

# Westlock Child Care Society



## Day Home Parent Manual

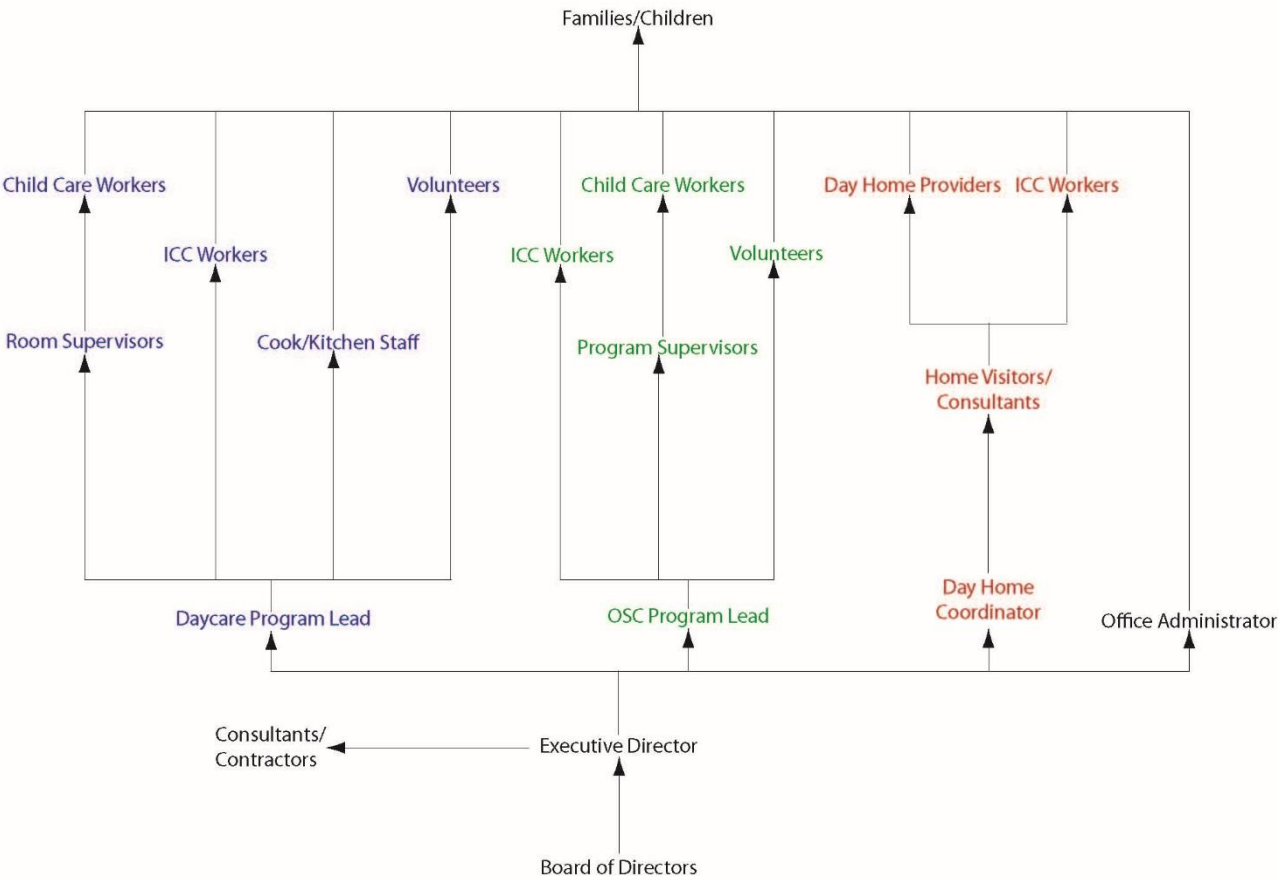
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Organizational Chart



## **Quality Standards**

The Westlock Child Care Society programs operate in full compliance with all government legislation, regulations, standards, and protocols. The following documents are available in the Westlock Child Care Society's main office (10804-101 Street) for any parent, provider and/or staff member to inspect and/or read through:

- The Social Care Facilities Licensing Act
- Child Care Licensing Act-Child Care Licensing Regulation
- Family Day Homes Standard Manual
- Protocol for Handling Abuse and Neglect in Child Care Services
- All current and past Licensing Reports
- Societies Act
- Westlock Child Care Society Policies, Procedures, and Guidelines Manual

If you wish to see any of the above-mentioned documents, please ask at the office.

## **History of the Westlock Child Care Society**

The Westlock Child Care Society was formed in 1980, and was registered as a non-profit organization under the Societies Act. Originally, services included the Day Care Centre with an integrated special needs program and the Satellite Family Day Homes program. Since then, services have expanded to include Out-of-School Care programs. The Day Care Centre was originally built in 1980 to commemorate Alberta's 75<sup>th</sup> birthday. In the 1990's, two additions were built onto the original building to meet the expanding demand for Day Care services.

In 2014, we started to upgrade our programs and facility, incorporating more technology into all aspects of our programs. In 2015, the Westlock Community Daycare was one of the first 22 Early Learning and Childcare Centres in Alberta to receive a \$25/day operational grant from the Government of Alberta, which allowed us to offer affordable child care and increase the quality of our program.

## **Mission Statement**

The Westlock Child Care Society provides a fun, safe, nurturing environment supporting children's healthy development and future success.

## **Philosophy**

Revised: April 2019

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The Westlock Child Care Society is committed to providing high quality early learning childcare programs for the children and families of the communities we serve. We are dedicated to building relationships with families by sharing information and providing supports as they raise their children. Our image of children is of citizens, explorers, researchers, inventors, and Mighty Learners. We notice children's dispositions of learning as they show caring, seeking, persisting, participating, and playing; we nurture and support their physical, social, emotional, creative, and cognitive growth through the holistic play-based goals of the Curriculum Framework for Alberta, *Flight*. Our programs are adaptable and unique to each child's needs, background, and parent preference and by consistently building capacity in our staff, we are well-equipped to learn and work alongside children during the most formative years of their lives.

## **Goal and Objectives**

### **Goal**

To aid in the development of children socially, emotionally, physically, intellectually, and creatively through play-based activities.

### **Objectives**

#### **Social**

- to be responsible for one's own belongings
- to be cooperative and to share with others
- to be courteous, prompt, friendly and helpful
- to have healthy attitudes towards all other children and adults

#### **Emotional**

- to adjust to be happy in a group away from home
- to overcome shyness and make new friends
- to control temper and tears
- to have a feeling of self-worth and competency
- to cope with feelings of anger, jealousy, etc.

#### **Physical**

- to develop large muscle control through games, creative movement, and the use of apparatus
- to develop small muscle control through manipulative and coordination activities
- to establish desirable health habits

#### **Intellectual**

- to develop language and listening skills
- to increase awareness of the world around and the people around
- to be able to think for oneself and to share ideas with a group
- to develop curiosity, creativity, and imagination
- to understand and enjoy holiday and seasonal times

#### **Creative**

- to provide a program that allows the child to use his/her imagination and materials in a novel and unusual way
- to provide a program that fosters and facilitates creative play so that the child develops curiosity and understanding about his/her world
- to utilize dance, music, drama, literature and art to promote the child's imagination

The goal and objectives of our day home agency, as listed above, are to be achieved through the following program activities.

- Free time to play and share toys, puzzles, blocks, water, sand, etc.
- Story time, songs using actions, creative movement and drama
- Music with tapes, piano, rhythm instruments
- Painting, cutting, and gluing
- Small group and one-on-one discussions with peers and adults
- Special events such as trips, parties, and family events



## **Code of Conduct**

For the purposes of this code, the term staff refers to all employees, aides, volunteers, and students in the program who are involved in the care and development of the children and/or working with children's families. All persons contracted to provide care in their homes under the Westlock Family Day Home Agency will be referred to as providers in this manual.

- All staff/providers are required to maintain a professional standard at all times, remembering that they are being observed. They must present themselves as positive role models for both children and adults.
- All staff/providers must sign an Oath of Confidentiality, agreeing not to disclose or make known any information that becomes known to them by virtue of their position in the program.
- All staff/providers must work with families in a way that respects and encourages the primary responsibility of the parents/guardians for their own children.
- All staff/providers must practice and promote anti-bias interaction and programming. This includes anti-bias in regards to race, color, nationality, culture, religion, gender, developmental achievements, etc.

## **Code of Ethics**

Created: May 2019

The Westlock Child Care Society has adapted a similar Code of Ethics as the Canadian Child Care Federation:

- Early Childhood Educators work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibility to their children.
- Early Childhood Educators demonstrate caring for all children in all aspects of their practice.
- Early Childhood Educators work in ways that enhance human dignity in trusting, caring, and cooperative relationships that respect the worth and uniqueness of the individual.
- Early Childhood Educators promote the health and well-being of all children.
- Early Childhood Educators pursue, on an ongoing basis, the knowledge, skills, and self-awareness to be professionally competent.
- Early Childhood Educators enable children to participate to their fullest potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical, and cognitive areas of development.
- Early Childhood Educators work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.
- Early Childhood Educators demonstrate integrity in all of their professional relationships.

## **Policy for Guide to Daily Practice**

It is the policy of the Westlock Child Care Society that the program philosophy, the goal and the objectives, the child guidance policy, and the code of conduct are used as guidelines for determining daily practice.

### **Term of Agreement**

All policies shall be in effect from August 31, 2008 until revised at the discretion of the Board of Directors. Unforeseen circumstances not covered under these policies shall be referred to the Board of Directors for clarification, decision or policy formulation.

### **Management Rights**

It is the right of the Board of Directors to operate and manage its business including the right to maintain order, discipline and efficiency; make, alter, and enforce from time to time, rules and regulations not already included in these policies; and hire, promote, lay-off, recall and demote, discipline, suspend, or discharge for just cause.

## Open Door Policy

Developed: December 2008

Revised: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that the families it serves feel welcome in the program at any time and that their input into their child's experiences at the program is valuable.

**Policy:** The Westlock Child Care Society will ensure that staff, providers and parents/families are aware of our open door policy at the programs. Providers and staff will behave in a warm and inviting manner and all inquiries and/or concerns parents/guardians may have are dealt with in a professional, efficient and timely manner.

### Procedure:

1. All parents/families/guardians will be welcome to visit the program at any time.
2. All parents/families/guardians will be encouraged to participate in the program if they desire.
3. Activity permission forms will include a space for parents to sign up as volunteers to attend activity.
4. Providers and staff will allow opportunities for parents/guardians and volunteers to share skills, experiences, hobbies, etc.
5. Providers and staff will maintain a professional standard at all times.
6. Providers and staff will work with families in a way that respects and encourages the primary responsibility of the parents/guardians for their own children.
7. Providers and staff will establish eye contact and smile at parents when they enter the program, even if they are too busy to talk to them at that point.
8. Providers and staff will strive to let parents know they want to help them. Providers and staff must never dismiss a parent's request or complaint as trivial. Even if provider or staff cannot do anything about the issue at that moment, they will let the parent know they recognize that the parent is concerned and that staff will follow up on it. Providers and staff will fill out necessary document (complaint form/request form) and advise Home Visitors, Program Supervisor and/or Executive Director of issues within 24 hours. Providers and staff will follow up with parent to ensure that request or complaints have been addressed.

## Office Hours

The Westlock Child Care Society's main office is located at 10804 101 Street, Westlock. The office is open from 9:00 a.m. to 4:00 p.m., Monday to Friday, excluding general holidays. Office staff are able to assist parents with payments and paperwork.

### Office Administrator

Theresa Frizzell

Monday to Friday

9am - 4pm

[oa.wccs@gmail.com](mailto:oa.wccs@gmail.com)

780.349.4999 w

### Day Home Coordinator (Agency)

Meghan den Broeder (Home Visitor for Westlock and Athabasca homes)

Monday to Friday

9am - 5pm; anytime for emergencies

[westlockdayhomes@gmail.com](mailto:westlockdayhomes@gmail.com)

780.349.4999 w

780.284.2423 c

### Day Home Visitor

Shawna Greenstien (Home Visitor for Barrhead homes)

Monday to Friday

8am - 5pm; anytime for emergencies

[shawna.wccs@gmail.com](mailto:shawna.wccs@gmail.com)

780.305.1795 c

### Executive Director

Christine Villeneuve

Monday to Friday

830am - 430pm; anytime for emergencies

[ed.wccs@gmail.com](mailto:ed.wccs@gmail.com)

780.349.4999 w

780.674.0543 c

## Day Home Hours of Service

The Agency requires family day home providers to explicitly communicate their regular hours of service to both the agency and parents in a written statement. Regular hours that a provider is willing to work will be indicated on the list of providers given to parents upon intake, the provider profile and the parent contract with the agency/provider and on the providers' contract with the agency. Any changes to a provider's regular hours of care are to be submitted in writing to the Agency office for approval prior to changes being in effect. No provider shall offer child care for a child for a period longer than 18 hours in any 24 hours without prior written notification to the agency.

## Number and Ages of Children for Day Homes

Revised: June 2020

Alberta Family Day Home Standards Manual (Standard 6) states:

- Educators may care for a maximum of six children 0-12 years old, including their own children.
  - A maximum of three children may be under 36 months.
  - A maximum of two children may be under 24 months.

The Westlock Family Day Home Agency interprets the Standards to mean a maximum of 6 children present at any given time. To accommodate the need of some families requiring part-time or casual care, some Educators may have more than 6 children enrolled in their home, but must never have more than 6 children present in the home.

- The maximum number of children enrolled in one home is 12, including full-time, part-time, and casual children, provided there is room within the Agency contract (specific to the maximum number of children within the government/Agency contract).
- The minimum number of children enrolled in one home is 2, including full-time, part-time and casual children, provided there is room within the Agency contract (specific to maximum number of educators within the government/Agency contract).
- Educators may wish to provide care to family members for no cost. If this is the case, the family of the child/ren will not be given an invoice, will not be on the Child Care Claim, but will be counted in ratio. A written agreement between the parent and Educator must be provided to the Agency and kept on the Educator's file.
- In all other circumstances, Educators shall not provide care for any children who are not enrolled in the Family Day Home program at any time when there are day home children in the home.

If there are no children on a waitlist in other communities and space is available within the contract, it is at the discretion of the Day Home Coordinator and/or Executive Director to approve placement of children in homes.

## **Program Policy Development, Review and Revision Policy**

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that policies, practices and procedures will reflect best practices and as such will be reviewed, and revised on a regular basis in order to maintain current standards as set forth by the relevant Government agencies in addition to other governing bodies.

**Policy:** A full program review will be conducted annually to monitor program quality and to determine goals and action plans to maintain and enhance program quality. All stakeholders will be involved in the evaluation and review process.

## Program Review and Evaluation Policy

Developed: December 2008

Revised: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring the delivery of a quality child care program through ongoing monitoring, evaluation and improvement strategies in order to reflect use of best practices.

**Policy:** The Westlock Child Care Society will develop, implement, review and revise practices, procedures, and policies that enable the administration, parents/families, providers, staff and other relevant stakeholders to have a regular opportunity to evaluate the program and offer suggestions for improvements. There will be clear guidelines as to how and why revisions will be made and that new goals will be added to action plans in order to continue to improve the quality of the program.

