



City West Childcare &
Community Support Society

Parent Handbook

*PLEASE READ COMPLETELY
& RETAIN FOR REFERENCE*

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About City West Childcare & Community Support Society

We are pleased that you chose City West Childcare & Community Support Society as your childcare provider. We have been providing high quality childcare and family resource programs in the west end of Edmonton since 1970. City West is licensed to offer childcare to 100 children aged 12 months to 6 years. In addition to our childcare program, we provide community support programs for families of the City of Edmonton. These programs include community events, parent education workshops, and our popular Unpack N' Play program.

City West Childcare & Community Support Society is a non-profit society. We are governed by a Board of Directors many of whom have children enrolled in the program. The Board of Directors sets the overall policies and direction for the society and oversee the programming of both the childcare and family support activities. As a non-profit society every parent who registers a child is encouraged to become a member of the society. To become a “voting” member parents complete a simple membership form and pay the nominal annual fee established by the society. This would entitle you to vote at our Annual General Meeting or any Special General Meetings and the opportunity to sit on the Board of Directors.

City West Childcare & Community Support Society believes children learn about themselves and their world by exploring and playing with other children and adults. We plan learning experiences to engage the mind, spirit and body of the children in our care and give them the foundation they need to be life-long learners. Early childhood educators guide children, share their expertise and document children’s development and learning. Parents are our partners. We want to create a sense of community for our families so we can extend their child’s learning experience between their home and City West.

Our highly qualified early childhood educators create an environment that challenges and stimulates each child and recognizes their unique needs. We typically exceed the required staff-child ratios to ensure that all children get the attention they need.

***The COVID-19 Pandemic has forced some of our typical practices to shift from those explained throughout this handbook. Please note that should new public health orders be in contradiction with any of these policies, the agency will comply with public health directives.**

Schedule and Routines

In each childcare room the plan for the daily program is posted. Our daily programs are designed to meet the developmental needs of each age group, as well as the unique needs of each child. Daily programs include opportunities for children to play in small groups and spend time individually with an early childcare educator. Weather permitting, the daily program includes time for outdoor play. Our program includes music, creative play, physical activity and other activities that stimulate the development of young children.

	General Schedule *Note: Each room will follow a slightly different routine, so please discuss specifics with the Educators in your room
7:30 am - 9:30 am	Children Arrive (light snack available until 8am) / Free Play
9:30 am - 10:00 am	Morning Snack/Breakfast
10:00 am - 11:30 am	Program
11:30 am - 12:30 pm	Lunch
12:30 pm - 2:30 pm	Nap
2:30 pm - 3:00 pm	Wake-up Activities
3:00 pm - 3:30 pm	Afternoon Snack
3:30 pm - 5:30 pm	Program/Free Play/Children Depart (light snack available after 5pm)

Children are graduated to the next room based on their development and available space.

Family Involvement

We encourage parents to be involved in and informed of the daily life of the Centre. Parents are welcome to drop by any time during the day or to call during the day to find out how their child is doing. We offer regular opportunities for staff to communicate with families about their children's activities and development and current decisions about the operation of the society and its programs.

In addition, there are social opportunities offered throughout the year for parents to meet other parents and families of children enrolled at the Centre.

***The above practices have been put on pause due to the COVID-19 pandemic. Please continue to use the HiMama App for daily reports and to communicate directly with the Educators in the rooms.**

Volunteering

As a non-profit society we rely on the contributions of parents to provide a high quality program. Program fees only cover a portion of the cost of operating the childcare program. To cover the remaining costs we rely on volunteers, seek grant funding and conduct fundraisers.

Parents are required to volunteer 4 hours per calendar year (or 1 hour per quarter if not enrolled for the entire year) *as well as* one casino shift per 2 years. Volunteer opportunities include sitting on the board of directors, sitting on committees, helping with our concerts and fundraisers (e.g. silent auctions, craft sales, etc.) or at the centre (e.g. cleaning cubbies and toys) or with community support activities (e.g. helping at an event, setting up for a parenting workshop). We also encourage families to communicate about any other volunteering that they may be able to assist with at City West.

