



GREENFIELD SCHOOL AGE DAY CARE ASSOCIATION

GREENFIELD SCHOOL AGE DAY CARE ASSOCIATION

GSADCA.com

Parent Handbook

December 2018



Table of Contents

Vision 5

Mission 5

Inclusion/Diversity Policy..... 5

Open Door Policy (Parent Access) 5

Parent Communication..... 5

Enrollment Information..... 6

Days/Hours/Locations of Operation..... 6

What to Bring List 6

Fees..... 6

 Holding Fee..... 6

 Payment of Monthly Fees..... 7

 Subsidy 7

Arrival and Departure of Children..... 7

 Absences..... 8

 Late Pick-up of Children..... 8

Updating Child File Information..... 8

 Emergency Contacts/Pick up list 8

Parking..... 9

About Our Program 9

 Program Planning 9

 Getting Ready for Inclusion Today (GRIT)..... 9

 Child Guidance..... 9

 Child Protection..... 10

 Outdoor Play and Physical Activity 10

 Bathroom Policy 10

 Inclement Weather Policy 11

 Field Trips/Playground..... 11

 Food/Nutrition Program..... 11

 Supervision 12

 Rest Time 12

 Toys and Personal Items from Home 12

 Health & Safety Information 12

 Communicable Disease 13

 Illness..... 13

 Administration of Medication Protocol..... 14

 Accident or Injury 13

 Emergency Procedures and Evacuation 14

 Information and Privacy (PIPA)..... 14

 Confidentiality 14

 Parent/Guardian Concerns..... 14

 Program Evaluation 14

 Educators Protection 14

Welcome to Greenfield School Age Day Care

Welcome to Greenfield School Age Day Care Association – also known as GSADCA. We are a non-profit childcare that has been in operation since 1983. We are governed by a volunteer board of directors typically comprised parents registered with GSADCA. On behalf of the Board, we would like to welcome you to our Association. During your time with GSADCA, you are always welcome to attend our monthly board meeting, to stay informed about what is happening, and to contribute ideas.

As a not for profit we are required to host an Annual General Meeting each year. We encourage one parent from our families to attend the AGM, we will provide you with 30 days' notice of this event.

You are also welcome to join our board: new board members are voted on to the board at the Annual General Membership meeting held each fall.

Our Association is accredited, which means that the programming provided for your children is of high quality and is monitored by the Province of Alberta on a regular basis. As well, the Association strives to promote a sense of community and belonging; GSADCA is truly an inclusive environment.

As a non-profit child care all of the revenue from the fees is used for educator wages, facility rentals and day-to-day operations of the daycare. The focus is providing excellent care to the children, providing a quality environment and fun experiences for each child. Having said this, we still strive to manage the Association with mindfulness and efficiently.

While your child/children is/are attending GSADCA, you may be asked to volunteer your time and expertise. This is a significant part of being part of a non-profit agency. You can choose to commit to a long-term volunteer position and serve as a board member, or engage in short-term volunteer positions, such as helping to organize a fundraiser. When the fundraising events are occurring, we rely on families sharing our fundraisers with their friends and family. Past fundraisers have included: Chapters Gift Cards, Purdy's Chocolate and Association Wide Garage Sale. Every little bit helps, even a minor contribution can have a major positive outcome.

Our Association has been fortunate to host a casino with Alberta Gaming every two years. We cannot run the event without volunteers, approximately 40 parent volunteers are needed. The casino is a significant fund raiser for our Association.

Please take the time to read the parent handbook to familiarize yourself with the operations and policies of the child care centre.

Feel free to view our Board Minutes/ Board Information on our website.

GSADCA.com

Board log in: board

Sincerely,

The Board of the GSADCA

Parent acknowledgement

Upon signing the admission agreement, you are indicating your agreement to comply with the following set of regulations, policies and procedures as outlined. From time to time revisions occur to the handbook by the Association, if it is deemed in the best interests of the children, families, educators and/or the program. The Association will notify you through the website when policy changes have occurred.

