunteers on fieldtrips need to provide the Centre with criminal record check with vulnerable sector search-to be updated every 3 years.

34. Referral policy

If staff notice a delay in any area of a child's development, staff are asked by management to document daily observations of the child to be able to pinpoint what area(s) the child needs assistance with. The staff will be asked to conclude the observations done in one report. Parent will be asked to meet with the staff and the management to see if they share the same concern the Centre has. If so, management will refer the families to outside agencies and goals will be set for the child to achieve with support of parents, staff and specialists. Management will check with the agency on weekly bases to follow up with reports and future plans. Staff will be informed about

any plans or goals for a child in their care through the staff communication book set in the staff room. A copy of the goals set for the child will be kept in the child's file at the office and a second one will kept in the child's file in the room so staff can refer to it when needed. Staff will assist the child in achieving those goals daily and may be asked to make a progress report if needed. Any information concerning children and families are confidential and can't be discussed with any other parties without the families consent.

35. Observation and documentation policy

Staff will observe children during planned and unplanned activities and document their observations on the Weekly Observation Sheet on the back of the planning sheet. Staff can use ideas from their observations for program planning. Staff will document reflections on the activities they did with the children. They will also document the toys and books they rotate and use for planning every week. In some cases, staff maybe asked to observe the behavior of a child and document it throughout the day if the Centre has any concerns regarding the child's behavior or development. Developmental checklists –Nipissing – are to be use to scan for developmental delays once every six months by staff. Check lists are stored in every child's file in the office and are used for further assessment if needed. Staff may also take photos of children and use them as a documentation tool. Staff may be asked to use daily agendas for observations of children with behavioral challenges if asked by management.

36. Children's Photos

Staff may use their phone cameras to document activities and event. Photos taken must be e-mailed to the office before the end of the staff's shift then deleted from personal phones. Children's photos used for documentation can be displayed within the Centre only.

Inclusion Policy

Our Centre accepts Families from different cultures and diverse needs. Our program provides children with special needs with opportunities to learn through play alongside their peers which challenges their abilities but with the right support of our knowledgeable staff, all children can reach their optimal potential. Our children can benefit from the diversity the Centre is opened to when exposed to a variety of skills and capabilities. New families of different cultures can

volunteer in the program and exchange experiences with our families and expose our children to new experiences. Our Centre raises culture and diversity awareness through the following,

- Materials that reflect the lives of each child are incorporated into their room like incorporating food from children's cultures; family picture wall; songs in children's own language; clothing items from Children's culture for dress-up purpose.
- Materials reflecting a wide range of diverse individuals, such as men and women; people of different cultures, races, ages, and abilities engaged in a variety of everyday activities are regularly accessible to children.
- When there are children whose home language is not the same as that used in the centre, staff regularly use greetings and songs in the home language of these children.
- If all the children are from the same cultural background, the staff incorporates into their written plans, activities and materials that reflect at least two other cultures.
- Routines and activities are adjusted to respond to children's individual preferences and/or cultural/religious practices.

37. Seasonal Newsletter

The Centre's newsletter is an effective way of communication with families. The management and staff will contribute to the newsletter each season by highlighting past events, trips, new room routines, new policies, reminders to parents, resources for parents, information from staff meetings, etc. The newsletter will be available for parents near the entrance at the end of each season.

38. Family Grievance Policy

When a family brings up a concern or a complaint to the attention of the management, an immediate action will be taken. Management will meet with staff to investigate the reason of the conflict. The family is contacted no later than the following day to resolve the conflict. If the result of the investigation put one of our staff at fault, a disciplinary action will take place immediately. The conflict will be discussed at the following staff meeting to avoid similar issues in the future.

39. The Revision of Program Policies and Procedures

The program policies and procedures are discussed in staff meetings and whenever needed. The purpose of this is to remind staff of important policies and to test how practical other policies are. Management is responsible for reviewing policies on yearly bases and keeping them up to date. Staff can provide suggestions to management during meetings to improve policies. Parents are welcome to discuss policies with management in order to improve them as well. All suggestions from staff and parents will be kept on file. When policies are revised, the date is documented on handbooks.

40. Program Evaluation Policy

The program will always reflect best practices and inclusive environment and those two areas will be reviewed whenever the structure of the program changes. Feedbacks from parents and staff are an important tool used to evaluate the program. Feedbacks can be collected through staff and families surveys, staff/parents meetings and through formal evaluation process that can take place at the end of each year before our winter closure. The results of the evaluation are collected and reviewed by the management.