Upon enrolment, a \$250 volunteer deposit is collected. If the volunteer time is completed within the calendar year, the volunteer deposit will be transferred to the next calendar year. If the volunteer time is incomplete at the end of the calendar year, the entire deposit is forfeited and a new deposit will be required. Upon termination of enrolment, the volunteer deposit will be returned in full *if volunteer hours are complete*. The entire volunteer deposit will be forfeited if a family fails to fulfill casino volunteer requirements.

Communication

1. Staff members will organize the daily program to maximize opportunities for daily verbal communication with parents/guardians.
2. Parents/guardians are encouraged to communicate with the Centre during the day for information about children's well-being and activities.
3. Staff will complete a developmental screen for each child upon enrollment and then at intervals determined by the screen. The results of the screen will be shared with the parents/guardians and a copy placed in the child's file.

4. The Centre will prepare a monthly newsletter that includes information about programs and opportunities for related community events and activities.
5. Parents/guardians who have concerns about the program or their child's experience are encouraged to speak to an Educator. If the issue is not resolved to their satisfaction, they should speak to the Program Director or Executive Director. Centre staff will make every attempt to address parent's/guardian's concerns.

Enrollment

City West Childcare & Community Support Society will accept new children when there are vacancies, on a first come, first serve basis, giving priority to the children of staff members, siblings of children currently enrolled, and then to families wishing to return to the Centre if in good standing. No family will be discriminated against on the basis of race, language, culture, sex, sexual orientation or disability. City West believes in the inclusion of all children, and will provide care to children regardless of ability level. Where needed, we will work with funders and service providers to access available resources to assist with children who may require additional support. In some circumstances, City West may not be able to accommodate our program to the specific needs of a child.

Parents must complete a registration package for each child enrolled in the program. Enrollment begins on the first business day of the month. Enrollment ends on the last business day of the month. There are no deductions offered for partial months.

Termination

City West Childcare & Community Support Society will work with parents to ensure that they are informed about and understand the program's policies and procedures. The Centre can terminate its services for the following reasons:

- Fees for service are not paid in full and on time and suitable arrangements cannot be agreed upon;
- If the Centre is unable to resolve a problem with a family;
- If a family member harasses, threatens or commits a violent or unlawful act toward a staff member, child or other families involved in the program;
- If the centre is unable to access the resources required to meet the needs of a child;
- If unforeseeable circumstances prevent the centre from being able to provide care to a child

As of January 1st, 2018, we now require a minimum two month's written notice if you are terminating your child's enrollment with the Centre.

Policies and Procedures

Hours of Operation and Attendance

The childcare program operates from 7:30 AM–5:30 PM Monday through Friday.

Parents are required to have their children at the Centre no later than 9:30am. If your child is not attending please call the Centre or message the Educators to let us know.

Parents must check their child in and out each day using the tablet outside the Office. When bringing in or picking up a child, parents are asked to greet a program staff member.

The Centre is closed on the following days:

Easter Monday	Good Friday	Thanksgiving Monday	Family Day (or a day in lieu)
Heritage Day	1st Tuesday following Heritage Day (CWC Professional Development DAY)	4th Friday in October (CWC Professional Development Day)	Remembrance Day (or a day in lieu)
Canada Day (or a day in lieu)	Labour Day	Victoria Day	National Day for Truth and Reconciliation (or a day in lieu)
Dec. 24 - Jan. 1 (Inclusive)			

Fee Collection Policy

City West Childcare & Community Support Society (“the Centre”) collects child care fees in a consistent, equitable manner to ensure the financial viability of the child care program. Child care fees cover the operating costs of the daily child care program including staff costs, program and instructional equipment, the snack and lunch program and field trips.

Setting of Fees

The monthly fee for childcare is set by the Board of Directors and reviewed annually in the context of the Society’s yearly financial plan. Parents are informed in writing of changes to fees 60 days in advance of the change coming into effect.