## **Policy for Annual Reviews**

The following documents, policies will be reviewed and amended if necessary a minimum of once annually by the Board of Directors:

- Mission Statement
- Philosophy
- Goals and Objectives
- Quality Enhancement Plan
- All program policies and procedural guidelines
- All personnel policies, procedural guidelines and practices
- All job descriptions
- All administrative policies, procedural guidelines and practices

New information on Best Practices and information from governing authorities will be incorporated in the revision of practices, policies and procedures. Before amendments are made, parents, providers and staff members will be given an opportunity to review the mission statement, philosophy, goals and objectives, and any policies, procedural guidelines and practices which affect them and suggest amendments. The Board of Directors will consider these suggestions when determining any change to the above documents. A minimum of one month before changes become effective, all parents, providers and staff members will be informed of any projected change to policies which directly affect them and given a chance to voice their objections and/or concerns. The Board of Directors will consider these objections and concerns before making the final decision on the policy change. All documents will be noted as reviewed with the review date. All documents that are amended will be noted as revised with a date of revision.



## **Board of Directors**

Westlock Community Day Care, Westlock Family Day Homes, and the Out-of-School Care programs are operated by the Westlock Child Care Society, which is a non-profit society administered by a Board of Directors consisting of parents and community members. All parents are encouraged to purchase a membership in order to be involved with the operation of the child care programs and have the opportunity to vote on policy making or policy changes for the programs. The date and time of each Board meeting are posted monthly at the programs.

## Record Keeping Policy

Revised: March 2014

**Purpose:** The Westlock Child Care Society is committed to maintaining up-to-date records for children, providers/staff and others associated with the programs through volunteering.

**Policy:** The Westlock Child Care Society will have procedures in place to maintain records as required by governing authorities and will store records in a manner that ensures confidentiality and privacy.

### Procedure:

1. The Westlock Child Care Society must maintain on the program premises up-to-date records for each child with the following information: a completed enrollment form stating child's name, date of birth, home address, parent's name, home address, home telephone number, parent's work telephone number, work address, the name, address and telephone number of a person who can be contacted in case of an emergency and any relevant health information about the child, including immunizations and allergies.
2. Parents/guardians will be requested to review and update files every six months and notify program of any changes immediately so that up-to-date information can be maintained at programs for all children.
3. These files will be kept in a locked cabinet at the Day Care centre and will not be destroyed until the required time period for retention has passed and in the case of the family day home agency written permission from the government is obtained to destroy the file two years after termination of care.
4. A list of all record inventories to be destroyed is provided to the Board of Directors and is noted in the board meeting minutes. The Society will appoint two staff members to shred documents and create a list of inventory of all files destroyed which will be kept by the Society for review if required.
5. A copy of the child's registration form will be given to the provider upon registering a child in her home.
6. Providers and/or each child's play room or Out-of-School Care program will receive an emergency card for each child in their group. This information will be returned to the Society's main office for disposal as per regulations upon termination of care.
7. Up-to-date administrative records must be maintained on the premises. They must include the following:
  - daily attendance for each child, including arrival and departure times (parent(s) should initial the child's arrival and departure times as a security measure for the transfer of responsibility between the parent and program),
  - providers are responsible for entering arrival and departure times into Timesavr program prior to month end
  - daily attendance for each staff member including arrival and departure times and hours spent in child care
  - records must be retained for a minimum of two years.
8. Each staff member's child care certification, current first aid certificate, and verification of current criminal record checks for all staff and volunteers must be kept on file.
9. Children records for day homes must include:
  - a parent/provider/agency contract,
  - evidence that child's parent(s) have been advised of any outings including transportation and supervision arrangements,
  - information about any health care provided to the child, including written consent of the child's parent to provide or allow for health care while in the provider's care,

- written records of all contact, using a Child and Family Services approved form, between agency staff and parent(s),
  - records related to the placement process,
  - consent to administer medication, if applicable,
  - consent forms for photos to be used in albums and/or displays created by provider or agency and/or published by local media,
  - consent for application of sunscreen and/or insect repellent.
10. Providers will maintain updates to children's information records (i.e. attendance sheets, new health information, etc.) for no longer than one month. Within five working days after the last working day of the previous month providers must submit to the agency all updates to children's information records.
11. Records specific to a child or parent must be available to the parent with reasonable notice. Records specific to a provider/staff must be available to the provider/staff with reasonable notice. All records maintained will be available for inspection by the Director of Child and Family Services at all times.

## Privacy Policy

Develop: December 2008

Revised: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring the privacy of the families it serves, the staff employed by the Society and others associated with the program through volunteering.

**Policy:** The Westlock Child Care Society will ensure that practices and policies regarding the privacy of individuals involved in the programs are clear and concise. Policies that involve the privacy of these individuals will ensure that documentation and information will be handled and stored in a professional and respectful manner that maintains the confidentiality of all individuals.

### **Procedure:**

1. All employees, providers, volunteers, and students working in the program must respect the confidentiality of information from or about children, families, staff, providers, volunteers and students working for the Society, and protect this confidentiality in discussions with others, in storing written material and maintaining records in computer files.
2. No information is to be given out regarding any child, family, staff, provider, volunteer or student.
3. Custodial parents/guardians have the right to access the records kept on their child (ren) and to obtain copies of all or some of these records.
4. Providers, staff, volunteers and students have the right to access the records kept on them and to obtain copies of all or some of these records.
5. Parents/guardians, providers, staff, volunteers and students have the right to ask for the correction of inaccurate or misleading information contained in their personal records. The Executive Director will ensure that all corrections are made.
6. Personal or confidential information related to children, families, providers, staff or others working in the program is restricted to those who need the information to perform their job.
7. The written consent of the custodial parent is required before a child or family's record or any part of the child's or family's record, is released to anyone outside the program unless such release is required by law or court order.
8. Providers/staff will obtain written parent/guardian permission prior to publishing photos of children in the program.
9. Providers/staff will obtain written parent/guardian permission prior to releasing children's names to other families for participation in celebrations such as Valentine's cards exchange.

## Confidentiality Policy

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that staff and providers respect the confidentiality of information from or about the children, families, and personnel in the program. This information will be treated with respect and used only within the context authorized by the individual giving the information.

**Policy:** All employees and providers are required to sign an oath of confidentiality, stating they will not disclose or make known any information that they become aware of by virtue of their position about the program, individual children, families, staff providers or other personnel. This confidentiality will apply in discussions, in storing written material, and maintaining records in computer files.

**Procedure:**

1. All personal, financial, or business information obtained during provision of service shall be treated as confidential.
2. Personal information may be released to third parties only with the written or documented verbal consent of the parent/guardian. Staff will document what information has been shared with other agencies.
3. Staff members not involved with the child, are not permitted access to information regarding that child unless permission is granted by the Executive Director.
4. Requests for information by the police, courts or other mandated bodies will require official documentation to be presented by the party requesting the information. Care will be taken to ensure that only the information requested will be divulged.

## Volunteer Policy

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to providing a quality program that allows families and community members to share their knowledge and experiences with the children as well as assist with the program activities to enhance the child's experiences at the program.

**Policy:** The Westlock Child Care Society will have clear guidelines in regards to necessary procedures for family members and/or community members to act as volunteers at the child care programs. All staff members will be aware of and follow these practices, policies and procedures as set forth by the Board of Directors.

**Procedure:**

1. Parents are invited to participate in off-site excursions with their children and can sign up as a volunteer on the activity permission form.
2. Volunteers who attend on a regular basis must provide Criminal Record Checks, including vulnerable sector checks dated not earlier than 6 months prior to date of commencement, and Child Intervention Checks to the Executive Director before commencement of volunteering at the program and every three years from the date on the record checks thereafter.
3. Other persons who are attending for a special event or activity do not have to provide record checks but will not have unsupervised access to the children unless such documentation has been provided.
4. Volunteers must not have unsupervised access to children unless they are an adult.
5. Volunteers will abide by the code of conduct as outlined at the beginning of this manual.
6. Volunteers **cannot** lift/pick up children due to insurance restrictions.

## Parent & Family Orientation Policy

Developed: February 2010

**Purpose:** The purpose of this policy is to provide new and returning parents with the information needed to enroll their child in the child care program.

**Policy:** Agency Coordinator, Executive Director and/or Program Lead will orient parents to the program(s) they have enrolled their child in by providing a physical tour and providing an overview of policies and documentation. Orientation will involve procedures as set forth by the Westlock Child Care Society and/or Child and Family Services Ministry to allow staff to clearly deal with the application, enrollment and placement of children in the child care program.

**Procedure:**

1. The program offers an orientation to the parents in order to establish positive relationships between the child's family and the program.
2. Orientation will include a physical tour of the program premises if facility is available for viewing (in the case of day homes a tour of the home) and will include having the provider discuss hours of care, meal plans, program planning, activities, field trips/, daily routines and any other information necessary. As well, the parent will be given the opportunity to share pertinent information with the provider or staff and address any concerns or special issues they may have.
3. The staff giving the orientation will describe the program, the hours of care, and the procedures in place for scheduling children, and answer any questions parents/families may have or direct their inquiries to the Executive Director if needed.
4. Information packages will be given to the parent/family that will include a policy manual for the program(s) that the child will be attending, registration form to be completed and returned, emergency medical form for the child if required and infant care incentive form for children under 19 months, subsidy application and guidelines if required, and the booklet from Child and Family Services- Choosing Child Care, A Guide to Licensed and Approved Child Care in Alberta. For day home placement the package will also include parent/agency/provider contract as well as any other forms necessary for placement of the child in the provider's home, which may include but are not limited to: in-home back up care authorization, outdoor play space exemption notification, and parent acknowledgement form for provider profile.
5. Office staff have a clear outline of necessary forms and information to be given to families and a tracking system for intake that allows recording of the receipt of all necessary documents that are to be returned to the office and placed on the child's file upon enrollment in the program. Copies of all necessary documentation will also be recorded as being supplied to the provider and/or child care program.
6. Staff will provide parents with an opportunity to meet office staff, program staff and introduce their child (ren) to staff and children in the program if possible.
7. Parents/families may ask for clarification of any information in the manual or on the registration form, by calling the Agency Coordinator, Program Lead and/or Executive Director at the Westlock Child Care Society main office or in person at the office.
8. In the case of the Day Home Agency not being able to accommodate a family's request for care with a day home provider, the Agency Coordinator will offer care at the Westlock Community Daycare for families in the Westlock area, and will place the child(ren) on a waiting list for the next available placement that meets the family's needs.

9. Providers located in areas outside of Westlock will handle orientation of families to their own homes and follow guidelines above. The provider is responsible for submitting all necessary documents to the agency prior to child being placed in their home.

### **Provider/Staff & Parent/Family Communication and Interaction Policy**

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that providers/staff interact with parents and families in a respectful, professional and appropriate manner in order to facilitate a positive relationship that will benefit the child in his/her experiences in the program. We have an open door policy at our programs that states providers/staff will behave in a warm and inviting manner. It is essential that the program shares all relevant information with families in a timely manner in order for them to remain informed and that the best possible care can be provided.

**Policy:** The Westlock Child Care Society will ensure that all parents/families will receive all written and verbal information that is relevant to them. This will occur efficiently, in a professional and respectful manner which maintains the confidentiality of all individuals. All providers/staff involved with the program will follow communication and interaction policies and procedures as set forth by the Board of Directors. These policies and procedures will be reviewed and revised on a regular basis and all parties involved will have an opportunity for input and involvement and will receive all updates to policies and procedures that are relevant to their positions.



## **Parent Responsibilities**

Developed: March 2011

Revised: July 2015

**Purpose:** The Westlock Child Care Society encourages parents in fulfillment of their parental responsibilities, enhancing their relationship with their children and coordinating the child experiences between his/her family and the child care program.

**Policy:** The Westlock Child Care Society, administration, providers and staff work toward assisting parents in their roles and responsibilities by having clear guidelines as to what the roles and responsibilities of the parents are. The administration will develop, implement, and review with all parties, the policies and procedures relevant to the parental roles and responsibilities as outlined in Child and Family Services Family Day Home Standards, Child Care Licensing and Regulations and the Westlock Child Care Society Manuals.

### **Procedure:**

#### **Enrollment and Child Information**

1. Upon enrolling a child in the child care program the parent/guardian is responsible for completing and returning all documentation requested by the Society which may include but is not limited to:
  - a. Child application, parent contracts, infant care incentive parent statement of acknowledgement, provider profile acknowledgment form, medical condition form, back up care provider authorization, permission to transport, and subsidy application if applicable.
2. Parents are responsible to advise the program of their child's allergies or suspected allergies. The information provided by parents about their child's allergies is noted and posted so that all persons in the program/day home are aware.
3. It is the parent's responsibility to inform the main office and/or provider of any changes in information relevant to these documents in a timely manner.
4. Upon intake there will be an opportunity for parents to inform the Agency Coordinator, Program Lead and/or Executive Director of any special concerns in placing their child in the child care program such as allergies, transportation and location concerns, hours of care, etc.
5. In the event that someone other than the parents are to pick up a child from the child care program, the parent must notify the program prior to pick up.
6. In order for providers/staff to meet the needs of all individual children in their program, parents are responsible for the advising program of child's developments and request assistance with those developments such as eating table foods, potty training, etc. By providing information and ideas for activities that their child is interested in parents can help develop program plans that will enhance their child's development.
7. Parents are encouraged to share background information, cultural ideas and traditions, and skills and hobbies with the program staff and children.

#### **Fees and Payments**

Parents/guardians are required to sign a fee agreement outlining fees based on full-time or part-time care rates for the program the child (ren) will be attending.

Parents are responsible for paying fees by the first of the month prior to care being provided.

#### **Supplies Required**

Parents are responsible for supplying the following items for their child which includes but is not limited to:

- a. diapers for children not potty trained and adequate changes of clothing for potty training, day home parents are required to supply wipes and change pads if requested by provider
- b. a complete change of clothing
- c. appropriate clothing for outdoor play which includes sun hats and sunscreen for the summer and winter jacket and ski pants or snowsuit, hat, mittens and boots for winter
- d. inside shoes for children attending day care and if requested by day home providers
- e. all clothing items, sunscreen, jackets, shoes and boots should be labeled with child's name
- f. blankets for children napping at day care and if requested by day home provider, which may be sent home for washing on a weekly basis
- g. for children not eating regular table food: all dietary requirements (e.g. infant cereal, juice, baby food, etc.). All bottles and sippy cups must be labeled with the child's name. Any food/drink sent from home should follow the Canada Food Guide recommendations.
- h. Please do not send treats or toys from home with your child. Exceptions may be discussed with providers/staff. We cannot be responsible for lost or broken toys.

### **Celebrations**

Due to fire regulations, no open flame candles or sparklers are permitted in the day care or out-of-school care facility. If parents choose, they may send a birthday cake/cupcakes/other small treats for the children in the room. Please be aware many children have allergies in the program; please discuss what may be appropriate with the Room Supervisor or day home provider.

The child care programs hold various family functions during the year which we invite you to attend. Information is posted at the applicable program prior to the event.

### **Communications**

- As per the Open Door Policy parents are welcome at the program at any time and are encouraged to participate if possible and volunteer to assist on fieldtrips. Parents may become members of the Westlock Child Care Society and volunteer to serve on the Board of Directors.
- Interactions between parents and providers/staff will follow the Interaction Policy of treating each other with respect, courtesy and understanding, and appropriate language will be used at all times.
- Parents **must** advise the program, as early as possible and prior to the child's usual arrival time, if their child will be absent for any reason.
- Parents are given the opportunity to review all policy changes prior to them becoming effective and provide feedback to the Board of Directors for consideration.
- An annual evaluation is available for parents to complete and provide comments and suggestions for improvements to the program.