Vision

Through partnerships with families, schools and communities, we are an engaging, enriching and outstanding childcare program.

Mission

Our mission is to provide a safe environment where children experience exceptional childcare and build self-esteem and positive relationships through fun and rewarding recreational activities and skill- building opportunities. In collaboration with parents, schools and communities, we advocate for childcare that continues to meet the diverse needs of our families.

Inclusion/Diversity

At GSADCA we offer a diverse and inclusive environment. This means that all children, families and educators are valued and respected.

We encourage children in our programs to embrace culture and diversity. Children will be given equal opportunities for cultural expression and will be encouraged to have a positive attitude towards diversity. Program planning will reflect diversity and include multicultural materials and equipment.

All children are unique and have different needs, desires, interests and abilities. We will work with families to support children who may experience difficulty or who may require special program supports. The centre will accept children with exceptional needs on a case by case basis, providing the GSADCA can support their needs and the families can access resources needed to support the child in GSADCA programs.

Open Door Policy (Parent Access)

The GSADCA is committed to encouraging strong connections between our many shareholders, but especially our members. To accomplish this, the GSADCA is committed to providing open access for parents so that they may support GSADCA activities through unscheduled onsite visits or through volunteering opportunities with our programs. Parents who would like to volunteer can contact the Director.

Parent Communication

Our educators will regularly communicate with you on a day to day basis. We also have other tools to reach you outside of the face to face conversations.

Website

Our website is GSADCA.com On this site we have secured access to each of our child care programs where you will find photos, programming, and information. The Director will supply you with an access password for the website. We invite you to regularly visit the site to get updated information.

Email

On a regular basis information is shared on email with you. Please ensure we have your most up to date email address should it change from time of registration.

Enrollment Information

- Enrollment in the GSADCA programs is on a full-time basis and you can use this space according to your needs.
- The GSADCA will only accept part-time or casual attendance when it is possible to do so and at the discretion of the Director. Casual attendance is never guaranteed. All part-time attendance is subject to a \$30/month administration fee in addition to the part-time child care fees.

Days/Hours/Locations of Operation

- GSADCA operates from 7:00 am to 6:00 pm, Monday to Friday, closed the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday in August, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day and New Years Day.
- GSADCA will be closed a day in lieu if the holiday falls on a weekend. Normally the lieu day is the following Monday.
- The Association also has a professional development day allocated for staff to attend the workplace but we are closed for child care. Advance notice of this date will be supplied to families as part of the posted closure dates.
- Any additional closure days and/or reduced hours may be established and will be announced to parents.
- When Christmas Eve (December 24) and New Year's Eve (December 31) fall on operational days, the GSADCA centers will survey families to determine who needs care and the hours of care required. The program may operate on reduced hours.
- The GSADCA will survey families regarding their proposed attendance on all non-school days to aid in program planning for that day. Should attendance to the program be lower than seven children the site will close for the day and families can choose to bring their child to the designated site for care or for their child not to attend.

What to Bring List to Child Care?

- Indoor shoes (suitable for running in the gym). Shoes worn outside are not allowed inside the school. Only non-marking running shoes are allowed in the gym.
- Lunch, if applicable, ensuring all items to be re-heated are in a suitable container.
- Appropriate clothing for outdoor play (hat, mittens, coats, snow pants, boots, toque).
- Diapers and change of clothes to be kept in the backpack or at the centre.
- CSA approved helmets in order for children to participate in activities involving the use of bikes, scooters, skates etc. Bike helmets may not be used for skating or skiing.