Payment of Fees

- Fees are due on the first day of each month. There are no deductions for absences, closures, statutory holidays or partial months.
 - If an unanticipated closure exceeds 1 week, the board of directors may consider revision of this policy.
- Parents are responsible for paying the full monthly fee unless a childcare fee subsidy is obtained from the Government of Alberta.
- Payment can be made by pre-authorized debit, cash or cheque.
- Management reserves the right to refuse personal cheques for payment of monthly fees.

Late Payments

Parents who have not paid their fees by the 10th of the month will be notified in writing their fees must be paid within full in five days. Failure to have paid fees by the 15th of the month will result in forfeiture of their childcare spot. A charge of \$20 will be issued for all NSF cheques and rejected pre-authorized payments.

Receipts

- a) All parents/guardians who have paid their monthly fees will receive an annual tax receipt signed by the Executive Director. Parents/guardians can request a monthly tax receipt at any time.
- b) Parents/guardians are responsible for the retention of receipts for taxation purposes.

Registration/Volunteer Deposit

Upon registration confirmation, a \$250 volunteer deposit is collected to secure your childcare space. If for any reason you are unable to enroll your child at the agreed upon date, this deposit will be forfeited. Otherwise, upon enrollment, this deposit will transfer to your volunteer deposit.

If all volunteer time (4 hours annually plus one casino shift every 2 years) is completed within the calendar year, the volunteer deposit will be transferred to the next calendar year. If the volunteer time is incomplete at the end of the calendar year, the entire deposit is forfeited and a new deposit will be required. Upon termination of enrolment, the volunteer deposit will be returned in full *if volunteer hours are complete*. The entire volunteer deposit will be forfeited if a family fails to fulfill casino volunteer requirements.

Meals & Snacks

City West Childcare & Community Support Society ensures all children receive nutritious meals and snacks, including a hot lunch, which take into consideration health issues and also respect family requests and preferences. The preparation and serving of meals and snacks will meet regulatory requirements, taking into account individual children's needs. The menus are reviewed on a scheduled basis to ensure that they meet the changing nutritional guidelines of research and *Canada's Food Guide* to support children's healthy development.

Birthday Celebrations

We enjoy celebrating each child's birthday and realize its importance as they embark on yet another milestone. Our priority is to ensure all children's health and safety is maintained including children who are at risk of an allergic reaction. For this reason, we ask that families only provide the following: Store bought mini cupcakes or cookies with the ingredients clearly labelled on the packaging. Treats will only be given if:

- They are store bought
- They are enclosed in sealed packaging
- Ingredients are listed on the packaging
- The 'use by' date is clearly labelled
- They are nut-free
- *****Please provide 24 hours' notice so that parents of children with dietary restrictions can prepare something to accommodate**

All other cakes/treats will not be accepted due to health and safety regulations. Please be aware that some children cannot eat common foods due to various allergies including wheat, dairy, nut and egg products.

For parents who do not wish to send cupcakes to the Centre, an alternative, less sugary option is to send stickers which can be shared. Parents are not required to bring anything for birthday celebrations, each room will celebrate the birthday of each child regardless of if something sent from home.

Attendance and Release of Child Procedures

City West Childcare & Community Support Society will be transparent, consistent and flexible in accommodating family needs and requests for arrival, departures and attendance at the Centre.

1. In case of an emergency closure, Parents/guardians will likely not receive advanced notice. Parents/guardians should have emergency contacts listed in case they are not able to immediately pick up their child(ren). Some reasons for an emergency closure include but are not limited to:
 - a. Sufficient number of employees to safely operate (The daycare is required to meet provincially regulated child-to-staff ratios as stipulated by Alberta licensing regulations)
 - b. Weather forecasts, current weather and road conditions
 - c. Power / water outages
 - d. Public transit ceases to operate
Snowplows cease to operate
 - e. Serious contagious disease / illness
2. Parents/guardians are asked to have their children at the Centre by 9:30 am or call to advise their child will be arriving late or will be absent for the day.

