

Casual Care



Family Handbook

Revised September 2019

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Introduction

Welcome to the Wainwright Military Family Resource Centre (WMFRC) Casual Care Centre. We are pleased to offer you this handbook as an overview of our policies and procedures.

Hours of Operation: (subject to change)

Tuesday & Thursday 8:45-11:15 am

We are closed for all federal and provincial holidays. The WMFRC Board of Directors determines holiday program closure dates for December/January. Families will be given as much notice as possible regarding both expected and unexpected closures.

Our centre is committed to quality. We always strive to ensure that our program participants and their families have a positive and enriching experience with our centre. If you have any input, questions or concerns, please do not hesitate to contact WMFRC staff.

Contact information

Wainwright Military Family Resource Centre Casual Care Centre

Building 400 Hillside Road

PO Box 29, Denwood, AB T0B 1B0 Phone: 780-842-1363 Ext. 3021 or 1253

Fax: 780-842-1876

E-mail: info@wainwrightmfr.ca Website: www.cafconnection.ca

Mission Statement

The mission of Casual Care Centre is to provide our CAF families with a safe, diverse, supportive and caring child care environment that incorporates creativity, exploration, problem-solving and social interaction on a casual basis.

Registration Policies and Procedures

The children registered in our program must be 0-5 years old. Each child must have a completed registration form before their first day at the centre.

Registration opens on the 15th of the month for the following month. For example, registration for June will open on the 15th of May. Registration is only confirmed upon payment. A maximum of 4 sessions per month per family may be pre-booked. Additional sessions are available on a first come first serve basis.

Staffing Policy

The Casual Care Centre caregiver/child ratio is as follows:

1 caregiver to 5 children aged 19 months to 5 years.

1 caregiver to 3 children aged 0-18months.

No more than 2 children aged 12 months or under per session.

We endeavour to hire staff who have a Child Development Assistant, a Child Development Worker or a Child Development Supervisor Certificate from Alberta Children and Youth Services, as well as Standard Child Care First Aid and Fire Extinguisher Training. Staff who do not have these qualifications will be required to take the training as soon as possible. There is always a staff member on site who has Alberta Food Sanitation and Hygiene certification.

Supervision Policy

Staff will follow staff-to-child ratios set in place by the program's coordinators including while indoors, outdoors, during field trips and for emergencies. Staff will complete indoor/outdoor checklists to ensure children are safe in their environment. Staff will complete the daily attendance form to ensure all children are accounted for indoors, outdoors, on field trips, and during emergencies.

Parent(s)/guardian(s) will be informed of program supervision policies in the parent(s)/guardian(s) handbook, or as needed. In addition, to ensure proper supervision, staff will make use of a sign-in/out sheet for parent(s)/guardian(s).

Staff will at all times supervise children in a way that ensures their social, emotional, physical, mental, and environmental well-being, always mindful of their health and safety. Specifically, caregivers will ensure that children are properly supervised by:

- Directing and closely monitoring children when carrying out activities that may involve some risk;
- Observing play and anticipating any potential dangers;
- Listening closely to children, even those not directly in the caregiver's line of sight;
- Positioning staff to allow for the supervision of the entire group of children;
- Monitoring children's health and watching for unusual behaviour;
- Observing and participating in children's play to ensure all are playing in a safe manner.

Releasing Children

Children may be released to another person if that person has been **authorized** by the parent(s)/guardian (s) **in advance and in writing**. If this person is not listed on the registration form, the parent(s)/guardian (s)/guardian must give written notice with the person's first and last name and the date that they will be picking up the child. In cases where written permission cannot be provided, verbal consent will be accepted from the parent(s)/guardian(s). Photo ID may be required if the person is not known to staff. Children will not be released to a person appearing to be intoxicated or to a child under the age of twelve. Children may be signed out at any time during the day.

The following steps will be taken if a parent(s)/guardian(s) fails to pick up their child by the time the centre

is closed for the day or does not inform staff of a late pick-up:

1. Each of the contact phone numbers of the parent(s)/guardian(s) will be tried in an effort to contact a parent(s)/guardian(s).
2. If no parent(s)/guardian(s) is reached, the designated emergency contacts will be tried.
3. If centre staff are unable to contact either the parent(s)/guardian(s) or the emergency contacts Alberta Child and Family Services will be contacted.