Fees

Holding Fee

- Once a space and start date has been confirmed, a **Holding Fee of two hundred dollars (\$200.00) per child is due.**
- Upon receiving one-month notification (30 days) of withdrawal the holding fee is refunded.
- For families who qualify for subsidy, the holding fee will be refunded once all subsidy monies have been received, and one-month notice has been given to the Association.
- Once a holding fee is paid to secure a space, upon cancellation without notice, the holding fee will be retained. Should you return for care within 90 days an additional holding fee will not be applied. After 90 days without return the Association will retain the holding fee.

Payment of Monthly Fees

- Payment for child care services is due the first day of the month.
- Our preferred method of payment is Electronic Funds Transfer other payment options are available, you need to discuss with your Director.
- At the discretion of the Association a \$25.00 fee may be charged for N.S.F. payment.
- Should a child care account fall in arrears the Association reserves the right to impose a \$25 late fee charge or withdraw further care until the fees are brought up to date.
- No refund will be given for any portion of the fee for monthly services not used.
- Official tax receipts will be issued electronically prior to the end of February of the following year.
- Should a child care account remain in arrears and unresolved after 90 days, a collection agency will be contacted to support the collection process.

Withdrawal of Care

- If parents or guardians wish to withdraw children from GSADCA, one full month (30 days) notice, in writing, is required. Such notice must be received and acknowledged by the Director.
- If one-month notice is not provided the family is responsible for the current month's fees and the holding fee will not be refunded.

Fee Increase

You, the Payor, grants the GSADCA the right to change the amount of your monthly payments, provided you receive thirty (30) days written notice of the change.

Subsidy

- You are responsible for all aspects of subsidy. As part of the registration process you will receive a Subsidy Tips sheet to support your application process.
- It is your responsibility to comply with all provincial government policies and regulations related to subsidy.
- If subsidy is not received by GSADCA the payroll is responsible for the difference. The payor will be notified of the amount due by GSADCA.

Arrival and Departure of Children

Please refer to Transportation Agreement as part of the registration package for further information on bussing.

- Children must be accompanied to their rooms and signed in by recording the time of arrival. Ensure communication occurs with our educators in the room to ensure they are aware that their child has been signed in. In the event that children arrive unescorted (for example, from classes after school), GSADCA is responsible for children when they arrive **in their rooms and are signed in** by an educator. Alternate arrangements can be made at the discretion of the Director.
- Only pre authorized individuals can pick up your child. The drop off person will sign them out by recording the time. Ensure communication occurs with our educators in the room to ensure they are aware that their child has been signed out.
- Children will not be released to any individual under the age of 13 years. Educators may request photo ID if necessary.
- In the mornings on school days, GSADCA is responsible for children after they are signed in by a parent/guardian until the time they are delivered to their respective schools.
 - Kindergarten children attending their onsite school are escorted by educators to their respective classrooms. School aged children proceed to their respective classrooms when school begins.
 - Kindergarten children enrolled at Holy Spirit child care attending Lendrum school and Belgravia child care attending Belgravia school will be walked to school.
 - School Aged children attending Greenfield School are transported to school by educators using the GSADCA bus.
 - Kindergarten children attending Greenfield School are transported to school by educators using

the GSADCA bus and taken to their appropriate school doors.

- Children attending from other school locations will be escorted by educators to the designated bus pick up/drop off location and educators will ensure they get on/off the bus.
- After school, GSADCA is responsible for children after they arrive in their rooms, or at the place designated by educators for pick-up, until the time parents/guardians arrive at the centre.
- On non-school days, GSADCA is responsible for children after they are signed in by a parent or a guardian until the time parents/guardians arrive at the centre.
- **GSADCA is not responsible for children after they have been signed out should parents/guardians be on the premises and/or during after hour events.** Alternate arrangements can be made at the discretion of the Director (for example, child care for board meetings, Annual General Meeting).
- Parents are responsible to notify the GSADCA at the start of the year (September) of all non-school days and early dismissal time for their child's school.
- Children will not be released into the custody of any person, other than their parents, guardians, or those listed as authorized to pick up on the registration form, unless prior arrangements have been made with education. In the event a child is removed from the program by a person without parental/guardian consent, appropriate emergency services will be contacted immediately, as well as the child's parent/guardian.