3. Parents/guardians must check their child in and out on the parent tablet. Parents/guardians are asked to bring their child into the room and make contact with a program staff member when bringing in or picking up a child.
4. Minimum ratios will be maintained at all times. City West strives to exceed these ratios by providing an additional Early Childhood Educator for each room as often as is possible. The minimum ratios are as follows:

Age of Children	Staff to Children Ratio (while children awake)	Staff to Children Ratio (while children resting)
12 months to less than 19 months	1:4	1:8
19 months to less than 3 years	1:6	1:12
3 years to less than 4 years	1:8	1:16
4 years and older	1:10	1:20

5. Daily attendance sheets are to be kept with each group of children (in the playroom while inside, with a designated staff member when outside of the playroom). Staff must mark all children, upon arrival or departure, in and out on the daily attendance sheet. Absent children will also be marked on the daily attendance sheet.
6. As staff members begin and end their shift, they will check the number of children in attendance to ensure ratio is met.
7. Staff members must monitor the children at all times. Head counts must be completed four times per hour in addition to those done at times of transition.
8. Staff members will monitor children effectively by:
 - a. Directing and closely monitoring children when carrying out activities that may involve some risk (e.g. playing near water)
 - b. Observing children’s play and behaviour to anticipate what may happen next in order to assist children or intervene in the event of potential danger
 - c. Listening closely to children, even those who are not in direct line of sight
 - d. Physically positioning themselves to allow for supervision of the entire group
 - e. Watching and participating in children’s play to ensure children are playing in a safe manner
 - f. Avoiding carrying out activities that may draw their attention away from active supervision
 - g. Communicating with one another in ways that support effective supervision
9. If someone other than a parent/guardian is to be allowed to pick up a child, this person’s name(s) must be noted on the child’s registration form. With the exception of the

parents/guardians, all individuals noted as having permission to pick up a child must be 18 years or older and will be required to show identification to staff. There are no exceptions to this procedure. The Centre will provide an opportunity annually for parents/guardians to update their child's file to provide additional names of individuals over 18 years of age who can pick up a child. All contacts will be documented and kept in the child's file.

10. If the individual picking up the child appears intoxicated or impaired, the Centre will not release the child to that individual. Staff will then first try to contact:
 - a. The child's parent/guardian(s) - if the person picking up the child is not the parent/guardian;
 - b. The emergency contact listed on the child's file informing them of their concerns;
 - c. If not successful in making contact, Staff will then contact the Edmonton Police Services with their concerns and the license number of the individual's vehicle and will also contact the Child and Family Service Authority to arrange care for the child.

Field Trips

We sometimes organize off-site field trips for enrolled children. In order to participate in a field trip parents must give written permission for each child enrolled on the **Field Trip Permission Form**. We will let you know the location of the field trip, which staff will be participating, and the time of the trip. Family members are welcome to participate in field trips but are not primarily responsible for the supervision of children and must not take children away from the group at any time.

Health and Safety

A. Illness

1. Subject to subsection (3), where a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness as set out in subsection (2), the license holder must ensure:
 - a. that the child's parent arranges for the immediate removal of the child from the program premises, and
 - b. that the child does not return to the program premises until the license holder is satisfied that the child no longer poses a health risk to persons on the program premises.
2. Signs or symptoms of illness exhibited by a child include the child:
 - vomiting
 - having a fever over 38 degrees Centigrade/100.4 degrees Fahrenheit
 - diarrhea or stools that contain blood or mucus
 - undiagnosed rash or cough
 - a constant runny nose with thick (especially green) mucus
 - difficulty breathing
 - thick mucus or pus draining from the eye (note: red eye with watery discharge does not require exclusion)
 - mouth sores associated with drooling

- undiagnosed pain
 - head lice
 - known communicable diseases as per Alberta Health Services *Healthy Children in Preschool Settings* manual
 - requiring greater care and attention than can be provided without compromising the care of the other children in the program, or
 - having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons in the program
3. Subsection (1) does not apply if the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises, and the child does not require greater care and attention than can be provided without compromising the care of the other children in the program.
 4. Children cannot attend the Centre if illness prevents their ability to participate in regular daily routines or if attendance could be harmful to themselves or others.
 5. **Once sent home from the childcare program, a child will not be permitted to return until the license holder is satisfied that the child no longer poses a health risk to persons on the program premises (24 hours after symptoms subside or the Centre receives a note from the child's physician).**

B. Supervised Care for a Sick Child

1. Parents will be informed immediately by phone using the emergency contact information provided by the parent that their child is sick and should be removed from the program.
2. City West will provide sick children with a quiet, comfortable environment away from other children to rest until they are picked up from the Centre.