Emergency Evacuation

Please be advised that the WMFRC participates in monthly fire drills to ensure fast and efficient evacuation of the building. The evacuation procedure will be discussed with children in advance. On the day of a fire drill, the children may be in the building. This discussion along with practicing the evacuation procedure will prepare the children in the event of a true emergency. Fire drill routines are posted in every room for staff to review. In the event of an actual evacuation, the WMFRC staff and children will follow the Base personnel's orders. Emergency numbers will be contacted so that parent(s)/guardian(s) may pick up their child/children. Staff will carry portable information records for each child on all off-site activities and in the event of an emergency evacuation.

Outdoor Play Policy

The Casual Care Centre recognizes that fresh air and exercise enable the children to remain healthy and continue to grow and develop. Children will have the opportunity to be outside at least once a day, weather permitting.

Please ensure your child has appropriate outerwear specific to the weather each day. The Casual Care Centre has a limited amount of spare outerwear that can be provided to children when necessary. However, due to the limited amount/sizes available, children who do not have appropriate outerwear may not get to participate in outdoor activities.

Children will not be taken outdoors when the temperature drops below -20°C. During the colder months, appropriate outerwear should always include a toque, water resistant mittens, winter boots, a winter coat and snow pants. Parents/guardians may provide a neck warmer (no scarves will be permitted).

Children will not be taken outdoors when the heat or UV index renders it unsafe to do so. During the warmer months, outerwear should always include a sun hat and separate outdoor shoes, rubber boots, or sandals (no flip flops will be permitted). Depending on weather, this may also include splash pants, and a sweater or jacket. The Casual Care Centre also requests that parents/guardians provide sunscreen during the summer. Sunscreen shall be reapplied by the caregivers before going outside.

The children may use the splash park under supervision once a safety checklist is completed.

We also take short walks around the base, to the gym, or to base playgrounds. Parents/guardians must give their permission for their children to participate in these excursions around the base, by signing the consent agreement included in the registration package.

Records

For each child enrolled in the program, the Casual Care Centre will maintain on the program premises an up-to-date record containing the following information: the child's name, date of birth and home address; a complete enrollment form; the parent(s)/guardian(s) name, home address and telephone number; the name, address and telephone number of a person who can be contacted in case of an emergency; a written consent for medication/herbal remedy to be administered (if required) along with a medication record form; the particulars of any health care provided to the child along with written consent and any other relevant health information about the child provided by the child's parent(s)/guardian(s), including the child's allergies, if any.

The portable information records maintained will have the child's name, date of birth and home address; the parent(s)/guardian(s) name, home address and telephone number; the name, address and telephone number of a person who can be contacted in case of an emergency; a photo of the child and any other relevant health information about the child provided by the child's parent(s)/guardian(s), including allergies, if any.

Inclusion & Respect Policy

The WMFRC recognizes that every child has the right to be respected and must, in turn, learn to respect others and his/her surroundings through positive reinforcement and guiding behaviour. The Centre strives to ensure all individuals are treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, gender, mental or physical disability. The WMFRC services promote mutual respect and understanding. Should disrespectful behaviour be observed by or reported to staff they must discuss the matter with all involved parties. The child(ren) displaying the disrespectful behaviour must be aware that there will be consequences for their actions, and the child(ren) being disrespected must be reassured that the behaviour will not be tolerated. Staff will continue to closely monitor the situation in compliance with the Guiding Behaviour Policy. In order to maintain a safe, inclusive and respectful environment for all **the following will be required of all Casual participants:**

- Treat everyone with compassion, fairness and equality
- Respect the property and toys at the WMFRC
- Speak to others with respectful language (verbal and/or body)
- Respect the safety of others and their personal space (no weapons and/or violence)

Guiding Behaviour Policy

The WMFRC recognizes that every child has the right to be respected and must, in turn, learn to respect others and his/her surroundings through positive reinforcement and guiding behaviour. Discipline shall be defined as "guidance that aids in the development of self-control". Physical punishment, verbal or physical degradation, or emotional deprivation is not permitted. In all situations that require the intervention of a staff member, the dignity and self-worth of each child shall be maintained and the disciplinary action taken will be reasonable in the circumstances. The staff will not deny or threaten to deny any child's basic necessity. Nor will they use or permit the use of any form of physical restraint or confinement. The use of corporal punishment, verbal abuse, and isolation by staff members will not be tolerated under any circumstances.