Absences

You must notify the child care centre if your child will be absent. If your child does not arrive as anticipated you will be contacted, and/ or your emergency contacts to confirm their whereabouts. Please ensure your contact information is up to date. If a child cannot be located, it may result in educators calling 9-1-1.

Late Pick-up of Children

- Children must be picked up no later than the 6:00 pm closing time (or other specified closing time, if earlier).
- **Under no circumstances will children be allowed to leave GSADCA unsupervised.**
- If pick-up will be delayed, you must phone the centre to inform the educators of alternate arrangements to be made.
- **After 6:00 pm, or other specified closing time, a surcharge of one dollar (\$1.00) per minute per family will be charged.** The pickup person will be asked to complete a late form that will be forwarded to the Director. Late fees are to be paid immediately by cash.
- If arrangements for late pick-up have not been made by closing time, an attempt will be made to contact you. If you cannot be located, alternate or emergency contacts provided on the child's registration form will be asked to pick up the child(ren).
- **In the event that no arrangements have been made to pick up the child 30 minutes after closing time, an appropriate agency will be notified.**
- Repeated late pick up of children may result in loss of child care services provided by the GSADCA. A meeting will be arranged with the family to attempt to resolve the issue. If the late pick up continues the Executive Director will notify the family in writing that child care services will not continue.

Updating Child File Information

On an annual basis families are asked to review and update their child's file information.

You are responsible to **inform GSADCA immediately of any change** of address, telephone numbers, emergency contact information, authorized pick-up list and medical conditions, or of any other concerns that impact the care of the child(ren). We must have on file parent work/school name and phone number.

Emergency Contacts

Each child's file must contain two emergency contacts in addition to the parent information, complete with address and contact phone numbers. Anyone listed as an emergency contact is authorized to pick up the child

from the centre at any time.

Parking

No member of GSADCA is allowed to park in the teacher parking lots (School Policy).

Designated pick up and drop off parking is available on the street surrounding the school. Each site may have different parking restrictions ensure you check with each site directly for parking rules that may apply. Failure to follow the posted parking rules may result in ticketing or towing by the school/community league.

About Our Program

Program Planning

- GSADCA has committed to a dynamic programming structure that involves children, educators, parents and the larger community, when possible.
- Educators will observe children and consult with children as is developmentally appropriate to generate themes and activities. Themes developed by GSADCA should always be based on the interests put forth by children whenever possible. Educators will post plans in each room. Educators will support children's learning with spontaneous activities that reflect children's ideas.
- We are a "Community of Learners" where educators, children and families learn from one another. We provide an environment that supports a sense of wonder, experimentation, thinking, socialization and a connection with nature and culture.
- Learning through play is the foundation on which we build our program and implement learning activities.
- Our programming encourages community involvement.

Access, Support and Participation (ASaP)

Our Association are proud partners with GRIT and their program: Access, Support and Participation program (ASaP). In our partnership each child care centre provides programming related to your child's social and emotional development and provides support to challenging behaviors. Our educators regularly attend training to build their skills on enhancing social and emotional development in children. This program helps children recognize their feelings and be able to express them in a healthy manner under the guidance and support of an educator.

Child Guidance

GSADCA educators will ensure behavior expectations are reviewed with children upon enrolment as is developmentally appropriate. Children are involved in developing expectations of the room and these will be posted in the room for the children to refer to.

- The educators will actively supervise children.
- An atmosphere whereby children can interact positively with adults and other children will be promoted.
- Methods of guiding children's behavior shall include positive reinforcement, choices, logical consequences, decision-making, positive role modeling, problem-solving and conflict resolution. No other methods will be permitted.
- Children are expected to respect the rights and feelings of others, remain in supervised areas and respect personal property and the property of GSADCA and the host school.
- With educators guidance children must be responsible and accountable for their own actions and accept consequences that stem from their behavior.
- Recurring behavior problems will be brought to the attention of parents or guardians and a meeting with the parents or guardians and the Director will be arranged. An action plan will be formulated. If the action is unsuccessful in addressing recurring behavior problems, a child's enrolment may be terminated.