C. Communicable Diseases

1. Children who are diagnosed with a communicable disease must be removed from the Centre immediately and cannot re-attend the program until they are no longer contagious and as recommended in a written note from the child's physician, as per Alberta Health Services *Healthy Children in Preschool Settings*.

D. Medication

1. If a child needs to take medication, the medication must be prescribed by a physician, in the original container and labeled with the child's name, name of the physician, date of issue, and instructions for administration.
2. Parents are required to complete and sign an **Individual Medication Record**. When staff administer medication they will indicate on the **Daily Medication Administration Log** the date and time of administration, name and amount of medication and their signature.

E. Allergies

1. If a child has allergies, a completed medical form is required which outlines the management of those allergies, what potential symptoms or reactions that program staff should be aware of, and how to handle emergency situations.

F. Immunization

1. Parents are asked to ensure that their child has up-to-date immunization shots in accordance with public health regulations. For more information contact Alberta Health Services (Cindy De Lorenzo, West Jasper Place Health Centre 780-342-1241.)

G. Permission for Emergency Medical Treatment:

1. Parents must provide prior written consent by way of the **Permission for Emergency Medical Treatment Form** to obtain immediate qualified medical assistance (e.g.911 in the event of an accident or other medical emergency and the parent or guardian cannot be reached).
2. Treatment may include administration of drugs, anesthetics, blood transfusions, injections or any treatment as deemed necessary by the physician caring for the child. It is the policy that every effort will be made to contact the parent or guardian immediately.
3. As required by the Alberta Government, all serious injuries will be reported. You may be contacted as part of their investigation into the incident.

Sleep Rest Policy

- City West defines ‘rest’ as a period of inactivity, solitude, or calmness, and can include a child being in a state of sleep.
- City West believes rest is very important to the developing brain. Research demonstrates that crucial physical and mental development occurs in early childhood, and that rest provides much-needed downtime for growth and rejuvenation. Rest also helps to prevent children from becoming overtired, which not only takes a toll on their moods but may also make it harder for them to fall asleep at night.
- There's no one-size-fits-all answer regarding how much daytime sleep children need. It depends on the age, the child, and the sleep total during a 24-hour period. Though sleep needs are highly individual, City West schedules nap times based on what is generally recommended for each age group.
- Alberta Childcare Licensing dictates that all children require a daily period of rest.
- City West consults with families about their child’s individual needs to be aware of the different values and parenting beliefs, cultural or otherwise that are associated with rest. However, if a family’s beliefs and practices are in conflict with AHS guidelines, then we will not endorse an alternative practice, unless the service is provided with written advice from a medical practitioner.

Strategies and practices

City West has a duty of care to ensure that all children are provided with a high level of safety when resting or sleeping while in care. Primary safe resting and sleeping practices for children in care at City West are:

- All children will rest with their face uncovered.
- Children’s rest environments are free from cigarette or tobacco smoke as detailed in the service’s Smoke Free Environment Policy.
- The rest environment, equipment and materials will be safe and free from hazards as detailed in the Health and Safety Policy.
- Educators monitor resting children at regular intervals and supervise the rest environment as per licensing regulations/best practice standards.

Resting practices for Infant Room

- Infants will be placed on their back to rest.
- If a medical condition exists that prevents a child from being placed on their back, the alternative resting practice must be directed in writing by the child’s medical practitioner.
- If older infants (over 12 months) turn over during their sleep, allow them to find their own sleeping position, but always lay them on their back when first placing them to rest.
- At no time will an infant’s face be covered with bed linen.
- To prevent an infant from wriggling down under bed linen, they will be placed with their feet closest to the bottom end of the cot.
- Light bedding is the preferred option.
- City West encourages a flexible resting period for infants. Some children may be allowed to fall asleep earlier or sleep longer than the posted schedule if it seems they need it.