Prevention

1. Focus on the positive: consistently reinforce positive behaviour by acknowledging it.
2. Assist children to verbally express their emotions by providing relevant vocabulary.
3. Model appropriate and expected behaviour at all times.
4. Invite the children to role-play situations and problem-solve to come up with a collaborative solution.
5. Ensure consistency by establishing and maintaining routines.
6. Ensure that the children have time to eat and time for rest.
7. Set realistic goals and provide clear expectations.
8. Provide sufficient notice of changes in routine and implement successful transitions.
9. Offer choices.

Intervention

Watch for signals and intervene before the situation escalates:

1. Explain to the child why his/her behaviour is unacceptable.
2. Encourage them to problem-solve in a positive way to handle the situation or re-direct the child.
3. If the situation escalates:
 - a. The child will be given time for reflection, away from the group/activity. The child is welcome to rejoin the group/activity once he/she has visibly calmed down and a caregiver has discussed the incident with him/her.
 - b. An incident report will be completed and signed by the staff and the parent(s)/guardian(s). At that time, if a parent(s)/guardian(s) has any concerns or questions, he or she is more than welcome to speak to the caregiver who filled out the report.

In the event that challenging behaviour persists to the point of affecting the safety of the caregivers and the children, as well as the quality of care of the other children, the parent(s)/guardian(s) will be invited to meet with the Program Manager and/or Director to discuss guiding behaviour strategies (which can include the utilization of developmental testing and referrals to qualified children's programs, with the parent(s)/guardian(s) consent.) This will then be reviewed after an amount of time agreed upon by all parties involved. If, after all possible strategies have been considered or if the parent(s)/guardian(s) are unwilling to work with the centre to resolve the situation, and the safety of the caregivers and the children as well as the quality of care is still being affected, the WMFRC reserves the right to terminate the child's enrolment.

Following an intervention, staff will be expected to inform parent(s)/guardian(s) of the steps that have been taken in regards to their child.

Accident or Illness

Should a serious accident or illness occur, the staff will seek the necessary medical assistance and contact the parent(s)/guardian(s) immediately using the emergency contact numbers from the child's registration form. If the parent(s)/guardian(s) can not be reached the alternate emergency contacts will be contacted. Parent(s)/guardian(s) are responsible for all expenses incurred as a result of a medical emergency.

Incident Reporting

Accidents, incidents, challenging behaviours and serious illness will be documented at the time of the occurrence on an incident/accident form and signed by staff. Parent(s)/guardian(s) must countersign this form and return the form to staff. These forms will be kept on file. **Any incidence of disrespectful behaviour or physical contact will not be tolerated.** In the event where challenging behaviour persists, the Executive Director reserves the right to remove a child from the program to ensure the behaviour will not affect the safety of the other children and the staff members, as well as the quality of care for the other program participants.

Sick Children

In the event that a child shall fall ill while at the centre and not be able to actively participate in the centre's activities, a primary staff member will supervise the sick child while keeping the child as far away as practical from the other children. To assess the child's degree of illness, a staff member will take the child's temperature or identify any visible signs of illness noticed. The centre will contact the parent(s)/guardian(s) to take the child home immediately, no longer than two hours after contact, if the child exhibits one or more of the following:

- is vomiting, has a fever over 38°, diarrhea, or a new unexplained rash or cough;
- requires greater attention than can be provided without compromising the care of other children in the program; or
- displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children, caregivers, or staff.