### **Daily Signing In/Out**

- The Westlock Day Care Center does not assume responsibility for the health and safety of any child until the parent/guardian has reported to one of the child care workers.
- The parent is responsible to remove over clothes, place outdoor shoes in the cubby-hole and sign the child into the Centre. At the end of the day, the parent must sign the child out, dress him/her and collect his belongings.
- The Out-of-School Care program does not assume responsibility for the health and safety of any child until the child has reported to one of the Child Care Workers. A designated staff member will sign in each child at the exact time they arrive at the program. Parents/guardians must sign out their child (ren) with the exact time when they are picked up. Parents/guardians are to initial the daily in and out times and sign at the end of the week to verify the hours their child (ren) have attended the program.  
**It is very important that the parent initial each in/out and sign at the end of every week.**

- All providers are required to keep an accurate record of attendance for all children in their care, and may request a timesheet be completed by the parent and/or providers enter child arrival and departure times in Timesavr program.
- If the child is removed from the child care program in the middle of the day for any reason and then returned, (e.g. for a medical or dental appointment), the time removed and the time returned must also be recorded and initialized. This is necessary to ensure that the provider/staff are aware of which children are in the program at any given time in case of emergency (e.g. fire).

## **Release Policy**

Children may be released to:

- Any person named on the registration form as an authorized person, if parent has stated that person will be picking up the child.
- Emergency contact persons named on the registration form, only if the day home provider or program staff is advised by the parent that those arrangements have been made.
- Persons designated to pick up children for whom there is written authorization from the parent. The child care program must have this consent in writing from the parent prior to releasing any persons bearing written consent.
- Person who have been named by the parent via telephone, providing the parent has verified his/her (the parents) identification with the password from the child's registration form.

The provider/staff must request and inspect identification (e.g. Driver's License) prior to releasing any child into the care of a person whom the provider/staff has not previously met.

The information from the identification must be properly recorded, stating

- Name(s) of child(ren)
- Name of person picking up the child(ren)
- Identification number(s) from the identification used
- Any other information the child care worker deems necessary or important
- Date and Time the child was picked up
- Signature of person picking up child and provider/staff member

If a parent wishes their children to leave the Out-of-School Care program without a parent physically signing them out, parents/guardians must fill a form absolving the Society of any wrong doings, incidents, or accidents as of the time that child leave the room. This form will only be enforced once the Executive Director discusses each individual case with the families, and signs the same form. These forms will be kept on the child's file at the main office, on the child's emergency records at the Out-of-School Care program, and one copy given to parents.

## **Illness and Medications**

**Parents are required to keep their children at home** if he/she is displaying any of the following symptoms:

- Fever
- Diarrhea/vomiting (2 or 3 times in 3 to 4 hours)
- Undiagnosed rash/skin condition
- Communicable disease other than mild upper respiratory tract infection
- Obviously infected discharge (thick and colored, e.g. greenish-yellow discharge from the nose)
- Lethargy and irritability
- Persistent pain
- Cough (frequent bouts, 3 to 5 times per hour, especially if choking or vomiting)

- Requires greater care and attention than can be provided without compromising the care of the other children in the program
- Child is displaying or has been diagnosed with any condition listed in the Potential Health Risk/Illness Policy

If a child presents with symptoms of a possible fever provider/staff will check child's temperature by placing thermometer under armpit or in ear, using single-use disposable caps (depending on type of thermometer available). If fever is over 100.4°F (38°C) providers/staff will place cool cloths under child's arms and back of neck. Parent and/or guardian will be notified immediately to remove their child from the program. Temperature will be re-evaluated every half hour until the parent/guardian arrives.

#### **When to return to Care:**

- fever has been absent for 24 hours;
- nausea, vomiting, diarrhea have been absent for 48 hours;
- stage of contagion for communicable disease has passed;
- child has been on antibiotics for 24 hours, e.g. for strep throat or pink eye (conjunctivitis);
- child can participate actively in program;
- and/or physician has provided a note indicating the child no longer poses a health risk to others in the program

As per the Medication and Herbal Remedies policy, written consent must be given by the parent(s) prior to administration of any medication, over the counter prescription, or herbal remedy to any child. The Daily Medication Administration Log must be completed by the parent.

#### **Termination of Care**

Parents who wish to terminate child care services must adhere to the following conditions:

- Notice of termination must be given in writing to the main office and/or for day homes to both the Agency and the Provider
- This notice must be given at least two weeks prior to the effective date of termination or according to the conditions of the individual day home provider and parent contract

## Parent Support Policy

Developed: March 2011

**Purpose:** The Westlock Child Care Society is committed to operating programs that support parents by providing quality child care choices and assisting families with any needs for additional resources.

**Policy:** Administration, staff and providers will be given appropriate guidelines, policies and procedures in order to assist parents in choosing appropriate child care programs for their needs as well as assisting families with any additional resources to support them in their abilities to provide for their child's overall development.

**Procedure:**

1. Parents/ families will be given the appropriate information necessary to research their child care options which may include the booklet from Child and Family Services titled Choosing Child Care – A Guide to Licensed and Approved Child Care in Alberta.
2. The Agency Coordinator and/or the Executive Director will handle placing of children in provider's homes. Placements will be based on parent intake information, provider availability and suitability for family's needs. Parents/ families will be given the opportunity to interview all available providers and to choose one who best suits their child care needs.
3. The Program Lead and/or Executive Director will handle placing of children in the day care program and/or out-of-school care programs based on family needs and spaces available.
4. In the event that a parent/family feels that a chosen provider is no longer compatible with their needs the Agency Coordinator and/or Executive Director will provide alternative options for the family.
5. Agency Coordinator and/or Executive Director will be available to assist parents/families with referrals to community agencies for support and are able to work with families to follow up on such referrals.
6. A list of community resources is attached to the Parent Manual.

## Parent Information Policy

Developed: March 2011

**Purpose:** The Westlock Child Care Society strives to ensure all administration, staff and providers have the tools and resources to provide necessary information to parents/families.

**Policy:** Administration, staff and providers will be trained in the procedures and practices for providing parents/families with relevant and current information to ensure best practices and standards are met. All parties will strive to provide information as required by parents/families in a professional and timely manner. The Board of Directors will follow procedures and practices to inform parents/families of any changes in information and allow for parent/family feedback.

**Procedure:**

1. Agency coordinator, staff and providers will follow the Open Door Policy which communicates to parents/families that they are welcome at all times and that their input is valuable to enriching their child's experience at the program.
2. Agency coordinator, staff and providers will follow the Orientation Policy which provides parents/families with an overview of the program and its policies and procedures as well as necessary forms and paperwork.
3. All parents/families are provided with a parent manual which outlines all the programs policies and procedures that are pertinent to parents/families and are given an opportunity to clarify any questions or concerns they may have about such policies and procedures.
4. Parents are provided with monthly newsletter which includes up to date information about the program, ideas for child development activities, and any policy changes that are to take place.
5. Parents are given the opportunity to complete a yearly evaluation of the program and provide feedback to the providers/staff and Board of Directors for any changes.
6. Parents/families are provided with information on community resources through the parent manual, newsletters, bulletin boards and parent resource holders as well as the Agency Coordinator and/or Executive Director being available to assist with any inquiries on an individual basis.
7. All information available to parents/families will be up-to-date according to government standards and best practices.
8. Items for parents such as invoices, receipts, book orders, community calendars, child's artwork, and newsletters are placed in the child's cubby at day care. Please check them regularly.
9. New information about the Westlock Community Daycare is posted on the bulletin board in front of the main office.
10. For more information and resources, please see the Government Human Services website:  
<http://humanservices.alberta.ca/family-community/child-care.html>

The address and telephone number for North Central Child and Family Services is:

North Central Child and Family Services

Box 749

2<sup>nd</sup> Floor Midtown Mall

5115-49 St.

Whitecourt, Alberta T7S 1N7

Telephone: 780 778-7289



## **Placement Services for Day Homes**

The Agency will assist parents in finding a family day home provider, enrolling children with a suitable provider and resolving any issues and providing referrals to other community supports and services.

The Agency will complete an application and placement process. At the time of enrollment, the agency will provide prospective parents with information about home visits, complaints received, and any incidents that may have occurred in the provider's day home program.

During the placement process the agency must:

- Communicate with parents to determine their personal preferences and criteria for child care ( ex. hours of care, allergies to pets, location, etc)
- Provide a list of potentially suitable homes for the parents to assess
- Provide prospective parents with an Approved Family Day Home Providers' Profile that includes information about home visits, complaints received and any incidents that have occurred in a provider's home
- Coordinate pre-placement contact between the parent, provider and child
- Upon acceptance of placement by all parties, obtain information required in parent contract and provide all necessary information to provider
- Document all contact between agency staff, parent(s) and providers

Agency staff will follow procedures as outlined in the Parent/Family Orientation Policy.



## **Back-Up Care Policy for Day Homes**

The Agency provides uninterrupted care for children of working and retraining parents. Parents shall not be inconvenienced by the absence of the regular provider if at all possible.

Back-up care should only be made for:

- family emergencies (e.g. sudden illness, etc.)
- urgent private affairs (e.g. domestic hospitalization, etc.)
- vacation time

The Agency will approve back-up care arrangements for the above reasons only.

Back-up care should not be made for:

- errands (e.g. shopping, etc). These can be arranged around the work day and with other members of the household.

If occasional back-up is unavoidable the Coordinator must, upon notice from the provider or parent(s), make all necessary arrangements for all children in care. These arrangements must be made with:

- another approved Day Home within the Agency; or
- the Day Care Centre, if space is available and children are of appropriate age to attend the Centre;
- the parent(s)

The provider shall not be paid for days during which she is unavailable to provide care. The Agency will ensure payment is made to the back-up provider unless the parents make private arrangements with individuals outside the Agency or the Day Care Centre.

Under no circumstances shall the provider leave children in care with any other person.

Providers will not provide care for any child (ren) in an unapproved home, (e.g. friends, neighbors, relatives, or even parent's own home.)

There are occasions when a contracted approved back up care provider may provide back up in the provider's home for short periods of time. The following procedures must be followed at these times:

1. Agency coordinator must be notified in advance of all arrangements and provide approval for that occasion.
2. Care will only be provided by an approved back up care provider who has a current signed contract with the Westlock Family Day Home Agency and has all the necessary documentation on file (Agency must be satisfied that individual meets Ministry standards for family day home providers).
3. Parents have signed a backup care agreement upon placing child in the provider's home.
4. Parents have been given written notification of the date, time, length and reason for the backup care provider to be doing care.

## Provider/Staff & Child Interaction Policy

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that providers and staff interact with children in a respectful, professional and appropriate manner that will have a positive impact on the children's experiences in the program.

**Policy:** Providers and staff will interact with all children in a way that is supportive and respectful to promote good relationships and social-emotional well-being. Communications with children will be based on the child's ability to understand both written and verbal information. All providers and staff will follow Provider and/or Staff & Child Interaction policies and procedures as set forth by the Board of Directors for the Westlock Child Care Society.

### **Procedure:**

1. Providers and/or staff model respectful interactions with adults and children at all times and encourage children to interact with each other positively and respectfully.
2. Providers and/or staff greet each child upon arrival and departure, respond attentively and show interest when children communicate with them. (Providers and/or staff will endeavor to be aware to make eye contact with children, get down to their level when possible, refrain from interrupting children, maintain a positive facial expression and physical demeanor that portrays openness to children's communication)
3. Providers and/or staff are available to the children at all times and are actively engaged with the children most of the time by participating in their play, talking with them and facilitating their play.
4. Providers and/or staff engage in conversations with children and encourage them to express their needs, feelings, desires, and opinions.
5. Providers and/or staff will provide opportunities and encouragement for children to try new things independently.
6. Providers and/or staff will be aware of and responsive to children's abilities and possible needs for assistance.
7. Providers and/or staff will communicate with all parents, regularly in an open and positive manner regarding their child. A comfortable and supportive environment for parents to communicate with providers and/or staff will be provided.
8. Administration will provide providers and/or staff with necessary information about children and families in the program in order to best meet individual needs.
9. Providers and/or staff will be made aware of best practice information in a timely manner through written communication and/or verbal communication at provider or staff meetings.

## Infant and Toddler Care Policy

Developed: December 2013

**Purpose:** The Westlock Child Care Society is committed to ensuring that the families of infants (defined as a child under the age of one) and toddlers (age 1 to 3 years old) enrolled in our programs have an opportunity to provide information about their child to the provider/staff on a regular basis and receive information daily about their child's experiences while in care.

**Policy:** The Westlock Child Care Society will ensure that providers/staff and parents/families are aware of our infant and toddler care policy. As children of such a young age cannot clearly communicate with their families about their time in care, administration and provider/staff will have open and clear communication about all aspects of the child's experiences at the program. This information will be provided to families on a regular basis, any relevant information will be provided to other necessary parties in a timely manner. Providers/staff are to be aware of the increased need for daily communication with the families of infants and toddlers and endeavor to document and provide required information efficiently and in an open and regular manner.

### Procedure:

- 1) At the Day Care children age newborn to 19 months will be placed in the Bambi room and children age 19 months to 2-1/2 years will be placed in the Bunny room.
- 2) Upon enrolling an infant or toddler in the program parents/families will have an opportunity to document the child's routine in regard to feeding and sleeping schedules and this information will be provided to the provider/room staff.
- 3) Staff will record on a daily basis in the Bambi room infant care binder what each child ate for snacks and meals including the timeframe, times the child slept, at what times the child's diaper was changed as well as bowel movements, and will include any other relevant information about the day. Parents of children enrolled in day homes may request this record be completed on a daily basis.
- 4) Staff will record on a daily basis in the Bunny room when children are changed, including bowel movements and using the potty.
- 5) Parents are required to supply diapers for their child enrolled in daycare; the daycare center supplies wipes (unless a child cannot use the brand purchased for the center). Staff will document when and how many diapers are supplied for each child and will notify families/parents of when diapers need to be replenished. Diapers will be stored in a manner that allows for labeling of each child's diapers.
- 6) For children at a day home, parents are required to supply diapers and wipes for their child, and the provider will use individual change pads supplied by parent or herself. Providers will follow the diaper changing procedure as outlined in the provider manual ensuring supervision of all children at the same time.
- 7) In the Bambi room, each child will have a designated crib and bedding for their nap times. These linens will be washed on a daily basis, with mattresses being disinfected daily (or more frequently if it is necessary for more than one child to utilize the crib throughout the day). In the Bunny room, each child will have a designated cot and bedding for their nap time, with these linens being washed weekly or when soiled. In the day home, children will have their own designated bedding for their nap times and these linens will be washed on a weekly basis or as needed if soiled.
- 8) Staff will follow the posted diaper changing routine for infection prevention. Providers will follow the procedure as outlined in the provider manual.
- 9) Providers/staff will follow the infection prevention policy and procedures for washing their own hands in regards to food handling. In the Bambi room, staff will disinfect all high chairs/table surfaces prior to the child eating, wash child's hands and face prior to eating and faces, hands and high chair/table surfaces will be cleaned/disinfected after eating. In the Bunny room staff will disinfect table surfaces

prior to children eating and will assist children to wash hands prior to eating and to wash hands and faces after eating, and clean and disinfect table surfaces after eating. Providers will wash or assist children to wash hands and faces prior to eating, disinfect high chairs and table surfaces prior to and after eating.