41. Philosophy Review Policy

The program philosophy is posted online and included in the beginning of our parents and staff handbooks. Our philosophy is reflected in our daily practise through our monthly observation and program planning and implementation practices. The management will assist staff who struggle with program planning achieve an understanding of or philosophy and provide ways to reflect it in program planning. Our program philosophy will be reviewed by management to accommodate the diverse needs of our community and any new approaches in learning and child development.

42. Communication Policy**Staff/Parents,**

Parents should feel free to discuss their concerns and suggestions with our staff and management. It's very important for staff and parents to realize the importance of daily communication. Open communication will enable staff and parents to create a family

environment for children. Our Centre follows two ways of communication between staff and parents, Written and verbal communication.

- *Written communication* can be through Parent Boards inside the rooms, notices of concern, reminders posted outside of each room, E-mails and newsletters. Staff are required to fill out Parent Boards daily for all children in their care. Staff will be objective not subjective when writing Concerns or notices to parents. Parents will receive seasonal newsletter (One each four months) that will include resources for families, Centre's events and the agenda of each of our rooms. Staff are required to present their agendas to management to be included in the newsletter before the end of each Season.
- *Verbal communication* can take place at drop-off or pick-up time, yearly events, and by appointment if regarding concerns. At drop-off or pick-up time, families can be in a rush or staff can be attending to children's needs. In order for us to respect the rights of all parents and prevent children from waiting for their needs to be met, a feedback about the child's day must not take more than two minutes if needed. An appointment can be scheduled through the office if parents feel the need to speak with one of our staff.

43. Visitors

We have an open door policy at our Centre. All parents of children are welcome to visit and participate at their convenience during operating hours. All visitors (Grandparents, Aunts, etc.), must report to the office and must be pre-identified by the parent to have access to the child. Copies of any Court Orders regarding non-custodial parents are required. When visitors wish to enter children's rooms, they need to keep foot wear out in the hallway.

44. Physical Space

- Staff will make sure that sufficient materials and activities are accessible to children to provide them with several activity choices.
- Musical experiences are built into the child's day. Musical activities must include various cultures and children are encouraged to respond to them in their own way.
- Open-ended materials are available for dress up and pretend play. Materials are added to and/or rotated on a regular basis, For example, materials (clothes, hats and props, etc.) are

available for the children to make their own props for dramatic play. Children are able to access these materials without having to ask.

- Many open-ended materials are available for arts so children can make their own creations. Children are able to access materials instead of having to ask for them. Staff encourage free expression rather than copying a model.
- Staff will bring in elements from outside to use in their sensory bins like twigs, snow, wild flowers and leaves...
- Developmentally appropriate activities are planned to develop gross motor activities. For example, there are opportunities to climb safely, walk, run, develop balance and strength, and to throw and lift.
- Developmentally appropriate opportunities to practice fine motor skills are provided. For example, using scissors, or engaging in puzzles or lacing activities.
- Activities are provided to develop cognitive abilities. For example, blocks that encourage planning; colours added to water play; puzzles and toys that helps children to think about concepts, such as size and shape.
- Staff actively engage children with books during reading time. For example, talking about picture or story when reading to children; asking them questions about what is going on in the story; and asking what might happen next.
- Materials are used to assist children to develop language skills. For example, toy telephones; activities such as repeating songs, finger plays; and dramatic play.
- A variety of types of books and levels of books are accessible to children. For example, simple picture books or cardboard books for younger children. A broad selection of story books is accessible, not just popular characters, and the children are encouraged to explore them.
- The books, music and materials in the rooms are chosen for their educational value and age appropriateness.
- Each room must maintain tools and supplies sufficient and accessible for children in the art centre and the writing centres located in their rooms.

45. Bullying Policy

Our staff will handle bullying promptly keeping the age of the children in mind (please refer to our Child Discipline Policy). When bullying occurs, parents will be informed at pick-up time through a written report. If bullying reoccurs, then a plan will be put in place to prevent it. The plan is discussed with parents to be reinforced at home.

46. Child Involvement Policy

Depends on children's age, children are able to vote regarding activities and field trip destinations. Interested children can get involved in program planning with their teachers and making group rules. Older children are partnered up with younger ones for the purpose of assisting them during technology time, group projects and neighborhood and field trip walks. This gives the children opportunities to be decision makers and practise leadership.

47. Community Involvement

Our Centre will donate money from recycling, bake sales and fund raise to local charities like the animal shelter, Airdrie food bank, community links and others. School age children can research and vote for what to donate and how with the help of the teachers. Staff and children plan for community involvement event to take place on non-school days by collecting ideas and destinations and then vote to make a decision.

Our Centre will try to reach local and foreign agencies to learn more about the services they provide or the history of their services. Evidence are collected in "Our community file" and kept in the office.