In the event of an ill child:

1. Each of the contact phone numbers of the parent(s)/guardian(s) will be tried in an effort to contact a parent(s)/guardian(s).
2. If the parent(s)/guardian(s) cannot pick up the child it is their responsibility to assign a designate.
3. If no parent(s)/guardian(s) is reached, the designated emergency contacts will be tried.
4. If a parent(s)/guardian(s) fails to pick up their child within two hours of an illness being reported, an WMFRC staff member will be assigned to supervise the child in another room at the parent(s)/guardian(s)' expense at the cost of \$20 per hour. The staff will then contact the parent(s)/guardian(s)' employer(s).

A child may return to the program if the child's parent(s)/guardian(s) provides written notice from a physician indicating that the child does not pose a health risk, if the parent(s)/guardian(s) reports that the

child has been symptom free for 24 hours, or if the centre staff are satisfied that a child no longer poses a health risk to other children, caregivers, or staff. This may be observed by staff ascertaining that the child no longer has a high temperature, etc.

Should a child appear ill upon arrival at the centre, the staff will evaluate his or her condition by taking the child's temperature to see if it is over 38°, and/or by looking for any visible symptoms of illness. If any indications are found that the child is ill they will not be permitted to return to the centre for a 24 hour period or provide a letter from the doctor stating there is no health risk to other children.

The Casual Care caregivers shall routinely practice universal health precautions in an effort to decrease the spread of germs.

Parent(s)/guardian(s) will be notified by phone, letter, and/or verbally about any current health concerns arising in the centre.

Communicable Disease Policy

In order to keep infectious diseases and illnesses from spreading, it is sometimes necessary for a child to stay home (be absent from the centre) for as long as he/she is infectious. For the protection of the other children and staff, the WMFRC shall ask parent(s)/guardian(s) to remove a child from the centre or will not accept a child who is suspected of having a serious communicable disease (a list of conditions is available from Program Manager).

Medication Policy

Good health is essential to a child's ability to learn and grow. To maintain good health it is often essential to administer medication or herbal remedies to a child during the time the child is at the Casual Care Centre.

For the safety of all concerned, the following regulations will be strictly adhered to:

1. Medication will only be administered if the written consent of the child's parent(s)/guardian(s) has been provided.
2. All medications/herbal remedies will be stored in a locked container or cupboard that is inaccessible to children.
3. All medications/herbal remedies must be in the original, properly-labelled container.
4. All medication will be administered according to the labelled directions.
5. The following information will be recorded before the administration of medication.
 - a. The name of the medication
 - b. The time of administration
 - c. The amount administered
 - d. The initials of the person who administered the medication
6. Only a staff member with a valid First Aid in Child Care certificate will administer medication.
7. All known allergies must be reported upon enrolment, along with treatment to be given. Staff must be aware of potential allergies in children who have received medications/herbal remedies and watch for

them. In the event of an allergic reaction, the staff must alert the Program Manager who will then seek medical help and contact the parent(s)/guardian(s).

8. In the event that a child requires emergency medication (Epi-Pen, Inhaler), the parent(s)/guardian(s) must fill out a Medication Record Form with exact details on when the emergency medication is to be given. The emergency medication must be stored in the Casual Care backpack along with the consent form and will be kept in a place inaccessible to children. All staff will be educated on its use and where it is located.
9. Medications/herbal remedies must be returned to the parent(s)/guardian(s) at the end of each day or when the authorized period for giving the medications/herbal remedies has ended.
- 10. ABSOLUTELY NO MEDICATION IS TO BE STORED IN A CHILD'S LOCKER OR BAG.**

Healthcare will only be provided to children with the written consent of the child's parent(s)/guardian(s) or if the health care provided is in the nature of first aid.

Medical Policy

In the event of an emergency, if parent(s)/guardian(s) cannot be contacted immediately, WMFRC staff will seek medical treatment for the affected child. Parent(s)/guardian(s) are responsible for any medical expenses incurred as a result of the emergency. In the case of an emergency, WMFRC staff will release any information pertinent to a child's health to medical personnel.

Nutrition Policy

Parent(s)/guardian(s) will be required to provide their child with a morning snack. Please follow allergy avoidance guidelines.