- 10) Children will be held while drinking from bottles.
- 11) Children who are able to drink from sippy cups must be seated in a high chair, on a chair or on the floor while drinking.
- 12) As stated in the infection and prevention policy all soothers, bottles, sippy cups, etc. will be labeled with the child's name and will be placed in a labeled basket in the fridge, along with any food supplied from home that require refrigeration. At the daycare, infant cereal boxes will be labeled with the child's name and stored in the cupboard. Sippy cups and/or bottles for children in the Bunny room that contain milk will be labeled and placed in the cooler in the kitchen.
- 13) As infants tend to put many objects in their mouths throughout the day and their play involves rolling and crawling on the floor and play mats, providers/Bambi room staff will follow a strict cleaning schedule that allows for frequent disinfection of all toys and surfaces. Bunny room staff will also disinfect toys and furnishings according to a weekly schedule.
- 14) As part of the daily program planning for infants and toddlers, children will be taken outside daily if weather permits. Timeframes for outdoor play in cold and hot weather will be shortened due to smaller children's decreased ability to regulate body temperature. Provider/staff will be mindful of weather conditions and adjust routines accordingly.
- 15) Program planning for infants will include opportunities throughout the day to engage frequently in social interactions such as peek-a-boo, singing, lap games, and books to promote language development. The play room will allow an open area for gross motor activities including climbing mats, push and pull toys, tents and tunnels, and rockers to encourage rolling, crawling, and walking, and fine motor activities such as puzzles, blocks, stacking toys, linking toys, etc., There will be exposure to science and nature activities such as exploring rocks and leaves, and crafts such as painting and gluing as appropriate to each child's developmental level. This program plan is to be created on a weekly basis and posted in the playroom for parents/families information. TV/Videos will not be used as part of programming for children at the child care program.
- 16) Program planning for toddlers will also allow for large open areas to climb, walk, and play. Provider/staff will ensure there are opportunities throughout the day for one-on-one interactions and small group interactions. Daily program plans for this age group will include circle times, crafts, fine and gross motor activities and children will have free choice to participate in any of these activities.
- 17) Any other information relevant to parents/families will be posted in the playroom, placed in the parent newsletter or posted on the parent bulletin board.
- 18) Any information provided by parents/families will be written in the communication book for all day care staff in the playroom to be aware of, or in the infant care log binder if applicable.
- 19) Provider/staff working with infants and/or toddlers will be given access to resources pertinent to care for infants/toddlers as well as be provided with the opportunity to attend workshops/conferences and/or complete courses where deemed appropriate for their professional development.

### **Policy for Developmental Screening**

When enrolling in the daycare or day home program, the Ages & Stages Questionnaires (ASQ-3 and ASQ-SE) are given to families to complete and return to the program for scoring.

Within 3 months of enrollment, a Nipissing District Developmental Screen will be completed for each child, with input from the parents/caregivers.

The Nipissing is reviewed and updated every 3 months. The ASQ may be reviewed every 6 months. A copy of the developmental screen will be stored in each child's file and the original given to parents/caregivers.

These developmental screens are used by the room supervisor and/or day home provider to develop individually-appropriate programming for each child.

## Inclusion & Diversity Policy

Developed: February 2010

Revised: February 2014

**Purpose:** The Westlock Child Care Society supports the principles of equality through implementing inclusive and diversity practices that promote awareness and acceptance of all peoples.

**Policy:** The Westlock Child Care Society strives at the child care programs to achieve equal relations between nationalities, races, religions, cultures, genders, and developmental abilities; to cultivate each child's right and ability to stand up for themselves and for others and act to promote equity and justice. Administration will endeavor to make providers, staff, children, parents/families, and others involved in the program aware of strategies aimed at achieving the goal of equality for all peoples.

**Procedure:**

The Westlock Child Care Society will develop programs which support the goals of inclusion and diversity through the following strategies.

Providers/staff will strive to ensure that their interactions with children:

- Promote gender equality
- Promote equality regardless of race, culture, religion, nationality or differences
- Encourage children to develop to their full potential regardless of different abilities or needs
- Providers/staff will practice anti-bias interaction in regards to race, color, nationality, culture, religion, gender and developmental abilities. They will be responsive to the diverse needs of the children and their families.
- Use language and implement daily practices that are inclusive and non-discriminatory

Providers/staff will:

- Identify and monitor their biases concerning gender, stereotypes or other differences between children.
- Utilize the parent's expertise in relation to their child's needs and invite children and families to share cultural experiences and/or preference as well as cultural traditions and celebrations.
- Show respect for the various ways that families care for their children and be aware of different child-rearing practices and beliefs.
- Display posters and provide materials that are representative of a variety of social, cultural, linguistic and ability backgrounds including non-traditional family units such as single parent families, same sex parents and/or children living with grandparents. (dolls, dress-up clothes, puzzles, food, songs and music, games, art materials, books and print material, photos, posters, etc.)
- Regularly change the images and materials used within the program to maintain interest and stimulate and to reflect the changing nature of society.
- Share information with children about different cultures and abilities.
- Provide opportunity for children to use their native languages with each other and where able with providers and staff members and allow opportunity for children to teach peers and providers/staff words and/or phrases from their home language.
- Talk to children about differences in positive ways.
- Help each child to be able to recognize and challenge bias.
- Acknowledge and value children's unique and individual differences and qualities.
- Celebrate occasions that are relevant to a variety of cultures.

- Provide opportunities for all children to try new activities and/or experiences on their own regardless of their abilities.
- Arrange play space in a way that will accommodate the number of children in the program as well as the diverse needs of the children.
- Provide additional support to identified children as required in order for those children to fully experience and benefit from the program offered. There will be a designated staff member responsible for overseeing Inclusive Child Care Services. The responsibilities of this staff member include working with providers and/or play room staff to identify individual child needs and where appropriate collaborate with community supports and access funding for children who require additional support within the child care program. The Westlock Child Care Society will complete and submit as required Referral and Evaluation Forms, Program Assessment Tools, Individual Inclusion Plans, Nominal Rolls, Quarterly and Bi-Annual Reports for any child that requires additional support through Child and Family Services. The Program Lead for Inclusive Child Care will work with providers and/or Enhancement Staff to implement IPPs for individual children and will update required documentation as applicable. Staff who are designated as Enhancement Workers and providers who have children with inclusive care contracts placed in their homes will be provided with resources in order to further their knowledge of the developmental challenges of the children enrolled in the Inclusive Child Care Program. Workshops and courses may be offered to these providers and/or staff in order to provide professional development in these areas, dependent on location and timeframes. In the event that a child also attends SPICE, providers and/or Program Lead for Inclusive Child Care may have the option to attend case conferences to ensure continuity amongst programs. All information related to individual children will be shared with the provider in order for consistency in implementing outlined programs.

## Child Guidance Policy

Developed: February 2010

Revised: August 2015

**Purpose:** The Westlock Child Care Society is committed to ensuring that children are guided in their behavior and interactions in a positive manner to assist them in developing self-control and self-confidence, and ultimately sensitivity and empathy, in interactions with others.

**Policy:** The Westlock Child Care Society will develop, implement, review and revise practices, policies, and procedures that enable providers/staff to guide children in the program to develop crucial social interaction skills to best enhance their experiences at the child care program. The program will endeavor to use these guidelines for providers/staff and children to feel safe, comfortable and respected in their interactions and experiences at the program.

### Procedure:

1. Providers/staff are given guidance and resources from administration to improve their knowledge and skills in guiding children's behaviors.
2. Providers/staff must practice and promote anti-bias interaction in regards to race, color, nationality, culture, religion, gender, and developmental abilities.
3. Providers/staff model respectful interactions with adults and children at all times and encourage children to interact with each other positively and respectfully.
4. Providers/staff engage in conversations with children and encourage them to express their needs, feelings, desires, and opinions.
5. Providers/staff will communicate with children at their developmental level by using eye contact; physically getting down to the child's level; not interrupting children and maintaining a positive facial expression and physical demeanor that portrays openness to children's communication.
6. Providers/staff will provide warnings of transition times at least five minutes before change and ensure all children are aware of changes in the routine either verbally or visually.
7. In the event of problems between children providers/staff will arrange and help facilitate discussion to resolve issues.
8. Providers/staff will endeavor to arrange play space and activities in order to minimize problem situations from developing.
9. Providers/staff will guide children to respect the rights and property of others including children, providers/staff and families.
10. Children are encouraged to establish positive relationships with a variety of individuals and are complimented on positive social interactions.
11. Providers/staff plan leadership/teamwork opportunities with the children.
12. Rules and expectations are created with input from the children, are age and ability appropriate, and are reviewed with the children on a regular basis.
13. Providers/staff are aware of, and assist children in, the recognition and development of problem solving skills.
14. Administration will set firm guidelines in regards to bullying and all providers, staff, families and children will be made aware of such guidelines. Providers/staff will intervene promptly when aggressive actions or bullying occurs.
15. Providers/staff will point out logical consequences for inappropriate behaviors by providing a choice of alternatives which are directly related to the behavior. Logical consequences will be immediate, consistent, and of short duration (restriction of where child can play and/or what activities and



materials child can use, renewal time apart from situation with provider/staff or within eye sight of provider/staff to allow child to regain control of behavior).

16. Providers/staff will give gentle reminders of appropriate behaviors.

17. Providers/staff must never threaten to inflict, inflict or cause to be inflicted, any form of physical punishment, verbal or physical degradation or emotional deprivation. Providers/staff must not deny or threaten to deny any basic necessity. Providers/staff must not use or permit the use of any form of physical restraint, confinement or isolation.

18. Any child guidance actions taken must be reasonable in the circumstances.

This policy is to be included in the parent manual which is given to parents upon registration in the child care program, the provider manual, the staff manual, and the senior management and director's manual. It will also be posted at the day care program and out-of-school care programs.

## Child Care Supervision Policy

Developed: December 2011

Revised: June 2016

**Purpose:** The Westlock Child Care Society is committed to ensuring that children are effectively supervised at all times while in care.

**Policy:** Administration will ensure that all providers/staff have the necessary knowledge of procedures, and are able to implement those procedures to ensure the safety, well-being and development of children under supervision at all times. Supervision practices that reduce the risk of harm by preventing injuries and accidents and promote positive, responsive, and intentional learning environments for children and child care providers are to be utilized by all providers and staff. Parents/families will be advised of all pertinent aspects of this policy as required in the parent manual. These procedures will be reviewed and updated as required in order to meet quality standards as set by governing agencies.

### Procedure:

1. Management will ensure that providers/staff receive and understand current and up to date information and best practices in regards to supervision and that these are implemented at the program.
2. Supervision practices will be assessed on a regular basis to ensure that they promote safety and meet the developmental needs of the children enrolled in the program.
3. Provider/staff will monitor when children arrive and/or depart and ensure that the time is recorded by the parent.
  - When the Out-of-School Care Program opens at 3:15pm, two (2) Room staff will position themselves at each entrance to the room, and use a Children's Attendance Sheet to record the children's entrance to the program.
  - Additionally, children will find their names on a list of all children's names and check themselves in to the room, by placing their name under a staff's name on white board.
  - The Room staff will continuously take head counts and update the children's names on a whiteboard underneath the staff who is responsible for them.
  - Room supervisors are responsible for checking that all children are signed in and out on daily sign in sheets, and Timesavr program.
  - Sign in sheets are to be reviewed multiple times throughout the day to ensure they are accurate at all times.
  - Sign in sheets are to be checked and updated if necessary by room staff at the beginning of the day when staff split into separate rooms/groups and at the end of the day prior to any room being closed or groups being combined.
4. For Out-of-School Care programs staff will be given copies of children's schedules when made available by parents.
5. In the event of a child who is scheduled to be at an Out-of-School Care program or a day home not arriving from a classroom or on a bus, provider/staff will make every effort available to contact a parent and/or guardian as well as communicate with school personnel to verify child's whereabouts.
6. Distal supervision occurs in the Out-of-School Care Program when staff are aware of a child (or group of children) walking from one group to another, or going to the washroom without a staff member. Cell phones are used when staff break into smaller groups to maintain communication with each other.
  - a. Staff will allow children to go to the washroom one at time for each gender, and give children approximately 2 minutes to return to the room.

- b. When child returns from the washroom they must verbally tell staff member they have returned to the group.
  - c. If the child does not return in the allotted time, staff will check the hallway to see if child is returning and if not staff will go to the washroom to check on the child.
- 7. If a child is being transferred from one group to another, at any of the programs, both staff members must communicate directly with each other to verify that the child has joined the second group and that the child's name has been taken off the list of the first group and added to the list of the second group.
- 8. When children are being combined at the end of the day staff must verify the names of the children and the number of children in the group with closing staff prior to the end of their shift. Any information to be relayed to parents must also be communicated to remaining staff at this time.
- 9. Providers/staff **MUST** be aware at all times of how many children are in their group.
  - a. Head counts are to be done on a regular basis when children are playing indoors, and counts will be performed more frequently when children are outdoors.
  - b. Head counts are to be performed prior to exiting the building for any activity including outdoor play, once a group has exited the building, prior to reentering the building after any activity and once the group has entered the building.
  - c. Head counts are to be performed at increased regular intervals during any off-site activity including prior to departure for activity, once seated on bus if applicable, upon arrival at activity, regularly throughout the activity, prior to departure of activity, upon being seated on bus again and upon arrival at day home/center after activity.
- 10. Procedure to follow if a child cannot be accounted for within child care group:
  - a. Staff is to alert all other staff members for the group as well as Program Supervisor.
  - b. The Program Supervisor will notify the Executive Director immediately, and refer to the back of the Emergency Binder for steps to follow in the case of a missing/lost child.
  - c. Senior staff will delegate to room staff the search of all play areas, washrooms, etc. as well as communicate with other child care groups that the child may have moved to. This step will not take more than 10 minutes.
  - d. If the child is located within ten minutes, the Program Supervisor will inform the Executive Director and appropriate follow up actions will be instituted, which may include an investigation by North Central Child and Family Services.
  - e. In the event that the child is not located within the preliminary search, the Executive Director will be notified and will coordinate phone calls from the main office. The office staff will call parents/guardians and/or emergency contacts.
  - f. The Executive Director will call the Child and Family Services licensing officer.
  - g. Staff will continue to search for the child until notified that he or she has been found.
  - h. All staff involved will be required to provide a written statement of the events. As per incident reporting policy staff will be required to participate in any investigations resulting from the incident.
  - i. Any disciplinary actions resulting from the incident will be recorded on the staff's personnel file.
- 11. In the event that a provider has children in his/her home and a child's whereabouts cannot be accounted for, the provider will notify the Day Home Coordinator immediately and will keep the Coordinator informed of actions taken until the child is located. The Day Home Coordinator will notify the Executive Director, who will notify a parent or emergency contact if the parent is unavailable. Also, the Day Home Coordinator and/or the Executive Director will contact additional authorities as required, including but not limited to Child and Family Services and/or local police services, etc. Appropriate incident reports will be completed, with the Day Home Coordinator and/or the Executive Director notifying the Licensing Officer for North Central Child and Family Services. All providers and staff involved are required to provide a written statement of the events. As per incident reporting

policy, provider and staff will be required to participate in any investigations resulting from the incident. Any disciplinary actions resulting from the incident will be recorded on the provider's and/or staff file.