Resting practices for Toddler Rooms

- Toddlers will be allowed to find their own sleeping position.
- At no time will a toddler’s face be covered with bed linen.
- Light bedding is the preferred option.
- Alberta Childcare licensing requires that all children have a period of rest. However, parents can request a shortened rest schedule.
- Children on an alternative rest schedule will be given quiet awake activities. However, if a child falls asleep during awake activities, they will be allowed to sleep until the scheduled nap time ends.
- Children cannot discontinue naps until they reach the Preschool room, but they may have a shortened nap schedule.

Resting practices for Preschool Rooms

- Preschool children will be allowed to find their own sleeping position.
- At no time will a preschooler’s face be covered with bed linen when they are sleeping.
- Light bedding is the preferred option.
- Quiet experiences may be offered to preschoolers who do not fall asleep or whose parents have requested that they do not sleep. The staff-to-child ratios for supervision will apply for these children.

- Alberta Childcare licensing requires that all children have a period of rest. However, parents can request a shortened rest schedule, or that children do not sleep during the rest period.
- Children on an alternative rest schedule will be given quiet awake activities. However, if a child falls asleep during awake activities, they will be allowed to sleep until the scheduled nap time ends.
- Any child who is not sleeping after a half-hour will not be required to stay on their cot.

Protective behaviours and practices

Supervision of resting children

- All children who are resting will be supervised by educators according to licensing standards.
- Students or volunteers will not be left unsupervised when settling children for a rest.
- All children who have fallen asleep will be monitored regularly with specific attention to breathing patterns.
- Adults will not rest or sleep in same environment as a child or group of children while in ratio.
- Supervision ratios during resting periods are followed, as set by Childcare Licensing. Regular waking ratios will be followed for children who participate in quiet activities during resting periods.
- Educators regularly check the rest environment every 10-15 minutes. They observe the following:
 - the position of each child's body in their cot/on their mattress;
 - each child's breathing rate. If a child is not breathing then the staff will commence first aid for a non-breathing child;
 - the arrangement of bed linen. If a child's face is covered, the staff/educators will immediately uncover the child's face

Hygiene practices

Each child has their own cot and bed linen, which is washed on a weekly basis.

Smoking Policy

City West Childcare & Community Support Society has a vital interest in maintaining a healthy and safe environment for its children, staff and parents while respecting individual choice. Consistent with these concerns, the concerns of St. Andrew's United Church and with the City of Edmonton ordinance regarding smoking, the following policy has been established to restrict smoking in all areas of the facility.

It is the policy of the Centre that no smoking is permitted within the facility or any interior or exterior property of St. Andrew's United Church. Under no circumstances will any staff or parent smoke in the presence of any child. Cooperation and consideration is necessary to assure the successful implementation of this policy.

Pesticide Policy

City West is committed to providing children in its care with a safe environment. It seeks to prevent children from being exposed to pests and pesticides. While pesticides protect children and property from pests such as insects, weeds, and rodents that may be found in the facility and its surrounding grounds, under some circumstances they may pose a hazard to children and staff. To minimize potential pesticide exposure to children and staff, pest control practices in this facility will include a variety of non-chemical and chemical methods. In the event pesticide use is required, parents and staff will be notified in advance of any potential use.

Emergency Procedures

In case of an emergency situation that makes the Centre's premises unsafe, the children will be evacuated from the building. The Centre has arrangements with Crestwood Arena to bring the children to that location until our own premises are safe for their return or until the children can be picked up by their parents. Parents will be informed by phone of the emergency situation and asked to pick up their child(ren) immediately.

If a child is injured staff will ensure that the child receives appropriate first aid and medical attention. If the situation requires medical attention staff will contact parents or the emergency contact if a parent is not available.

Physical Activity and Outdoor Play

City West Childcare considers physical activity an essential component of our daily programming. To ensure children have the opportunity to engage in active play our programming will include daily outdoor excursions, weather permitting. Outdoor activities could include neighbourhood walks; play in our adjoining Little Park or Crestwood Arena Park. In the event of inclement weather, play will be relocated indoors or in the Gym.