48. School Partnership Policy

If children get sick at the Centre, the Centre will not sent them to school, instead, the Centre will keep sick Children at the office and call parents to come and collect them immediately. The Centre expects the schools to do the same if children get sick at school. If incidents or accidents happen at the Centre or in school, an open communication will take place at pickup or drop off time between the Centre and the school. The Centre will communicate with schools and parents to collect information at the beginning of each school year. Information

collected are posted in OSC rooms and kept in the Daycare bus for reference. The Centre will support school sponsored events like fund raisings and school projects.

49. Volunteer Policy

The Centre accepts volunteers in the rooms and on field trips. Volunteers need to be 16 years or older to be accepted in the Centre. Volunteer responsibilities can include assisting children during nap and meal times, room cleaning duties, assisting staff in the bathrooms and outside including field trips and walks. Volunteers need to be supervised all the time and cannot be left alone or counted in ratio.

In order for the Centre to accept Volunteers, the volunteer needs to bring a police check with a vulnerable section search no older than 6 months and to be updated every three years and fill out an information form.

50. Technology Policy

Staff can use the Centre's laptop or tablets for many purposes other than program planning. Staff and children can have access to supervised internet time, they can lookup information and listen to music.

Children in OSC program can have access to technology daily for no more than 20 minutes for each child. Children seven and up only can be responsible for the equipment. The use of technology is tracked daily on the special form posted in the room

51. Distal supervision policy

Children who are responsible and old enough (eight years or older) can leave the room and stay without the teacher's direct supervision for a short period of time if the teacher knows where they are and what they are doing. The teacher must be able to go check on them every five minutes. Children are required to mind the rules when not under their teacher's direct supervision. Children who don't keep the rules will be asked to come back to the room. Distal supervision is not recommended for all children and it's the teacher's decision to when and who can use it.

52. Fire drills

Fire drills are conducted on monthly bases. Float staff are required to help staff evacuate the youngest groups in the Centre. The person in charge is responsible for checking if everyone is accounted for with teachers.

Fire drill times are recorded in the Centre's safety check list and posted in the mud room.

When exiting through emergency doors, staff and children will not be allowed to go back inside unless instructed otherwise by the person in charge.

53. Homework policy

Children who want to do homework after school are given the chance to do so. The teacher will keep the noise level down by eliminating some of the loud games when children are studying. Teachers will assist children who ask for help.

54. Emergency Procedures**Tornado**

A tornado watch means that a tornado is likely over a large area. A tornado warning means that a tornado has been sighted or is indicated on weather radar in a specific area. Monitor tornado watch, warnings, or severe thunderstorm watch/warning.

Tornado Cover – Administrative Procedures

Take Cover Announcements are issued by the Director when one or more of the following conditions exist:

- A tornado is sighted
- A tornado siren is heard
- A tornado warning is issued that affects the Center
- High winds at or exceeding 95 kilometers/hour
- Golf ball size hail or larger
- Rapidly dropping pressure; dark greenish clouds

Watch Conditions are issued by the national Weather Service for the area

- Tornado spotters are alerted



- Radios should be monitored at the Center office
- All teachers should be notified of the watch
- Tornado safety sites should be visited by an administrator to ensure that they are clear

Classroom Tornado Procedures

Each classroom teacher should be assigned the following responsibilities in anticipation of being instructed to take cover in the event of a tornado warning.

Designated Teacher 1

- Begin evacuating all children to the designated tornado safety location.
- Avoid windows and glass doorways, put down curtains to shield from glass
- Help children into Head Tuck position (sitting on knees, head to the ground, hands over top of head)
- Grab emergency blankets and protect the heads of staff and children with emergency blankets

Designated Teacher 2

- Take the attendance and walkie-talkie
- Take the backpack (contains emergency numbers, parent contact info, and first aid kits)
- Last check for children in “hidden” areas
- Evacuate any remaining children

Note: if a classroom is at one staff, that staff will be responsible for the roles of teacher 1 & 2.

Supervisor

Ensure all children and staff are accounted for, assist any staff and children if needed into the designated safety location

Grab emergency backpack and any emergency blankets that are left

Help protect children and staff's heads with emergency blankets

Check building for damage after certain tornado is gone and it is safe to do so

Remain in the safety site area until given further instruction by police or Center administrative personnel. Once the “all clear” has been issued, staff need to do a head count.

Muster point: (if building is damaged or unsafe) Jump'n Jellybeans Childcare Center

Flooding

- Monitor announcements of Flood Watch or Warnings.
- Close or evacuate facility if needed. Heed evacuation order from public safety officials.