12. Providers/staff are to be aware of changes to daily routines and increase head counts accordingly such as in the fall when there is a large number of new children in the program, during summer when outside time increases, during special activities, and when children are transitioning to a new group.
13. Room supervisors are to be responsible for maintaining child/staff ratios at all times.
14. The number of children in each group will be posted on boards in all playrooms and these numbers will be updated as children arrive and/or depart from the group.
15. Providers/staff will position themselves accordingly in play areas as required based on the number of children in the group, the number of staff, and where the children are playing. Placement of staff will also be dependent on the age group of the children and their developmental needs (ie. within arm's reach of a child who is known by staff to be aggressive to other children). Staff are not to be gathered in groups but spread throughout the play areas within eyesight and hearing distance of each other in order to communicate if necessary. If a staff member is required to attend to a task that requires greater attention from them they MUST communicate their intentions to their team members (ie assisting a child in the washroom) in order for other staff members to provide direct supervision to the larger group.
16. Providers/staff will be aware of situations and play areas that may require closer observation and position themselves accordingly (ie. water play, transition times, tent areas, climbing apparatuses).
17. Providers/staff will follow safety policies as outlined in the maintenance and safety policy that include daily safety checks of play rooms, toys and equipment, and outdoor play areas to ensure that all play areas are free from hazards.
18. Providers/staff will monitor room arrangement and/or outdoor play equipment arrangements and if necessary modify those arrangements in order to effectively supervise all areas of the children's play including rest areas and toilet areas.
19. Providers/staff will use documentation or communication books to record/relay messages about changes to child's regular schedule (ie. another person picking up child from the program).
20. Providers/staff will have documentation relevant to each child in their group and will use that documentation to be aware of who is authorized to pick up a child from the program, child's relevant health information including allergies, emergency medication if necessary, and who to contact in an emergency if parents cannot be reached.
21. Providers/staff members must be aware of children who may require emergency medications, where they are stored and how to administer them. Emergency medications are to be readily accessible indoors as well as outdoors and taken on all off-site excursions.
22. Providers/staff members must be aware of where first aid kits are stored and take portable kits on all off-site excursions.
23. Providers/staff must be aware of where emergency numbers are posted, where children's portable emergency records are kept and take portable emergency information on all off-site excursions or in the case of an evacuation.
24. Providers/staff shall monitor children's health to note early signs of illness, fever or unusual behaviour that may indicate child is unwell.
25. Providers/staff will establish safety rules for children that are relevant both indoors and outdoors (ie walking indoors, not climbing on top of play equipment structures) and review those safety guidelines on a regular basis with the children.
26. Supervision is most effective when providers/staff are actively engaged with the children during play where provider/staff may observe, anticipate what may happen and assist children by intervening in the event of any potential danger. Providers/staff should be actively aware of all children's whereabouts and observe them visually as well as listening in order to assist children if the need arises.

By watching and participating in children's play provider/staff can ensure that the children are playing in a safe manner as well as provide provider/staff with opportunities to observe children and enhance their play experiences for optimum child development.

27. Providers will follow Ministry standards for supervision of children based on their ages as outlined in Day Home Standard #8: Child Supervision.

## Child Supervision for Day Homes

Revised: April 2013

Children receive developmentally appropriate supervision **by the provider** at all times.

- Children up to 19 months old – within the provider's sight at all times, unless the children are napping, in which case, an infant monitor **must** be used.
- Children 20 months to 4 years – not allowed to use outdoor play space without supervision
  - must be within hearing distance of the provider at all times
  - provider physically goes to check every 3 – 5 minutes
- when children are napping, an infant monitor may be used
- Children 5 years to 8 years – may use outdoor play space without supervision if they are within eyesight of the provider (e.g. through a window) if the outdoor play space is part of the premises and is fenced and gated
  - Provider physically goes to check every 5 – 10 minutes
- Children 9 years to 12 years – may be allowed more freedom within the residence and in the provider's private outdoor play space
  - provider must know where children are at all times
  - provider physically checks frequently, considering what is age appropriate and developmentally appropriate for the children being cared for (agency requires every 5 – 10 minutes)

Note: Provider must be present and provide direct supervision at all times if any outdoor play space is not fenced and gated.

Under no circumstances shall the provider leave children in care with any other person.

Providers will not provide care for any child (ren) in an unapproved home, (e.g. friends, neighbors, relatives, or even parent's own home.)

## Programming Policy

Developed: February 2010

Revised: March 2011

**Purpose:** The Westlock Child Care Society supports practices that provide clear guidance to providers/staff planning for the children in their child care program in order that program planning will enrich the children's experiences at the program. Activities will be a combination of planned and spontaneous based on children's ideas and interests as well as needs and abilities.

**Policy:** Program planning will reflect the philosophy and goals and objectives of the program as well as the individual interests, backgrounds and developmental needs of the children. Daily plans will provide a balance of child initiated and adult directed activities both indoor and outdoor including individual and small group activities, routines and transitions to support social, emotional, cognitive and physical development. Each provider/program or room supervisor is responsible for planning a weekly program specific to the children in the program and will involve opportunities for input from the children, their families and other staff members.

## **Technology Guidelines for Day Homes**

The provider will limit the amount of time that children watch television, videotapes and DVD's to one hour per day.

The provider will use only TV shows that involve children actively (ie. singing along) or have an educative value (ie. nature shows, Sesame Street).

Purposeful use will be made of DVD's and videotapes to expand upon children's current interests and as a basis for discussion and/or activity.

The television should not be used as a method of background noise. Playing classical or children's music tapes and CD's would be ideal to enhance playtime.

Television, videotapes, DVD's and computer games should be pre-viewed by the provider to ensure that they are developmentally appropriate, unbiased and culturally sensitive and do not contain violent or sexually explicit material.

Computer games should not be used daily and not for more than half an hour on any given day.

Alternate activities must be available for children who chose not to participate.



## Outdoor Play Policy

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to providing a program that will include a complete range of activities that promote a child's complete development.

**Policy:** Providers and staff will utilize opportunities for outdoor play to enrich a child's well-being through physical, social-emotional, cognitive and creative activities both planned as well as spontaneous, based on the children's interests, needs and abilities. Providers and staff will follow procedures and policies as set forth by the Board of Directors in order to facilitate a safe, comfortable and challenging program for the children enrolled.

### Procedure:

1. Each Provider and/or Room Supervisor will conduct a routine daily maintenance and safety inspection of the facility and outdoor play area space to ensure that potential hazards are addressed immediately and record inspections on checklists.
2. Each Provider and/or Room Supervisor will routinely inspect toys and equipment to ensure that any potential hazards are identified and rectified.
3. A variety of outdoor activities will be planned on a daily basis dependent on weather conditions. Providers and staff will take the weather in to account when planning and will be mindful of the effects of extreme weather conditions on the children.
4. The program will create, with children's input, safety rules in regards to appropriate activity on playgrounds based on ages and abilities.
5. Children will be provided with the appropriate safety equipment to participate in activities on the playground (ie. hockey pads and masks for mini hockey).
6. Children will be provided with the safety information they require to ensure their own personal safety when indoors and outdoors (ie. boundaries of play areas, safety rules in regards to individual activities). These will be reviewed with the children on a regular basis.
7. The provider and staff will decide when the weather is too cold for outside play. Generally, if it is raining, snowing (more than mild flurries), or if the wind chill factor is  $-10^{\circ}\text{C}$  or below, young children are not sent outside. While out during cold weather, children will be active (not sitting or standing still) and will be out for only twenty or thirty minutes at a time.
8. Children must be properly dressed before they may go outside in cold weather. Proper dress includes:
  - winter jacket and ski pants or snowsuit
  - a hat or hood that covers ears
  - mittens that are hole-free and, if possible, water-proof
  - boots which are free from leaks
  - scarf to help protect cheeks and lips from chapping (optional)
9. Generally, a child who is healthy and well enough to attend the program should be well enough to play outside. Some exceptions may be:
  - child recovering from a chest infection, e.g. bronchitis or pneumonia
  - child who is asthmatic
  - child who has a cast or some orthopedic appliance that prevents wearing outdoor apparel
10. Providers and staff will watch for any health problems related to cold weather and will notify parents if they occur.
11. Providers and staff will not take children outdoors during the peak hours of heat on days where the temperature is above  $20^{\circ}\text{C}$ . The amount of time children spend outdoors will be monitored and

limited. Providers and staff will be mindful of the effect of heat on the children by providing opportunities for shade and allowing children unrestricted access to water.

12. Providers and staff will be aware of the possibilities of extreme weather conditions such as thunderstorms, wind-chill, heat, and humidity. Providers and staff will also be aware of environmental concerns such as smoke and pollution and their possible effects on the children in care.
13. Children need sun hats and sunscreen during summer months. Providers and staff will apply sunscreen and if required insect repellent which has been provided by parents and labeled with child's name. For the day home program in the event that a provider is applying sunscreen/insect repellent that has not been provided by parents then written parental consent will be obtained prior to application. Providers and staff are responsible for monitoring children for possible allergic reactions to products.
14. Staff/child ratio for supervision remains the same for outdoor play as well as for indoor activities for the day care and out-of-school care programs and day home providers must provide direct supervision at all times for children under the age of 5 and in the case of requiring an outdoor play space exemption. Children in the day home program age 5 to 8 must be within sight of the provider (through a window) and provider physically checks every 5-10 minutes. For children age 9-12 in the day home the provider must know where they are at all times and physically check on the child frequently.
15. Providers and staff should make every effort to position themselves so that every corner of the play area is properly supervised. For day care and out-of-school care programs staff are not to congregate together, it prevents proper observation of and interaction with the children. Tight implementation of this policy is expected.

## Field Trip Policy

Developed: December 2008

Revised: August 2012

**Purpose:** The Westlock Child Care Society recognizes that field trips are an essential part of a quality program, and should be arranged on a regular basis.

**Policy:** The Westlock Child Care Society strives to provide a balanced child care program that takes into account children's interests, abilities, backgrounds, and needs when planning off-site excursions. A well balanced program will include a diverse variety of off-site excursions that allow ample opportunity for children to experience new activities, learn new information and skills, as well as improve existing skills and knowledge through familiar activities.

### Procedure:

1. Parents will be advised in writing of any off- site activities including the details of when the activity will occur, what the activity is, where it will occur, how children will be transported to and from the activity, who will supervise the children, what supplies the child needs to participate in the activity and when the children will leave the program premises for the activity and return to the program premises. Parents must give written permission for their child to participate in any off-site activity. Providers must provide the Agency with a copy of all written consent forms signed by the parent/guardian for any outings. Providers should also keep copies of these forms for their own records.
2. For day care and out-of-school care programs all off-site activities, including walks off the program premise are to be approved by the Executive Director or her designate. Provider will notify Agency when they are attending any preplanned or spontaneous off-site activity other than regular walks in neighborhoods and/or trips to parks.
3. Providers/staff will carry a working cell phone on all off-site excursions. For day care program phone number(s) of cell phones being used will be posted on the group's white board in playroom and in the main office. The program supervisor or designated replacement will be responsible for the program cell phone and for keeping the daycare administration advised if there are any changes that occur during the excursion (ie. another child arriving at the group, attending a different park, weather causing an early return to the center, etc).
4. For day care program a list of children and staff participating in off-site excursion will be left in the main office. If more than one group is participating in an off-site excursion then a list of all groups that includes children, staff, volunteers and cell phone numbers for each group will be given to each staff member participating and a copy will be left with day care administration.
5. For day care and out-of-school care programs: prior to departing facility children will be divided into groups based on government regulations for maximum group sizes. Staff will thoroughly review lists prior to leaving facility and as they do head counts throughout the activity, noting the time of head counts on their list of children. Lists will be revised as necessary if children arrive, leave or change groups during the off-site activity. Staff will advise all other staff members participating of such changes in order for all staff to be aware of which staff is responsible for each child involved.
6. For day care and out-of-school care programs: additional staff will accompany each field trip. For off-site excursions other than walks in the neighborhood, a staff member who is not assigned a group of children will accompany the program in order to provide supervision to all groups and monitor the need for extra assistance by any staff member.
7. Field trips are conducted several times a year. Some field trips are spontaneous and others are planned in advance.
8. Planning of off-site activities will be based on children's interest and input.

9. Updated lists of available off-site excursion opportunities in the local community as well as the broader area with contact information are available for programming.
10. Parents are invited to participate in off-site excursions with their children and can sign up as a volunteer on the activity permission form. Parents may be requested to assist with transporting wagons, coolers, etc. if using their personal vehicle to attend activity. They may also be requested to perform duties such as pull wagons, retrieve lunch from bus, etc. in order for staff to provide direct supervision to the children. These volunteer efforts by parents help children enjoy a wider variety of experiences.
11. Provider/staff will take portable First Aid kit on all off-site excursions.
12. Providers/staff will prepare all children for off-site excursions by explaining the destination and activity, what will happen, who they will see, and who they need to listen to.
13. Safety rules will be reviewed with all children and their chaperones prior to each field trip.
14. Providers/staff will enforce all safety rules (ie. they will ensure that children are seated at all times when riding the bus). All children will be provided with the information they need to ensure their personal safety when on off-site excursions prior to departing for off-site excursion. This information will be relevant to the off-site excursion and will include but not be limited to appropriate listening to provider/staff and other authorities involved in activity, being seated at all times if transporting by bus, walking from area to area unless otherwise directed by provider/staff, obeying traffic safety rules for crossing streets, staying with assigned group and provider/staff and for older children what to do if separated from their child care group. This information will be periodically reviewed with the children during the off-site excursion.
15. Providers/staff will take emergency portable information (child's name, date of birth, home address, parent's name, home address, telephone number, the name, address and telephone number of a person who can be contacted in case of an emergency, any relevant health information regarding the child including immunizations and allergies) for every child that attends an activity off-site. Included in the portable information will be the telephone numbers of the local emergency response service and poison control center.
16. Children new to a program are not able to participate in off-site excursions until they are familiar with the provider/staff, the program, and the safety rules. For day care and out-of-school care, a decision will be made by the child's room supervisor and the director(s) as to when each individual child will be able to attend off-site excursions based on the details of the off-site excursion activity and where it will occur, information provided by the parent/guardian including child's age, general behavior and previous child care experience as well as staff observations on child's ability to comprehend safety rules and expectations as well as their ability for following directions. Usually a child who has attended full-time for one month will have had time to adjust to the program and would be deemed able to participate in off-site excursions. Children who are unable to accompany their peer group on off-site excursions will be provided with age appropriate activities at the center for the duration of the excursion.
17. Off-site activities may provide opportunities to introduce a variety of cultural and inclusive materials to the children.
18. Staff will not use personal vehicles to transport children.
19. Transportation for fieldtrips will be by bus with bus services hired for fieldtrips having the necessary insurance in place and abiding by Transport Canada's guidelines for school buses.
20. Children will be given opportunities to allow them to use their own skills, talents and abilities during off-site activities. Providers/staff will be responsive to the children's abilities and possible need for assistance.
21. Children will bring or in some cases will be provided with appropriate equipment and supplies they need to ensure their personal safety when participating in off-site excursions. This will include but not

be limited to hats and sunscreen, helmets for skating, life jackets for swimming, hockey pads and masks, and safety equipment as designated by activity coordinators.