- Educators shall not inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprecation. Educators will not deny or threaten to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement or isolation. Any child guidance must be reasonable in the circumstances.

Child Protection

GSADCA strives to ensure that all children entrusted to it are provided a high quality of care, supervision and treatment, and are free from abuse. Educators and volunteers are expected to treat children with dignity and respect. There will be no tolerance of any actions on the part of employees, volunteers or students that fall within the definition of child abuse. The Association will investigate all reported cases of abuse in a prompt, sensitive and objective manner.

Incident Reports

Incident reports are used as a communication tool to keep parents informed regarding their children as needed. Educators will write an incident report:

- If a child is hurt/injured the educators will write an incident report for the parent.
- If a child hurts others or displays inappropriate behavior the educators will write an incident report for the parent.
- Educators may use an incident report when they may not be available to see a parent and want to pass along information regarding the child.

Bathroom Policy- Toddler

- Parent will provide diaper changing supplies and spare clothes to remain at the program.
- Educators will document each diaper changes

Bathroom Policy- Preschool and older

All children in the pre-school and older must be fully toilet trained as a requirement of admission to GSADCA. Children should be able to go to the bathroom unassisted.

- If a child in care has continuous bathroom accidents a meeting will be held with the parent/guardian. If unresolved the child may be asked to leave the program until they are able to use the washroom without assistance.
- If a child does have an accident, educators will assist with clean-up and change into clean clothes. Soiled clothes will be packaged in a plastic bag and returned to parents. Parents will be asked to send a fresh change of clothes with the child for the following day.
- Preschool children will be escorted to the washroom and supervised at all times. Kindergarten children will be supervised going to and returning from the washroom.
- If a child does have an accident, educators will assist with clean-up and change into clean clothes. Soiled clothes will be packaged in a plastic bag and returned to parents. Parents will be asked to send a fresh change of clothes with the child for the following day.

Outdoor Play and Physical Activity

We recognize the importance of daily outdoor play (weather permitting) and physical activity in the daily program for children. Daily outside play and physical activity are part of our programming guidelines as both are important for the child's health, wellbeing and development.

Sun Screen and Insect Repellent

- During summer, the GSADCA educators will apply sunscreen, minimum SPF 30, and insect repellent to children before going outside, as deemed necessary. Sun screen and insect repellent are provided by GSADCA. Parents are required to sign a permission form.
- In the event that you do not want us to apply sun screen or insect repellent to your child(ren), please provide written notification.
- If you supply your own sunscreen or insect repellent for your child, bottles must be labeled with the first and last

name and written authorization must be provided.

Inclement Weather Policy

Should GSADCA facilities be unable to remain open and/or transportation is disrupted due to inclement weather parents are responsible for arranging transportation and accommodation for their children.

Field Trips/Playground

On a daily basis, GSADCA staff complete an inspection checklist of the playground structures, sand play areas ensuring that the equipment is in working order and sand areas are clear of debris and unsafe objects.

- Children are not permitted to play in the sand without shoes.
- For planned field trips outside of the communities, GSADCA provides written communication to parents about each field trip including location, date, time leaving/returning, supervision, and form of transportation. Parents must sign the form giving permission for their children to attend the trip based on the details provided. Field trip ratios are used (lower than normal ratios).
 - Toddler 1:4 Preschool 1:6 Kindergarten 1:8 School Age 1:12.
- Parent volunteers are welcome on fieldtrips and outings.
- Children may not attend a field trip without receiving parental permission. If all educators are participating in the field trip and parents do not want their child to attend, parents must arrange alternate child care on that day.
- Prior to departing on a field trip, educators complete a checklist.
- While on a field trip, educators and children wear GSADCA shirts with contact information for quick identification.