It is the responsibility of the parents/guardians to ensure that their child(ren) have the necessary clothing to participate in active play.

Summer Play Requirements

- Hat
- Sunscreen and insect repellent
- Shoes with ankle support AND Rubber boots
- CSA approved bicycle helmet (children must have a properly fitted helmet to ride any bicycle)

Winter Play Requirements

- Winter Hat and Mittens - no gloves or scarves

- Winter jacket and snow pants
- Winter boots

It is understood that if the temperature drops to -18 degrees Celsius or colder including wind chill, rises to 30 degrees Celsius or hotter, if conditions outside make it unsafe, or if there are air advisories recommending that people remain indoors, children will not be going outdoors to play. When necessary, staff will confirm the current temperature with Environment Canada's Website to determine the suitability of outdoor play.

Arts and Crafts Policy

City West provides through its programming extensive arts and crafts activities. To ensure children do not come in contact with hazardous substances found in many art supplies we only use non-toxic art supplies known to be safe for children.

Computer Use and Screen Time Policy

In the event computers or other screens are available within childcare spaces the use per child will not exceed fifteen minutes per week and usage will be monitored by use of posted schedules. The content of screen time will always be educational in nature and only be used to enhance other learning activities.

Child Guidance

Child guidance should promote children's growing autonomy, promote cooperation and set and reinforce limits. City West communicates, verbally and in writing, child guidance methods to families, Educators, and children in a developmentally appropriate manner. Educators will provide regular feedback to families regarding their child's behavior, sharing both positive and challenging behaviours. City West will support and incorporate the guidance used at home as long as it falls within Licensing and our policies and procedures.

On a day-to-day basis, City West requests that families share with educators any relevant information to better care and understand the children. Information such as: Changes in the home; Physical or emotional upsets; Tired from a busy weekend; New experiences; Relevant medical information that may impact mood or behaviour

City West is committed to helping children grow to their fullest potential in a safe, caring and nurturing environment. Educators are to practice proactive, prevention and intervention Child Guidance strategies, while avoiding prohibited practices. Any child guidance provided is reasonable in the circumstances. City West focuses on providing opportunities for children to practice independence, autonomy, personal choice, empathy towards others and a sense of responsibility for their actions. Problem solving skills will help children to learn ways to cope with difficulties and frustrations.

Prevention

- ❖ Plan for positive outcomes
- ❖ Offer age appropriate programming, based on the interests of the child

- ❖ Be organized and plan materials and equipment ahead of time to avoid unnecessary waiting
- ❖ Provide individual and small group experiences
- ❖ Anticipate issues and be flexible
- ❖ Pay close attention to children who tend to require more guidance and intervene before situations arise
- ❖ Plan and give reminders before transitions
- ❖ Children will be given time to finish an activity they are involved in
- ❖ Use proximity to help prevent situations from escalating
- ❖ Educators foster strong emotional attachments with children, communicating warmth and acceptance through verbal and nonverbal reassuring behaviours
- ❖ Respond to children's needs and cues in an appropriate, timely, caring and consistent manner
- ❖ Project a cheerful, playful, professional attitude
- ❖ Respond positively to children's individual interests and strengths through supportive small group interactions and one-on-one communications
- ❖ Redirect children
- ❖ Provide safe and nurturing environments
- ❖ Develop clear expectations with or for the children and be sure children are aware of the expectations
- ❖ Promote risky play in the spirit of learning
- ❖ Teach children about natural and logical consequences
- ❖ Communicate Clearly using words and phrases the child will understand
- ❖ Use reminders of City West Childcare Policies
- ❖ Acknowledge feelings
- ❖ Communicate with children at their eye level
- ❖ Allow children to respond and finish speaking and listen to the children's words
- ❖ Recognize children through specific praise, compliments and encouragement
- ❖ Model respectful interactions with other adults and children in care