22. All children participating in an off-site excursion will have an information tag placed on their shirt which will state they are attending the activity with their child care program and an emergency contact number for authorities to use if the child is found separated from the child care group.
23. Providers/staff are to follow procedures as outlined in the Child Supervision Policy for increased head counts during off-site excursions as well as positioning themselves accordingly to provide appropriate supervision to all children in their groups during off-site activities. Staff **MUST** clearly communicate with other staff members when they require assistance for increased supervision by team mates for the whole group while they are dealing with tasks that require greater attention to an individual child or small group.
24. Procedure to follow if a child cannot be accounted for within child care group:  
In the event that the group is on an off-site excursion the program supervisor or designated replacement is to be notified immediately in order to assist. Program supervisor will notify Executive Director immediately and will keep them informed of actions being taken until child is located. Additional authorities will be notified as required including but not limited to personnel involved in off-site activity, Licensing Officer for Child and Family Services, local police services, etc. Appropriate incident reports will be completed, and all staff involved will be required to provide a written statement of the events. As per incident reporting policy, staff will be required to participate in any investigations resulting from the incident. Any disciplinary actions resulting from the incident will be recorded on the staff's personnel file.

## **Child Care Program & Community Relations and Interaction Policy**

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that the child care programs interact with schools and community agencies in a respectful, professional and appropriate manner in order to facilitate a positive relationship that will benefit all parties involved. The programs will utilize community resources in a manner that will enrich the children's experiences through the child care program.

**Policy:** The Westlock Child Care Society will ensure that there is opportunity for providers and staff to create positive working relationships with schools and community organizations. All appropriate community agencies will receive written and verbal information that is relevant to them. This will occur in a timely, professional and respectful manner which maintains the confidentiality of all individuals. All providers/staff involved in the program will follow program and community relations policies and procedures as set forth by the Board of Directors.

### **Procedure:**

1. The child care programs will initiate and establish a relationship with schools, community agencies and relevant professional groups including but not limited to the schools, health units, parent support groups, and recreational facilities.
2. The child care programs will provide access to program information and community information and resources for families, through monthly newsletters, handouts, posters on parent information board and/or on an individual basis when appropriate.
3. The child care program will share information that will improve the service provided by each organization, being mindful that children's information must only be shared with written consent from the parent/guardian.
4. Providers/staff will strive to document minutes from meetings and consistently record the information that has been exchanged.
5. Children are given opportunities to participate in community projects and special events.
6. Providers/staff will encourage and children's understanding of, and involvement in, the broader community.
7. Providers/staff will endeavor to be aware of and support school sponsored events through advertising and/or promoting events to families and other agencies, attending events, and working with school personnel to accommodate shared space arrangements.

## Day Home Complaint and Investigation Process Policy

Revised: February 2020

**Purpose:** To ensure that all parties involved in the Westlock Family Day Home Agency have a procedure in place to follow in the event of a complaint of any nature.

**Policy:** The Westlock Child Care Society will develop, implement, review and revise procedures that outline for administration/staff, providers and parents/families the clear guidelines and procedures to follow in the event that there is a concern in regards to another party involved through the day home program. The policy will allow for administration to follow a set investigation procedure which includes documentation and action plans for resolving any concerns, complaints and/or non-compliance with standards. It is the policy of the Westlock Child Care Society that all staff and/or providers must participate and cooperate in any investigation conducted by program directors, board of directors and/or authorities from Children and Family Services or other law enforcement agencies as required.

If employees, educators, and/or families have a complaint about any aspect of any program, they must follow the procedures indicated below until the issue is resolved.

**1. Discuss concerns with the parties involved.**

Employees/Family Day Home educators will document concerns in writing and advise Program Lead and/or Agency Coordinator and/or Executive Director of all details including action plan to resolve concerns.

**2. Discuss concerns with the Room Supervisor (Daycare and/or OSC) or Home Visitor (FDH).**

The Room Supervisor will document concerns and meet with all parties to develop and implement an action plan to resolve any issues.

**3. Discuss concerns with the Daycare Program Lead, OSC Program Lead, and/or Day Home Coordinator.**

Daycare Program Lead, OSC Program Lead, and/or Day Home Coordinator will document all necessary information and meet with all parties involved to develop and implement an action plan to resolve any issues.

**4. Discuss concerns with the Executive Director.**

The Executive Director will document all necessary information and meet with all parties involved to develop and implement an action plan to resolve any issues.

**5. Arrange (with the President of the Board of Directors)...**

...for your concern(s) to be placed on the agenda of the next meeting of the Board of Directors and discuss the problem(s) with the Board. The Board of Directors will document and review all necessary information and advise the Executive Director of any action plan to be implemented.

**6. Lodge a complaint with North Central Child and Family Services.**

The address and the telephone number for North Central Child and Family Services is:

North Central Child and Family Services  
Box 749  
2<sup>nd</sup> Floor Midtown Mall  
5115-49 St.  
Whitecourt, Alberta T7S 1N7  
Telephone: 780 778-7289

When there are concerns about providers, children, or parents, the Agency Coordinator will investigate the complaint, and the incident will be documented on the provider's file or the child's file; the provider may be suspended from providing care until the investigation is completed and all standards are met. If deemed necessary by the Executive Director, the provider's contract will be terminated. The Executive Director will involve Licensing Officers from Child and Family Services where appropriate and if necessary Child Intervention Services, local police service or other government agencies (ie. health authority, fire inspection, etc).

1. In the event of a non-compliance the Agency Coordinator will receive and record all information from parties involved using the necessary forms.
2. Once intake of information is complete a meeting with the provider(s) will occur to review relevant policy and to make necessary changes in the home.
3. An action plan will be devised and enforced with provider(s) to ensure that any non-compliance is rectified within a given time frame. Agency Coordinator will continue to monitor home, supply any provider support or training necessary, and document these events to ensure continued compliance with standards.
4. The appropriate authorities will be informed and all necessary documentation will be placed on provider's file.
5. If a policy needs to be revised the Board of Directors will make necessary revisions and all parties will be informed in writing one month prior to changes being in effect.



## **Day Home Non-Compliance Enforcement and Follow up Policy**

Developed: March 2011

**Purpose:** To ensure that in the event of a non-compliance the Westlock Child Care Society has appropriate procedures in place to guide the Agency Coordinator. These procedures will enable Agency Coordinator to take appropriate actions in order to remedy any non-compliance, give direction to the provider(s) and document all information for pertinent parties.

**Policy:** The Westlock Child Care Society will develop, review and implement procedures that enable administration and providers to take the appropriate actions to remedy any non-compliance which occurs in the program. The Agency will have the necessary tools to receive, investigate and record all information relevant to the non-compliance. All pertinent information will be shared with the necessary parties involved as well as Child and Family Services. It is the policy of the Westlock Child Care Society that all staff and/or providers must participate and cooperate in any investigation conducted by program directors, board of directors and/or authorities from Child and Family Services or other law enforcement agencies as required.

### **Procedure:**

1. In the event of a non-compliance the Agency Coordinator will receive and record all information from parties involved using the necessary forms.
2. Once intake of information is complete a meeting with the provider(s) will occur to review relevant policy and to make necessary changes in the home.
3. An action plan will be devised and enforced with provider(s) to ensure that any non-compliance is rectified within a given time frame. The Agency Coordinator and/or Executive Director will continue to monitor the home, supply any provider support or training necessary, and document these events to ensure continued compliance with standards.
4. The appropriate authorities will be informed and all necessary documentation will be placed on provider's file.
5. If a policy needs to be revised The Board of Directors will make necessary revisions and all parties will be informed in writing one month prior to changes being in effect.

All complaints about a provider will be documented on the Approved Family Day Home Provider Complaint Record form which will be submitted to Child and Family Services monthly.

## **Response to Allegations of Discriminatory Incidents Policy**

**Revised: February 2020**

If an allegation of a discriminatory incident is made against any employee, volunteer, or student working for the Society, the following procedures will be followed:

1. Bring the matter to the attention of the Executive Director.
2. The Executive Director will discuss the matter with the person named in the allegation.
3. The Executive Director will arrange discussion (in his/her presence) between the two parties involved.
4. If the allegation is verified, the Executive Director will determine what, if any, disciplinary action will be taken (e.g. dismissal from job, official reprimand placed in file, unofficial reprimand, warning). The Executive Director will consider the severity of the transgression when making the decision.
5. If the complainant is not satisfied, he/she can lodge a complaint with the Board of Directors.
6. If the complainant is still not satisfied, he/she can contact North Central Child and Family Services at:

North Central Child and Family Services

Box 749

2<sup>nd</sup> Floor Midtown Mall

5115-49 St.

Whitecourt, Alberta T7S 1N7

Telephone: 780 778-7289

## Health Policy

Developed: February 2010

**Purpose:** The Westlock Child Care Society is committed to ensuring that all personnel follow best practices to ensure the health of the staff and children enrolled in the program.

**Policy:** The Westlock Child Care Society will ensure that all personnel and parents/families receive policies, practices and procedures that are relevant to their position. All providers/staff involved in the program will follow policies, practices and procedures as set forth by the Board of Directors in order to facilitate a healthy program for all parties involved. **\*\*NOTE: There are additional guidelines from AHS during the COVID-19 Pandemic; the Agency will follow those guidelines first; the Agency's policies and guidelines are still valid for items not covered by, or supplemental to, the guidelines from AHS.\*\***

**Procedure:**

Management will ensure that providers/staff receive current and up-to-date information and best practices and that these are implemented at the program.

### **Providers and program staff**

- must consult with the parent about special handling of children with medical conditions (e.g. allergies, diabetes, asthma, eczema, epilepsy); and
- may require special instruction or training from medical personnel on how to handle certain conditions or medical emergencies (e.g. asthma attack, administering insulin).

When specialized health care (e.g. catheterization) is required for an individual child attending the day care or out-of-school care program, the Program Lead plus two alternate staff members will be trained in the necessary procedure(s). Providers will be trained in any necessary methods of providing additional health care for any child in their home. Proof of the necessary training will be documented and put into each employee's file or provider's file as well as the child's file. The child will not be allowed to attend the child care program until the above mentioned provider or staff members are trained.

### **Medical Conditions**

Parents will complete an emergency medical condition form and if necessary an emergency medication administration form which will be placed on the child's file and a copy given to the program child attends.

## Allergy Policy

Parents are responsible to advise the program of their child's allergies or suspected allergies. The information provided by parents about their child's allergies is noted and posted so that all providers/staff are aware. Please note that the day care and out-of-school cares are **"nut free"**. Please do not send any foods containing nuts to the program with your child (ren).

Check with individual providers regarding allergies of other children in the homes or their own allergies.

## Potential Health Risk/Illness Policy

Parents/guardians receive a policy manual upon registering their child (ren) in all programs operated by the Westlock Child Care Society that explicitly details the programs policy and procedure for dealing with ill children.

Where a provider/staff member knows or has reason to believe that a child is exhibiting the following signs or symptoms of illness:

- Vomiting, having a fever, diarrhea or a new or unexplained rash or cough
- Requiring greater care and attention than can be provided without compromising the care of the other children in the program
- Having or displaying any other illness or symptom the provider/staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

the provider/staff must ensure that the child's parent arranges for immediate removal of the child from the program premises, and that the child does not return until the provider/staff is satisfied that the child no longer poses a health risk to persons on the program premises or the child's parent provides written notice from a physician indicating the child does not pose a health risk.

Providers/staff must ensure that the sick child is kept as far away as is practicable from the other children until the parent removes the child from the program.

**Parents are required to keep their children at home** if he/she is displaying any of the following symptoms or their child has received one or more of the following diagnoses from a physician or other health professional:

- Chickenpox (the child can be permitted to return to the program when he or she feels well enough to participate in all activities, regardless of the state of the rash and as long as the child returns to the same group they were with one to two days before the onset of the rash);
- Diarrhea or loose stool (the child should be excluded for 24 hours until symptoms are resolved or assessed by a physician);
- Hepatitis A (the child should be excluded until 14 days after onset of illness or seven days after onset of jaundice);
- Impetigo (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
- Wheezing/Persistent Coughing; (the child should be excluded until assessed by a physician or the symptoms are resolved);
- Measles (the child should be excluded until four days after the appearance of a rash);
- Mouth sores with drooling (the child should be excluded until a physician has determined that the symptoms are non-infectious);
- Mumps (the child should be excluded until nine days after onset of parotid gland swelling);
- Obviously infected discharge (thick and colored, e.g. greenish-yellow discharge from the nose)
- Pertussis, or "Whooping Cough" (the child should be excluded until five days after antibiotic treatment has been completed, until three weeks after onset of symptoms, or until the coughing has stopped);
- Purulent conjunctivitis, or "Red/Pink Eye" (the child should be excluded until 24 hours after antibiotic treatment has been initiated);
- Rash, with fever or behavioural change (the child should be excluded until a physician has determined that the symptoms are non-infectious);
- Rubella (the child should be excluded until at least four days after onset of the rash, or up to five to seven days at the option of local health authority);
- Scabies, Head Lice, or other Infestation (the child should be excluded until appropriate treatment has been completed);

- Strep throat or other Streptococcal Infection (the child should be excluded until 24 hours after appropriate antibiotic treatment and cessation of the fever);
- Symptoms of Possible Severe Illness, such as lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing (the child should be excluded until assessed by a physician or the symptoms are resolved);
- Temperature, with a fever of 38.0 degrees C (100 F) or higher;
- Tuberculosis (the child should be excluded until a physician has approved his or her return); or
- Vomiting – with two or more episodes of vomiting in the last 24 hours.

Parents should seek alternate child care or keep their child at home if the child is not well enough to participate in the regular activities of the program, and/or the illness requires greater care from the child care staff than can be provided without compromising the care of the other children in the program

#### **When to return to Care:**

- fever has been absent for 48 hours;
- nausea, vomiting, diarrhea have been absent for 48 hours;
- stage of contagion for communicable disease has passed;
- child has been on antibiotics for 24 hours, e.g. for strep throat or pink eye (conjunctivitis);
- child can participate actively in program;
- and/or physician has provided a note indicating the child no longer poses a health risk to others in the program

When a provider/staff member has reason to believe a child may be ill they will assess and document the child's physical symptoms and behavior changes such as:

- complaining of pain or discomfort, tugging or rubbing eyes or ears
- pale
- lethargic
- warm to the touch
- flushed cheeks
- glassy eyes
- discharge from eyes, ears, or nose
- rash on any body area
- irritability or crying for unexplained reasons
- diarrhea

If a child presents with symptoms of a possible fever staff members will check child's temperature by placing thermometer under armpit or in ear, using single-use disposable caps (depending on type of thermometer available). If fever is over 101 caregivers will place cool cloths under child's arms and back of neck.

Temperature will be reevaluated in half hour time frames until parent is able to remove child from program.