Bomb threats, threatening call or message

Calls of a threatening nature should be recorded as accurately as possible and reported to police. Depending on the nature of the call, appropriate action should be taken to protect lives and property, including evacuation. If possible, staff will document the threatening message carefully with attention to details. If caller ID is operational, staff will document telephone number and notify police immediately. Staff will get advice from your local police to help determine how to handle the situation.

Potentially violent situations**If a potentially violent individual gains access to the facility and leaves:**

1. Staff will inform the director of any potentially violent person, call 911
2. If the individual does not leave the area or has a weapon, the director will issue a selective evacuation. This requires staff and children to be moved from one location of potential danger to another of safety within the center. Move to locations around the facility that are farthest from the incident point. This selective evacuation should proceed room-by-room and as orderly and quietly as possible, being careful to use routes not visible to the incident point
3. If the individual chooses to leave the premises, they should be allowed the freedom to exit making sure to note the car make and model they used, license plate, and the direction of their travel. Communicate this immediately to the 911 dispatcher.

Note: If the individual is leaving and taking a child or staff member, it is still often better to let the individual leave rather than prompt a confrontation that would increase the risk of injury.

If a potentially violent individual gains access to the facility and remains:

1. Staff will inform the director of the situation, immediately call 911/Police and seek advice on how to handle the situation.
2. A selective evacuation may be ordered by supervisor if the individual has a weapon or becomes increasingly agitated. This requires staff and children to be moved from one location of potential danger to another of safety within the center. Move to locations around the facility that are farthest from the incident point. This selective evacuation should proceed room-by-room and as orderly and quietly as possible, being careful to use routes not visible to the incident point.
3. Staff will try to isolate the potential aggressor from as many adults and children as possible. The other staff should also make sure no other individuals, other than emergency personnel, enter the space where the potentially violent individual is isolated.
4. Staff must remain calm and polite and must not physically restrain or block their movements.
5. Once the police arrive they will take over the situation, negotiate and dictate further movements.
6. If a decision is made to relocate to the alternate site while negotiations go on, staff will follow the appropriate evacuation procedures.

Random act of violence

If the Center is affected by random acts of violence (e.g., drive by shooting), implement the following:

- Remain calm
- Immediately call 911 and Security
- Staff members will alert other staff personnel of the problem
- Alerted staff members will close the doors of their areas of responsibility and have the children lay on the floor

- Brief police of the problem once they arrive
- Report the incident to the immediate supervisor.

55. Children's Physical development

Staff are required to plan for Physical activities outdoors-weather permitting- and indoors.

Activities must be age appropriate, child lead and challenging at the same time. When planning for physical activities, Staff should keep in mind teaching children new skills like jumping, balancing, climbing and team work.

Staff are required to go outside to the Centre's outdoor space daily if the temperature is higher than -15 without the wind-chill factor. Staff must ensure that all children are well equipped for the cold weather-snowsuits, toots, gloves and boots, and the hot weather-sunscreen and sun hat.

56. Family support Policy

Management will offer support to parents whenever needed regarding the following,

- Fax
- E-mail
- Subsidy paper work
- Contact subsidy on their behalf
- Write notes to any other parties on their behalf

Management will connect families to community programs/resources/services that they might need and will assist families in accessing supports, if there are barriers (e.g., due to language abilities; families being newcomers or new to the city/community).

Parents can book an appointment with management in regard of these issues.

57. Vehicle Transportation Policy

Jump'n Jellybeans uses two fifteen passenger vehicles and one seven passenger vehicle to transport children to and from schools. All vehicles go through a daily inspection done by our operators and one inspection every six months done by a licensed mechanic to renew our Commercial Vehicle Inspection Certificate as required by traffic safety act.

Parents sign a permission form upon registration allowing Jump'n Jellybeans to transport their child on outings, field trips and/or from the Childcare Centre to school and back which may be planned as part of the daily program and agree to the following conditions:

- 1- Jump'n Jellybeans Childcare Centre operates vehicles only in safe operating condition.
- 2- Jump'n Jellybeans Childcare Centre's insurance coverage is a minimum of \$2,000,000.00.
- 3- Children will be seated in an approved car seat until they reach 40 pounds. A note from the child's pediatrician may be required to verify the child's weight.
- 4- Parents are responsible for transporting their child to school if they miss the morning bus.
- 5- Jump'n Jellybeans Childcare Centre will supervise only kindergarten children going to their classes, grade one and older will be directed to go to their doors once supervisors are out on the school's premises.

Children will be signed in and out of the vehicles using the Centre's Bus Attendance Chart.

Jump'n Jellybeans Childcare Centre will not permit staff to operate their vehicles alone unless they obtain their first aid, criminal record check and their childcare certification.

58. Compliance with Policies of the Centre

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