Food/Nutrition Program

The GSADCA promotes healthy eating for children in its care as outlined by the Canada Food Guide.

- Children are encouraged to bring nutritional lunches following the Canada Food Guide. Inadequate lunches will be supplemented and brought to your attention. Sugary and salty snacks are asked to stay home.
- GSADCA provides snacks to children before school (between 7am-8am) and after school (approximately 3:30 pm-4:00 pm). Snacks include two servings from the food groups identified in Canada Food Guide. Milk and water will be supplied for breakfast, lunch and snack.
- If a child is hungry and it is not near lunch or snack time, the educators will provide the children with a small snack (e.g. crackers), or the child can select an item from our fruit bowl or a small item from their lunch kit.
- Children are encouraged to pour their own drinks and serve themselves snack to promote independence for their age and level of development.
- Children are seated while eating and drinking.

In preparing snacks for children in its care, the GSADCA Food Handling Permit requires the following:

- Foods must come from an approved restaurant, store or center that has a valid food handling permit (no home prepared foods are permitted).
- For special events, the GSADCA cannot serve cupcakes/cookies, etc. from home.
- Cooking/frying with the use of a deep fat fryer, broiler or any such apparatus is not permitted.

Supervision

The GSADCA believes that strong and consistent supervision of children while participating in our programs is central to maintaining a quality child care.

- GSADCA educators will observe children's play and behavior by directing and closely monitoring children when carrying out activities that may involve some risk (including, but not limited to, playing near water, near doorways, or during transition time)
- Educators will attempt to position themselves to provide optimal coverage of any space where children are located and will engage in active supervision when children are not in an educator's direct line of sight.
- Educators will actively attempt to identify and record any signs of fever, illness, or unusual behavior.
- GSADCA educators will continue to enforce existing policies as they relate to the supervision of children including, but not limited to, sign in/sign out policies, health and safety policy and play/excursion policy.

Rest Time

The GSADCA does not schedule a rest time for children into its program outside of the children in the Toddler room at Holy Spirit. However, the childcare rooms are set up to allow for a quiet area for children to rest if needed. Individual rest mats will be provided and disinfected after each use. Each child will have their own blankets/sheets that will be stored in the child's cubby and taken home to be washed on a weekly basis.

Toys and Personal Items from Home

Children may bring toys or personal items from home, provided they leave them in their assigned cubbies or backpacks. On Fridays, children are permitted to bring their toys or personal items into their childcare rooms as part of the show and share program on that day. All personal items are brought at the family's own risk.

Health & Safety Information

Maintaining consistent health and safety procedures is critical to promoting a healthy and safe environment for children in the care of GSADCA.

All GSADCA educators and children in the care of GSADCA adhere to the following general health care procedures:

- Hand washing: educators and children are required to wash hands before preparing food, before and after eating, after coughing/sneezing and after toileting. Educators and children are taught the method of proper hand washing recommended by the Capital Health Authority.
- Sneezing/Coughing: Educators and children are taught to cough/sneeze into their elbows to reduce the spread of germs. Objects in the area of a child coughing/sneezing are removed to be cleaned. Educators and children are asked to wash their hands following any coughing/sneezing.
- Wiping Noses: Children are asked to use tissues and to follow-up with handwashing.
- It is advisable that attending children be immunized.
- Educators will complete health and safety checklists for the playrooms, playground and daily cleaning and disinfecting of toys and equipment checklist. GSADCA facilities and educators use only disposable products for all general hygiene purposes (paper towel),

Communicable Disease

Controlling communicable diseases in a day care is essential to providing a safe and healthy environment for all children and educators. Children who have contracted a communicable disease must be removed from the facility as soon as possible. Educators will notify parents as to whether a medical certificate is required prior to the children's return to the program.