Illness symptoms for children and staff, actions taken, information given by families in regards to children's illness and physician diagnoses if available will be recorded on illness tracking forms. Details recorded on the form will include child's name, date child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of caregiver who contacted parent, time the child was removed from the program and date the child returned to the program. Forms are to be reviewed by the director on an ongoing basis and as requested by Alberta Health Services inspectors. If there is between 5 to 10% of the children or staff ill at a program with the same symptoms this information will be reported to Alberta Health Services and if necessary, program will be placed on outbreak status. Continued monitoring of

the number of children with symptoms will be reported to health personnel until program is declared clear of outbreak status.

If a suspected outbreak occurs staff will introduce the following actions:

- Post notices for parents to inform families of any outbreak, incidents and request confirmation of child's absences due to illness
- Increased disinfecting of high touch surfaces such as door handles, railings, etc.
- Water and sand tables will not be used until clear of outbreak.



## Medication and Herbal Remedies Policy

**Purpose:** The Westlock Child Care Society recognizes that in order to meet the health and wellbeing needs of the children in the programs, there may be times where it is necessary for providers/staff to administer medication and/or herbal remedies to a child. As there are potential risks associated with all medication and/or herbal remedies, there will be strict policies and procedures in place to ensure the safety and wellbeing of all children in the program.

**Policy:** The Westlock Child Care Society will ensure there are appropriate procedures in place for providers/staff to follow in regards to administering any medication and/or herbal remedies to children attending the program. These procedures will outline the training required for provider/staff to administer medication/herbal remedies, as well as appropriate storage for medications/herbal remedies, procedures for the administration of medication/herbal remedies, medication records, and disposal procedures for prescription, non-prescription, herbal remedies and emergency medications. These procedures will be reviewed and revised on a regular basis as required by governing authorities.

**Procedure:** The administration of all medication and/or herbal remedies will be responsibility of the Day Care Program Lead or a designate in his/her absence, the Program Supervisor for Out-of-School Care programs and individual providers who elect to administer medication. Only providers and staff trained in first aid are able to administer medication and/or herbal remedies.

1. All **prescribed** medications must be in original container, clearly labeled with the physician's name, child's name, date of issue and instructions for administration.
2. **Patent** medications and herbal remedies must be labeled with the child's name and dosage.
3. Providers and/or staff will only administer the medication according to the labeled directions.
4. All medication and herbal remedies must be given by the parent to the provider and/or staff member and must be written up and signed by the parent on the Daily Medication Administration Log. This is available from the day home provider or for day care is posted in the program lead office (including child's name, medication name, dosage, time to be given, time last given to child, special instructions, date, and parent signature).
5. For children who receive medication on a daily basis, parents can complete a monthly medication form that includes required information.
6. In the case of children attending the out-of-school care, the teacher or child must give the medication to a staff member which will only be administered if parent has completed the above form and provided it to the program.
7. All medication and herbal remedies at the day care are kept in a locked container in the refrigerator, or in a locked cupboard in the program lead office.
8. Out-of-school care programs and providers must use locked boxes and store the box in the refrigerator if medication requires so.
9. Providers and/or staff will record the medication administered, the date and time administered and the dosage given when medication is administered and sign Log sheet.
10. Emergency medication (ie. epi-pen) will be stored in cupboards or on high shelves in the child's play room or provider's home and must be placed in a zippered pouch for providers and/or staff to carry on all outings or during outside play time.
11. When emergency medications are used to treat allergies, providers and/or staff must be able to recognize the allergy symptoms and know how and when to administer medication.
12. Provider and staff must be aware of all children who require emergency medications (ie. epi-pen), where medications are stored and how to administer the medication.
13. Parents must update the emergency medical administration form every 6 months.

14. All providers and staff will be trained on how to administer any emergency medication not covered in their First Aid course.
15. Child's name and emergency medication to be administered will be written on **ALL** room allergy notices for day care and out-of-school care programs.
16. Providers and staff will monitor child for allergic reactions after receiving medication and/or herbal remedies.
17. Medications and/or herbal remedies will be returned to parents when the authorized administration period has ended.
18. In day home residences **all** medication, vitamins, and herbal remedies must be kept locked and out of the reach of children.
19. All medications and herbal remedies at the programs will be inspected a minimum of once every six months and all expired and unnecessary medications and herbal remedies will be returned to the client or if unable to return to client medication will be taken to a pharmacy for disposal.
20. If the Executive Director is concerned that a particular child is receiving patent or prescribed medication too frequently, specific medical authorization and instruction may be requested.

## **Accident or Emergency Illness Policy**

In the event a child is assessed by provider/staff to require emergency medical care as a result of sudden onset of a compromising medical condition, e.g.:

- elevated temperature which does not respond to fever control
- convulsions or change in conscious state due to any cause
- respiratory obstruction
- serious physical injury

The provider/staff are to institute the following protocol:

- first aid procedure appropriate to the situation
- arrange for immediate transportation to medical service (the safety of the other children must not be compromised by lack of supervision, therefore ambulance service is appropriate)
- notify the parent/guardian (or the child's emergency contact if unable to reach parent/guardian) immediately of the situation and action taken
- notify Agency Coordinator/Executive Director immediately of incident and actions taken
- document the incident for the Executive Director and Board of Directors
- The Executive Director must report the injury/illness to Child and Family Services

## Immunizations

It is desirable that all children between 18 and 59 months attending Day Care receive **Haemophyllus B vaccine for meningitis**. More information on this is available at the Day Care or Aspen Health Services.

## **Communicable Disease Policy**

If it is suspected that a child is suffering from a communicable disease, the Executive Director will call the parent/guardian/emergency contact person immediately and request that the child be removed from the program.

Until such time as the child is picked up, he/she will be kept isolated from the other children either in the Director's office or the Program Lead's office, providing one of them is present.

The child's cot will be used for the child to rest on and after the child has left, the blanket, sheet, and cot will be disinfected.

The parent will be asked to take the child for a medical examination. For verification of disease, we will notify the Health Unit.

Following positive diagnosis of disease, the child will be unable to return to the program until the period of isolation recommended by the medical authorities has passed.

If the provider or someone who resides in the family day home residence or children participating in the family day home service come into contact with a communicable disease, the provider must notify the agency within 24 hours and inform all others in the home of the situation. The Agency must report suspected communicable disease to Alberta Health Services.

The Agency will communicate with all parents of children in the family day home regarding the suspected communicable disease and procedures being followed by the Agency and by the provider.

A Schedule of Notifiable Communicable Diseases from the Public Health Act is at the back of all manuals for providers/staff, parents and directors.

## Infection Prevention Policy and Procedures

Revised: August 2014

It is the policy of the Westlock Child Care Society that the procedures listed below will be followed to minimize the risk of infection.

**All providers/staff** must practice thorough hand washing routines using warm water and soap:

- before and after eating
- before and after food preparation and handling
- before and after administering medications and/or first aid
- before and after assisting children with toileting
- before and after personal toileting
- after cleaning nasal discharge
- after sneezing or coughing
- after coming in from outdoors
- after contact with animals
- after handling toxic materials
- after cigarette smoking
- whenever hands are soiled

Disposable gloves must be used if providers/staff are in contact with potentially infectious materials such as nasal discharge, vomit, feces, infected eyes, and wounds.

**Children** must practice thorough hand washing routines using warm water and soap:

- before and after eating
- before and after personal toileting
- after cleaning nasal discharge
- after sneezing or coughing
- after coming in from outdoors
- after contact with animals
- whenever hands are soiled

At the day care and out-of-school care programs both staff and children will use disposable towels to dry their hands.

At the day home children must have their own marked washcloths and hand towels or use disposable ones.

Any personal grooming items used are to be labeled with child's name.

All providers/staff will ensure that each child uses his or her own personal grooming items and that these items are not shared by children.

Soiled clothing will be stored in plastic bags to be sent home with the child.

Clothing soiled with stool will not be washed at the Centre. Caregivers will empty stool into the toilet and will put soiled clothing into plastic bags to be picked up at the end of the day. This policy protects the health of the children and providers/staff at the program. Washing soiled clothing exposes caregivers and children to large amounts of disease-carrying germs.

All furnishings, equipment, and play materials will be cleaned and disinfected regularly and documented on cleaning schedules.

When a child is sick he/she will be separated from the remainder of the group until the child is picked up by the parent.

All garbage will be stored in a closed container.

All soiled diapers will be stored in closed containers.



## **Diaper Changing Procedure**

Proper diaper changing procedures include:

1. WASH HANDS
2. CHECK to make sure the supplies you need are ready: fresh diaper, wipes, gloves, cloth for washing child(s) hands.
3. Put on disposable gloves and remove soiled diaper.
4. Clean the child with pre-moistened wipes, moving from front to back.
5. Place soiled diaper and wipes in plastic bag.
6. Discard plastic bag in covered container.
7. Pull the gloves off inside out and dispose in the covered container.
8. Diaper and dress child.
9. Wash the child's hands and return child to room.
10. Disinfect the changing area after each use.
11. Wash your hands with soap and water.

## **Diapering Procedure for Day Homes**

A suitable designated change area that allows supervision of all children while diapers are changed must be chosen and approved by the Agency Coordinator. A separate change pad for each child's diapers is required. The pads must have a washable vinyl surface.

When diapering has been completed, the pad must be washed with disinfectant solution and wiped off (preferably with a disposable towel). Repeat the procedure for each child for each diaper change. The disinfectant solution should be one-part bleach mixed with ten parts water.

After each diaper change, the provider must thoroughly wash her hands with soap and water. Hands must be towel dried. It is recommended that the towel be used to turn off the tap as germs from hands previously dirty may still be on the tap. If cloth towels are used, they should be replaced frequently.

To avoid the risk of spreading germs, soiled disposable diapers should be securely tied in a plastic bag before disposal.

Parents must supply all diapers. If cloth diapers are used, the provider must rinse but not wash them. A safe and sanitary container with a lid must be used to store soiled diapers. Containers must not contain water and must be stored away from children's reach.

Use of diaper pails is not recommended.



## Water Play Tables

The improper use of water play tables can pose health risks. Studies by health units in Alberta have found very high bacteria population in water play tables. The presence of disease-causing bacteria can contribute to the spread of infectious diseases in child care centres.

Preliminary studies have found that bacterial growth in water play tables can be controlled. Based on present understanding child care operators can use the following for their water play tables:

Disinfectant Method:

Add chlorine bleach or quaternary ammonium products to the water play table in the morning. The disinfectant will remain effective for the whole day. The optimum concentration is one tbsp. full for every one liter of water. If the disinfectants are diluted properly, there will be no skin irritation to the children.

**Children must wash their hands prior to and after playing in the water table.**

Water table is to be emptied and table and toys used disinfected at the end of every day.

## **Protection from Environmental Contaminants Policy and Procedures**

It is the policy of the Westlock Child Care Society to protect providers/staff and children from environmental contaminants. The following procedures will be followed:

- Only non-toxic arts and craft supplies will be used.
- Pesticides and/or herbicides will not be used (indoors or outdoors) when children are present
- Children will be kept away from outdoor areas where pesticides have been applied recently, or kept indoors if pesticides are being or have recently been sprayed in the outside play areas for as long as recommended by the Local Health Authority
- The use of aerosols will be avoided as much as possible.
- No smoking is allowed in the Day Care building, Out-of-School Care facilities or on the playground. No staff member will smoke where child care is being provided, such as during an off-site activity.
- Smoking is not permitted on the premises of the family day home during hours that children are being cared for. Smoking is not permitted at any time or in any place where children are being cared for, including off-site activities and during field trips or other program related activities.

## **Nutrition/Food Handling Policy-Day Homes**

Providers serve meals and snacks at appropriate times, in sufficient quantities, and in accordance with each child's needs including allergies and special diets.

- Providers will use food handling procedures that ensure hot foods are kept hot and cold foods are kept cold.
- Food preparation and serving utensils and surfaces are sanitized after each use.
- Providers are responsible to provide one nutritious and substantial meal and two nutritious snacks for each child in care for five hours or more.
- Children in care part time must be given at least one nutritious snack if they are in the home for under five hours.
- Meals should include foods from all four food groups as outlined in the Canada Food Guide.
- Snacks should include at least two food groups.
- If more than one regular meal is required (e.g. breakfast or supper in addition to lunch), the parents must provide such extra requirements or pay the provider to provide the extras to the child.
- Agency and parent approval must be obtained prior to charging any parents for extra meals or snacks.
- Parents of children not eating regular table food must supply all dietary requirements (e.g. infant cereal, juice, including special dietary requirements).
- All bottles and sippy cups must be labeled with child's name.
- Any food/drink provided from home should follow the Canada Food Guide recommendations. If food sent does not meet recommendations the provider will supplement meals and snacks.
- Providers will be given a copy of the child's application form which has a place for parents to list food likes and dislikes in order to plan menus.
- Providers will review menus on a scheduled basis to ensure they meet updated guidelines.
- Menus are made available daily to parents or consultants/home visitors.
- Provider must ensure the manner in which children are fed is appropriate to age and level of development.
- Children should be seated while eating and drinking.
- No beverages should be given to children while napping.

## Safety Policies

Developed: February 2010

Revised: April 2015

**Purpose:** The Westlock Child Care Society is committed to providing a child care program that allows children to explore their environment and participate in activities that will promote their development in a safe atmosphere. Providers/personnel are given clear guidelines and procedures to best ensure the safety of the children and staff members.

**Policy:** The Westlock Child Care Society will establish practices that prevent accidental injuries, protect children from harm, and remove children from danger in the event of fire or other emergency. Administration will provide providers/staff with current and relevant standards and best practices and ensure that providers/staff follow appropriate practices, policies and procedures to maintain a safe, clean and comfortable program for providers/staff and children. All relevant policies, practices and procedures will be communicated to providers, staff, children, parents/families and school personnel as appropriate. The Board of Directors will review and revise as necessary, such documents on a regular basis, in order to meet governing standards.

## **Maintenance and Safety Policy**

The policy of the Westlock Child Care Society is to ensure the safety of the children. The provider/staff is responsible for the safety and well-being of each child. In doing so, the provider/staff shall be responsible for the following safety procedures and precautions:

- Providers/staff will be given current best practices standards information and are expected to follow all guidelines.
- The play room shall be arranged to allow for freedom of movement with no sharp corners or other safety hazards. It shall be arranged in a manner that meets the diverse needs of the children as well as accommodating the number of children in the program so that a variety of activities can occur simultaneously.
- Each Room Supervisor or Provider will conduct a routine daily maintenance and safety inspection of the facility and outdoor play area space to ensure that potential hazards are addressed immediately and record inspection on checklists.
- Each Room Supervisor or Provider will routinely inspect toys and equipment to ensure that any potential hazards are identified and rectified.
- All electrical outlets will be arc fault plugs or covered with protective caps.
- All floor coverings will be attached to the floor or backed with non-skid material.
- The indoor/outdoor play area will be kept free of toxic plants.
- When the outdoor sand box is not in use, it will be kept tightly covered.
- Children's wading pools will be drained and stored up-ended when not in use.
- All floor, desk, and pedestal fans will have covers and guards.
- All appliances used in the child care program must be approved by the Canadian Standards Association (CSA).
- All toys and equipment must meet federal and provincial safety requirements.
- Children will not be allowed to run when they are indoors.
- Children will not be allowed to play on trampolines.

## Firearms Policy-Day Homes

In the event that there are any firearms in the day home, the following procedures must be followed:

- Firearms are to be stored in an area **inaccessible** to the children, with all bolts and ammunition removed.
- Bolts and ammunition are to be stored separately from firearms, in an area that is also inaccessible to children.