The caregivers understand that good nutrition and a balanced diet is important to a child's overall growth and development. A copy of Canada's Food Guide is available upon request and parent(s)/guardian(s) are encouraged to provide snacks and meals following this guide.

In the event that a child does not have a snack or a meal, the caregiver shall provide one and the parent(s)/guardian(s) will be billed at \$2.00 per snack.

Allergy Avoidance

To ensure safe and inclusive programming for those with severe and/or life-threatening allergies, the WMFRC has established the following policy with regard to any allergies of participants that result in an anaphylactic reaction:

1. The parent(s)/guardian(s) is responsible for notifying the Program Manager.
2. Notification of the allergy will be posted within the building
3. Staff and community members will be asked not to bring the allergen on the premises.

Communication Policy

You, as parent(s)/guardian(s) are an integral part of our Centre. We encourage open communication between the Centre, staff, children, families, and community members. The WMFRC publishes a monthly newsletter which is made available to our families during the year. We ask that you discuss any concerns

you may have with a Child & Family Services Coordinator. If you are not satisfied with the result, you are invited to consult with the Program Manager. If you continue to encounter challengers, you are invited to also discuss with the Executive Director, who may consult with the WMFRC Board of Directors. If you believe an issue needs further consideration/discussion, there are Communication Forms available for WMFRC staff, parent(s)/guardian(s) and members of the community. All communication forms will be treated as confidential and will be dealt accordingly. Written complaints will receive a written reply.

Notification Regarding Photographs and Artwork

Photographs taken of program participants, or artwork generated by them, may be used or publicly displayed by the WMFRC in any of the following ways: bulletin boards, website, newsletter, newspaper submissions, posters, flyers, or any other publication put out the WMFRC.

Financial Administration Policy

1. The fee for Casual Care is \$10 per child. Registration is only confirmed upon receipt of payment. Families experiencing a work related separation may be eligible for 3 free sessions a month.
2. If a child is picked up after closing, regardless of the reason, \$5.00 will be charged for each 10 minute period. For example, if a child is picked up 15 minutes late, a late fee of \$10 will apply.
3. A \$25.00 service charge will be applied on all NSF cheques. Acceptance or refusal of future cheques shall be at the discretion of the Executive Director.
4. Accounts in arrears for a total of five business days, will be issued a standard collection letter including a copy of the invoice. Accounts in arrears for a total of ten business days will be denied services of the program. If a resolution is still not reached after thirty business days, the account will be forwarded to a collection agency and will result in the cancellation of the child's enrolment.
5. Booking Casual Care is based on available space and child to caregiver ratios. Notice of cancellation must be received two business days prior to scheduled session. These cancellations may be rescheduled, subject to availability.
6. No refund or rescheduling will be made for cancellations and/or absences in which the required notice is not given. For example, illness. The program must maintain staff-to-child ratios and salaries must be covered whether a child is in attendance or not.

We are a facility that encourages continuing education and learning through practical experience. We accept summer students, practicum students and volunteers at our centre. All staff, volunteers, summer students and practicum students must complete Security Awareness Training and submit RCMP Vulnerable Sector Check and an Intervention Record Check.

The Casual Care Centre staff are responsible for creating a fun environment where children can learn and play. Due to the casual nature of this program our primary goal is providing quality casual child care, not addressing developmental milestones. If you would like some direction/support to assess your child's development, we are able to provide access to developmental screening.

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Parents/guardians, please ensure your child has the following items daily in order to fully enjoy their time spent at the centre:

- An extra set of clothing, including: underwear, socks, pants, and shirt
- Inside shoes (year-round)
- Outdoor hat
- Blanket/stuffy
- Labelled water bottle
- Diapers or pull ups and wipes, if required

Warmer Months:

- Sun hat
- Sunscreen
- Splash pants/rubber boots when necessary
- Light jacket/sweater
- Labelled swimwear, water shoes, and a towel
- Outdoor shoes/sandals (no flip-flops will be permitted)

Cooler Months:

- Toque, water resistant mittens, neck warmer (no scarves will be permitted)
- Splash pants/snow pants
- Sweater
- Rain boots/warm, waterproof winter boots
- Rain jacket/warm waterproof winter coat