In an effort to prevent, detect and manage a communicable disease:

- Inform educators should your child contract or has been in contact with someone who has a communicable disease.
- Seek early medical treatment for your child if there is any suspicion of a communicable disease.

- Educators will inform you whose children may have come into contact with a child who has contracted a communicable disease providing them with resources on how to manage the disease.
- GSADCA educators will comply with the provincial requirement to report communicable diseases to the Alberta Health Services.

Illness

Children cannot attend GSADCA if ill and unable to participate in activities normally scheduled

- If a child becomes ill while at the center, parents or guardians will be contacted and asked to pick up the child. The child will be kept as far away as is practicable from the other children.
- Staff will record the illness on the GSADCA “sick child tracking form”. This form includes the time and date when the child became ill, the name of staff who contacted the parent, the time the child was removed from the program and the date the child returned to the program. Once completed, these forms will be stored in the child’s file.
- Where a educator knows or has reason to believe that a child is exhibiting signs or symptoms of illness such as vomiting, fever, diarrhea, or a new or unexplained rash or cough the GSADCA staff will ensure that you are contacted to arrange for pick up from the program
- If the child’s care requires more attention than the GSADCA can provide or if the child poses a risk to the health of others the GSADCA reserves the right to make arrangements to have the child immediately removed from the program.
- The GSADCA will accept your child back into the program after a period of no less than 24 hours of being symptom free and it may be asked that you provide medical documentation to verify that the child does not pose a health risk.
- If we cannot reach you to arrange for the immediate pick-up of your ill child, the GSADCA will initiate alternate pick-up arrangements with the listed emergency contact.
- If the parent/emergency contact does not make arrangements to pick up the child, the GSADCA reserves the right to contact appropriate agencies to ensure the wellbeing of the child. Parents who repeatedly do not arrange for the immediate pick up of their child, may be withdrawn from the program for the protection of the health and safety of the child care environment.

Staff must complete the public health tracking form when they are told a child or staff member is away sick with any of the following symptoms: vomiting, diarrhea, fever, unexplained rash, or contagious disease. If an outbreak is confirmed, staff will notify the Director/Executive Director who will call and make the report as required by Alberta Health Services.

Administration of Medication Protocol

- All medications (prescribed and patent) must be delivered to the Center in **original containers** with the child’s name and directions marked on the label. Labels for prescription drugs must also state the date, the prescribing doctor and the name of the pharmacy. The medication is administered according to the labeled directions.
- A Medication Administration Form must be completed and signed by the parent or guardian before medication will be administered. The form will contain the full name of the child, name of medication, time and dose to be administered, start and end date for the administration of the medication, and parent signature.
- Medications must be given directly to by GSADCA staff. Medications will be placed in a locked box that is inaccessible to children.-Emergency medicine can be stored unlocked and must be out of the reach of children.
- Children who require emergency medications (ex Epipen or asthma inhalers) cannot attend unless the medicine is on site with the child.
- When children move from the designated GSADCA room a designated staff member will bring emergency medications and supplies including, but not limited to, first aid and Epipens to the alternate location. Where developmentally appropriate, children may carry their medicine providing parents sign an agreement outlining the responsibilities of the child and parent.
- Only staff with current first-aid certificate will administer medication.

- GSADCA staff will request that parents provide written instructions/information/symptoms regarding medications and health care when required.