Proactive Intervention

- ❖ Offer safe choices mutually accepted by the educator and child
- ❖ Include children in determining the choices, where possible
- ❖ Age appropriately, promote discussion, problem solving and conflict resolution by allowing children to solve their own problems and intervening when required
- ❖ Remind children of expectations
- ❖ Use observation techniques to identify causes of challenging behaviours and modify the environment and supervision to promote positive behaviours
- ❖ Encourage children to solve problems by helping them identify the problem, think about alternatives, and make decisions
- ❖ Educators are consistent in following through when limitations are not met. For example, positive redirection is a follow-through child guidance strategy (e.g. It's time to leave the blocks now. Do you want to paint or look at a book?). Positive reinforcement is used to reinforce children's positive behavior (e.g. "You are able to wait for your turn, thank you").
- ❖ Allow children personal space (time alone if needed, but never a "time out")

- If a child demonstrates the need for personal time to cool off, allow the opportunity to do so where they are comfortable
- ❖ Comfort children
- ❖ Educators may use physical contact such as hugging, holding and cuddling to calm children

Addressing Severe Behaviours

On occasion, City West understands that severe behaviours will occur. In the case that a child exhibits severe behaviours and all the efforts have been exhausted to follow Child Guidance prevention and proactive intervention strategies, the following guidelines will be followed:

- I. Child will be redirected to a safe place and encouraged to calm down. Other children may be removed from the space, depending on the circumstances (i.e. If there are concerns for safety).
- II. Educators will work with the child to assist them in calming themselves, so they can rejoin the group and follow all program expectations. This may mean speaking to them, sitting with them, or letting them have time to themselves.
- III. Physical intervention and/or restraint will only occur if it is reasonable in the circumstances and all other strategies are unsuccessful and/or if the child is at risk of hurting themselves or others
 - For example, an Educator would hold a child if they are running into a busy street or step between children if they are hitting each other
 - Once the child is ready to return to the program, Educators will supportively reintroduce the child, being sure to stay with the child until they have settled into an activity or task.
 - Educators will debrief with all children, when appropriate, discussing the emotions that they are seeing
- IV. In rare cases, parent/guardians may be contacted if a child continues to put themselves or others at risk. i.e. a child continuously running away from the program and not returning to the site or throwing chairs and tipping shelves in the room and unable to be reintroduced
 - Incident will be documented on City West Incident Report and shared with the family
 - Upon parent/guardian arrival, an Educator will discuss the situation
 - Child Care Management will be notified of the situation
 - A meeting may be scheduled between the Director and the Family:
 - The Meeting may include, but is not limited to:
 - i. Behaviour strategies used at home
 - ii. Behaviour strategies that can be used/implemented at City West
 - iii. The Director will meet with parent/guardians to work through a plan of action to assist the child. Termination is a last resort.
 - iv. Communication may need to be shared with other families in the program when an individual child's behaviour may have impacted all/most of the children. This communication will not disclose personal information of the child.

The Centre will not in respect to a child:

- Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation, emotional deprivation
- Deny or threaten to deny any necessity to a child such as food, shelter or personal liberty (i.e. not allowing a child to use the washroom when needed)
- Use or permit the use of any form of physical restraint, confinement or isolation
- Use demeaning and/or demoralizing behavior such as humiliation, threats, intimidation, swearing, yelling, or sarcasm.

Child Maltreatment

City West is committed to the prevention of child abuse. As required by law, staff, students or volunteers who suspect that a child has been abused or is at risk for abuse (which includes sexual, physical, emotional injury or neglect) either at the centre or while the child is with the parent will call the Edmonton and Area Child and Family Services Authority.

Privacy Statement

City West is committed to protecting the privacy of the members of our society. We collect only the personal information that we need with your consent for the purposes of providing services; including personal information needed to:

- Provide excellent quality care to children
- Deliver requested services
- Enroll a member in a program
- Send out membership information
- Contact members about important society matters
- Follow up with members to determine satisfaction with services
- Notify members of upcoming events of interest
- Meet regulatory requirements

We normally collect personal information directly from our members. We may collect or disclose your information from other persons with your consent or as authorized by law. All personal information is securely stored in a locked filing cabinet in the Centre's main office.

If you should have any questions that were not addressed herein, please speak to one of our administrative staff, or childcare staff, depending upon the nature of the question.