Accident or Injury

In the event of an accident to or injury of a child, the GSADCA ensures that:

- The parent is notified and informed of the incident by the end of the day.
- If the child requires immediate medical attention:
- A member with current first aid certification will administer first aid, as required and the parents or guardian will be contacted.
- If educators have determined that the child's injury requires medical treatment the educator will stay with the child until the parent or alternate pick up arrives.
- In the event that emergency medical attention is required, an ambulance will be called and the child will be transported to the nearest Hospital. A parent or guardian will be contacted. Educators are not able to accompany the child in the ambulance due to Alberta Health services guidelines. **Parents are responsible for the cost of medical transportation for their child.**
- In the event of an accident or injury requiring medical attention, the Executive Director or Director or educators member must inform the Alberta Child Care Licensing immediately and within 48 hours submit a Critical Incident Report form (in writing). All critical incidents will be reviewed annually and a report submitted to Alberta Child Care Licensing as required. The centre will review the incidents to be sure any safety or health issues or trends are identified and a plan of action to correct these is created. It is the responsibility of the Executive Director and Directors to ensure critical incidents are documented, reported and reviewed.
- If parents or guardians cannot be located, emergency contacts listed on the registration form will be phoned. A educators member will remain with the child at all times until a parent, guardian or the emergency contact person arrives.
- In the event of an emergency when parents or guardians are not present, an attending physician will proceed with any medical procedures deemed necessary. Any expenses incurred in such an event are solely the responsibility of the parents or guardians.
- An incident/injury report will be completed and provided to parents in a timely manner when incidents/injuries occur and includes details of any corrective action taken by educators. The report must be signed by the parent and retained in the child's file.

Emergency Procedures and Evacuation

Emergency procedures are critical to ensuring the health and safety of the children in the care of the GSADCA. GSADCA educators are trained in initiating emergency procedures when required.

- Emergency evacuation procedures are made known to all educators and children and a monthly review of the GSADCA Fire Evacuation Procedures is undertaken (fire drills).
- GSADCA educators are trained in, and comply with, all emergency protocols and procedures undertaken by the schools in which they operate (e.g. lockdowns, natural disasters such as tornados).
- GSADCA ensures that emergency information posted at each site is accurate and up-to-date.
- In the event of an emergency necessitating evacuation of the building, GSADCA educators will move the children to a safe location. Emergency procedures are centre specific and are posted in each program.

Confidentiality

Basic Information regarding children who attend GSADCA will be shared from time to time with school personnel. Except for provisions of the Alberta Child Welfare Act, information will not be provided to any other individuals without written permission of the child's parent or guardian.

Information and Privacy (PIPA)

This facility conforms to Alberta's *Personal Information Protection Act* (PIPA) that became law on January 1, 2004. If you have concerns regarding privacy at GSADCA, please contact the Director or Board of Directors.

Parent/Guardian Concerns

Our Association strives to work with all families when issues of concern are brought forward.

- You are encouraged to first raise concerns your child's immediate educator. The educator will attempt to resolve the issue and report to their Director.
- If you are not satisfied that the issue has been addressed, you may wish to discuss your concerns with the Site Director. The Director will work with you to try and resolve the issue.
- If a parent/guardian is not satisfied that the issue has been addressed, they may discuss their concerns with the Executive Director. The Executive Director will attempt to resolve the issue, and will report to the Board of Directors on the steps taken to seek resolution.
- Unresolved issues may be communicated to the Board of Directors by the parent/guardian and/or the Executive Director. A determination will be made whether Board involvement is required.
- If it is determined that the parent/guardian is not satisfied that the GSADCA has taken every effort to address their concerns and continue to have questions as to whether the program can meet the needs of their child, they may wish to consider withdrawing from the program.

Program Evaluation

Annually families are invited to provide feedback through an anonymous online survey. This information is kept in confidence and used to guide the program and the services we provide.

Educators Protection

GSADCA requires that all parents and guardians of children under our care treat educators with the dignity and respect. There will be no tolerance of any actions on the part of parents, guardians or other persons that constitute harassment or abuse. The Director and Board of Directors of GSADCA will investigate all reported cases of abuse in a prompt, sensitive and objective manner, and may assess the ongoing enrolment of families who fail to treat educators with dignity and respect. Parents are particularly reminded that their interactions with educators are observed by the children, and that we all act as role models for them.