The provider must inform the Agency immediately of the storage of **any** new firearm (including BB or pellet guns) in the home or acquisition of any new firearm(s).

Providers must inform parents of children in care in their homes of the presence of firearms in the home and the storage arrangements for same.

Where there are pets in the provider's home or other animals on the provider's property:

- children must not have access to animal/pet foods or wastes
- children should not have unsupervised access to pets
- pets must be vaccinated according to local veterinarian recommendations
- reptiles and amphibians must be kept in safe locked aquariums or cages

The provider must notify the Agency and the parent(s) of children in the day home of any pets kept in the home.

Providers must submit up to date inoculation records for their pets to be placed on provider's files as well as have a copy in the home for inspection.

It is the recommendation of the Westlock Family Day Home Agency that any indoor cat in a provider's home be dewormed on a regular basis as per veterinarian recommendations. If a cat is infested it must be treated immediately and children are not to be exposed to the animal until infestation has been cleared. Copies of documentation for deworming procedures are to be submitted to the agency office to be placed on provider's file.

It is highly recommended that children be kept away from pets that can harm them. Providers may have to move their pets to ensure that the children are safe. Animals that can harm children include dogs, cats, birds, and lizards. Providers are to take every precaution necessary to ensure the safety of children at all times. DO NOT LET CHILDREN pet dogs that may wander into the yard or dogs that they see at the playground, parks or at a friend's home.

## **Family Day Home Provider Accommodations**

### **Residence**

Provider's residence must be in good repair. Space must be adequate to accommodate the following requirements:

- windows in every room used by children
- adequate heat, light, and ventilation,
- clean, comfortable surroundings
- sufficient space for developmental activities of children in care



The family day home provider's furnishings and equipment must be age appropriate. Toys, equipment, materials, furnishings must be of sufficient variety and quantity for the number and ages of children in the care of the provider. Toys, equipment and materials should be organized and accessible so that children can make their own selections.

Furniture and equipment must:

- meet federal and provincial product safety legislation and are only used as recommended by the manufacturer; and
- includes but is not limited to beds, mats or mattresses with bedding, safety gates, cribs, play pens, high chairs, toilet seats or potties, strollers or carriages, and car seats or booster seats.
- toys and equipment must be kept in good repair, a piece of faulty equipment or a broken toy can pose a threat to the safety of the children in care so if repairs are not possible, the damaged article must be disposed of.
- Providers will provide adequate equipment as required, e.g. crib or playpens for sleeping for a child who is under twenty-four months of age (child must be directly supervised if using a play pen rather than a crib), high chairs, safety gates, individual bedding for sleeping arrangements, individualized cots or mats, etc.
- High chairs, safety gates, toys and games may be available from the Agency if a provider is unable to supply them. Items borrowed must be returned cleaned and in good repair when they are no longer in use. Providers will be charged the cost of replacement if these items are damaged beyond normal wear and tear.

## **Outdoor Play Space**

Revised: April 2013

The provider must ensure that children have access to outdoor play space.

If the outdoor play space is part of the provider's private residence, it must be securely enclosed.

The agency can exempt a provider, using a CFSA-approved form, from the requirement to have the outdoor play space securely enclosed if outdoor play space that is securely enclosed is not reasonably available and if children will be adequately supervised and protected in the outdoor play space provided. The form used to exempt a provider must be approved by Child and Family Services annually and any changes to the form must be pre-approved by Child and Family Services. A copy of the exemption form must be stored on the provider's record with the agency and parent(s) must be informed at the time of enrollment that the provider has an exemption.

If the outdoor play space is not part of the provider residence, it must be within safe and easy walking distance.

## **Transportation Policy-Day Homes**

The Agency strongly advises against the transportation of any child (ren) in any private vehicle.

If a provider must use her vehicle for transporting children, she must have written consent from her automobile insurance carrier confirming that her Day Home operation will include the use of her vehicle and that it is acceptable to the insurance company. All providers who transport children must obtain automobile liability insurance coverage at a minimum of \$1,000,000 per occurrence. The provider must forward this confirmation to the Agency.

Providers must have the parent's written permission to transport their child, or permission must be written into the parent contract.

While in transport, all children under 40 pounds must be properly secured in a properly install CSA approved car seat. Children from 40-60 pounds must be secured in a CSA approved booster seat, making proper use of the shoulder and lap belts. Children over 60 pounds must be secured with the shoulder and lap belts. Proper car seats for the child's weight and height must be correctly installed. Car seats must be used and installed as per manufacturer's recommendations.

## Home and Safety Inspection Checklist-Day Homes

The agency will use a Child and Family Services approved Home Safety Inspection Checklist during the required two annual safety checks. The checklist must include, at a minimum, a review of the following:

- providers must have written emergency plans for evacuation procedures and an evacuation route;
- all children who are developmentally able must know the designated meeting place outside the home in the event of a fire;
- fire drills must be practiced monthly and recorded monthly (it is recommended that the drills include the sounding of the smoke alarm so that children learn to recognize the sound and connect it with the practiced evacuation);
- a working telephone is required at all times;
- providers must know the procedure for calling for help;
- all medications, vitamins must be kept under lock and key;
- all chemicals, alcohol, personal care products and household cleaning products must be stored in an area that is inaccessible to children;
- providers must ensure that the following telephone numbers are readily accessible: emergency medical service; ambulance service; fire department; police service; poison control centre; nearest hospital or emergency medical facility; and child abuse hotline

In the event of an accident or emergency, the family day home provider should give first priority to the well-being and safety of the child (ren) requiring special attention:

- (a) Assess the situation to determine the action to be taken and carry out that action (first aid treatment and/or calling an ambulance)
- (b) Notify the Day Home Coordinator of details of accident and if necessary arrange for back-up care for the rest of the children in care
- (c) Inform the parent(s) by telephone
- (d) Complete an incident/accident report. It must be signed by the provider and the parent(s) and given to the coordinator to sign and be placed on the child (ren)'s file.

In accordance with agency policies, providers must have written emergency plans for evacuation procedures and an evacuation route.

## **Sleeping Arrangements Policy-Day Homes**

Providers are required to provide individual sleeping arrangements for any child requiring a rest period.

All cribs/play pens used in a day home must comply with all federal and provincial safety regulations as in the Crib, Cradle, and Bassinet Regulations. Play pens are only used if child is directly supervised at all times. Directly supervised refers to the child being in eyesight of the provider.

Children under twenty-four months of age may sleep in a crib, playpen or supervised on the floor. Such arrangements should be by mutual agreement between the provider and parent.

An infant monitor must be used if a child is sleeping and is not within provider's eyesight.

Cribs and playpens which do not meet the safety requirements shall not be used. Individual bedding, which is labeled, must be supplied by the provider for each crib/playpen and for each child requiring a nap. These items need to be washed on a weekly basis or more frequently if soiled.

Young children should not be put to nap on waterbeds.

All sleeping arrangements must be made in a room where there is a window large enough to allow for escape in case of a fire.

Providers will not nap while any child is in care, whether the child is awake or sleeping.

A provider offering child care to a child for a period longer than 18 hours in any 24 hours must provide that child with time for sleeping. In such cases, the provider must give each child his or her own bedding and sleeping accommodations that meet child's developmental needs. Male and female school-aged children must sleep in separate rooms. A provider offering extended care is required to provide the child with facilities for bathing or showering. Children must be bathed individually and supervised according to developmental needs. Agency requires providers to request written approval prior to contracting to provide extended hours of care.

## **First Aid**

All providers and primary child care workers hold a current First Aid/CPR certificate. Minor accidents are dealt with at the day home or child care program and reported to the parents at time of pick up. Major accidents will be seen by a physician (see consent form for Emergency Medical Care).

In the event that a child is assessed by staff to require emergency medical care as a result of an accident the staff will institute the following procedures:

- First aid procedure appropriate to the situation
- arrange for immediate transportation to medical services (the safety of the other children must not be compromised by lack of supervision; therefore, ambulance service may be appropriate)
- notify the parent/guardian by telephone as soon as possible of the situation and action taken
- document the incident for the Executive Director and Board of Directors

Accident reports are submitted to the Agency Coordinator and/or Executive Director for review and kept on the child's file/.

## **Serious Incident Reporting**

It is the policy of the Westlock Child Care Society that all incidents must be reported immediately to the Executive Director. The following incidents must be reported immediately to the Executive Director, Board of Directors, and licensing officer for Child and Family Services. A written report using the government form must follow within 24 hours.

- Death of a child
- Emergency evacuation of a program
- Program closure due to an emergency
- Unexpected program closure
- An intruder on the program premise
- A child being removed from a program without parent/guardian consent
- Any injury requiring medical attention
- Illness/Injury requiring emergency medical services and hospitalization
- A missing or lost child
- A child left on the premises after operating hours
- Allegation of abuse
- Error in the administration of medication
- an adverse reaction to a medication by a child
- Young person involved in a crime while in care

It is the policy of the Westlock Child Care Society that all staff and/or providers must participate and cooperate in any investigation conducted by the Executive Director, Board of Directors, and/or authorities from Children and Family Services or other law enforcement agencies as required.

The Executive Director will complete the Government of Alberta Incident Reporting Annual Summary and Analysis Report and submit this report to the regional child care office as requested for license/contract renewal and/or annually during multi-year license periods.

## **Emergency/Safety Contacts and Procedures**

The following telephone numbers must be posted at the program premises and are readily accessible:

- a) Emergency medical service
- b) Ambulance service
- c) Fire Department
- d) Police Service
- e) Poison Control Center
- f) Nearest hospital or emergency medical facility
- g) Child abuse hotline

The telephone number for an after-hours emergency program contact is posted in a place that is visible from the outside of the day care and out-of-school care program premises.



### **Portable Emergency Information Records**

Providers/staff must maintain a complete up to date, portable record for each child in care, which must be kept readily accessible and be taken on all outings or in the event of an emergency evacuation and must include:

- child's name, home address and date of birth
- parent's name, home address, work address, home telephone number and work telephone number
- one emergency contact name and telephone number(s)
- relevant health information including immunization status and medical condition(s)
- the telephone numbers of the local emergency response service and poison control centre must also be available in the portable emergency information records

## **Fire, Evacuation, and Emergency Safety Policy**

Developed: August 2015

**Purpose:** To provide information to administration, providers/staff, and parents/families that outlines clearly the procedures to be followed in the event of an emergency that may pose a risk to persons in the program.

**Policy:** The Westlock Child Care Society understands that security and emergency preparedness at work, at home, and in the community is everyone's responsibility. It requires coordinated prevention, protection, response, and recovery activities that span the preparedness spectrum.

In the child care programs, providers/staff need to understand the nature of potential emergencies and what actions to take if emergencies do occur. Life safety, communication, efficiency, and roles and responsibilities are critical components to enhancing the security and preparedness of providers/staff and the children in their care. Plans and procedures will be reviewed and updated on a regular basis as per information provided by governing bodies.

### **Procedure:**

All programs are required to have written plans in a Fire, Evacuation, and Emergency Safety Procedure Manual that clearly identifies required emergency preparedness plans and the procedures to be followed by both the provider/staff and administration for an evacuation of the program, response to natural disasters such as severe weather or man-made (train derailment), and procedures for emergency lock down situations. The Procedural Manual will outline information in detail regarding the following:

- Administration and staff form an Emergency Management Team with designated roles and responsibilities
- Programs have a system of Emergency Signals and Communications
- Families are aware of their responsibilities in regards to Emergency Preparedness and Response
- Programs have an Emergency Information Binder that contains Emergency Response Information, including program, child and provider/staff information
- Programs have Emergency Preparedness Kits on site
- Programs have a detailed Emergency Preparedness Plan and Emergency Procedures for:
  - Program Evacuation
  - Residential Evacuation
  - Municipal Evacuation
  - Shelter-in-Place: Response to Natural Disaster
  - Shelter-in-Place: Hazardous Materials
  - Emergency Lock-Down
  - Emergency Program Closure
  - Off-Site Excursions Emergency
- Programs have plans in place to monitor and respond to possible adverse reactions by providers/staff, children and families after an emergency event

**Revised July 2020**

## Payment Structure and Policy

Fees are subject to change, with one month's notice given to parents.

### Athabasca providers

Athabasca area providers set their child care fees and fees are paid to the Westlock Child Care Society as per the invoicing policy below.

### Westlock providers

Westlock area providers set their child care fees and fees are paid to the Westlock Child Care Society as per the invoicing policy below.

### Barrhead providers

Barrhead area providers set their child care fees and fees are paid to the Westlock Child Care Society as per the invoicing policy below.

**For children registered on a daily basis:** If child care is cancelled with less than 12 hours' notice, a **daily fee** will apply.

Any child picked up later than the stated program end time will incur a charge of **\$1 per minute**.

### Scheduling care

Parents are required to complete an agreement with the provider stating what days and hours their children will attend. Providers may give priority to parents who book full monthly care. All other bookings are on a first-come, first-serve basis and will be subject to a daily fee if 12 hours' notice is not given when the child does not attend.

### Invoicing

Parents/caregivers will be invoiced by the on the 20th of the month prior to care being requested, with **payment due by the 1st**.

Interest is accrued at 2% per month (24% per annum) on overdue accounts.

If a child is subsidized, parents are responsible for the full fees for at least the first month of care, until the subsidy confirmation is received from the government. Parent/caregivers must pay the difference between full fees and the subsidy received for each child in care each month. Retroactive adjustments made to the subsidy by the government are the responsibility of the parents and will be billed to the parents when received.

### Subsidy

Subsidy is calculated by the government based on information provided by parents/caregivers. Income level and childcare hours are essential parts of the level of subsidy. It is crucial that information is accurate and up-to-date. The government will not pay full subsidy if parents/caregivers do not require full time care, change their program, or give false information. Ensure your information with the government is kept current!



## Notifiable Communicable Diseases

Sections 20(1) and 22(1) of the Public Health Act

Acquired Immunodeficiency Syndrome (AIDS)	Gastroenteritis, epidemic. (See note on next page.)	Mumps
Amebiasis	Giardiasis	Neonatal Herpes
Anthrax	Haemophilus Influenzae Infections (invasive)	Nosocomial Infections
Arboviral Infections (Including Dengue)	Hemolytic Uremic Syndrome	Ophthalmia Neonatorum (all causes)
Botulism	Hepatitis A, B, Non-A, Non-B	Pandemic Influenza
Brucellosis	Human Immunodeficiency Virus (HIV)	Paratyphoid
Campylobacter	Kawasaki Disease	Pertussis
Cerebrospinal fluid isolates	Lassa Fever	Plague
Chickenpox	Legionella Infections	Poliomyelitis
Cholera	Leprosy	Psittacosis
Congenital Infections (includes Cytomegalovirus, Hepatitis B, Herpes Simplex, Rubella, Toxoplasmosis, Varicella-zoster)	Leptospirosis	Q-fever
Dengue	Listeriosis	Rabies
Diphtheria	Malaria	Reye Syndrome
Encephalitis, specified or unspecified	Measles	Rickettsial Infections
Enteric Pathogens (See note on next page.)	Meningitis (all causes)	Rocky Mountain Spotted Fever
Foodborne Illness (See note on next page.)	Meningococcal Infections	Rubella (Including Congenital Rubella)
Rubeola	Tetanus	Typhus

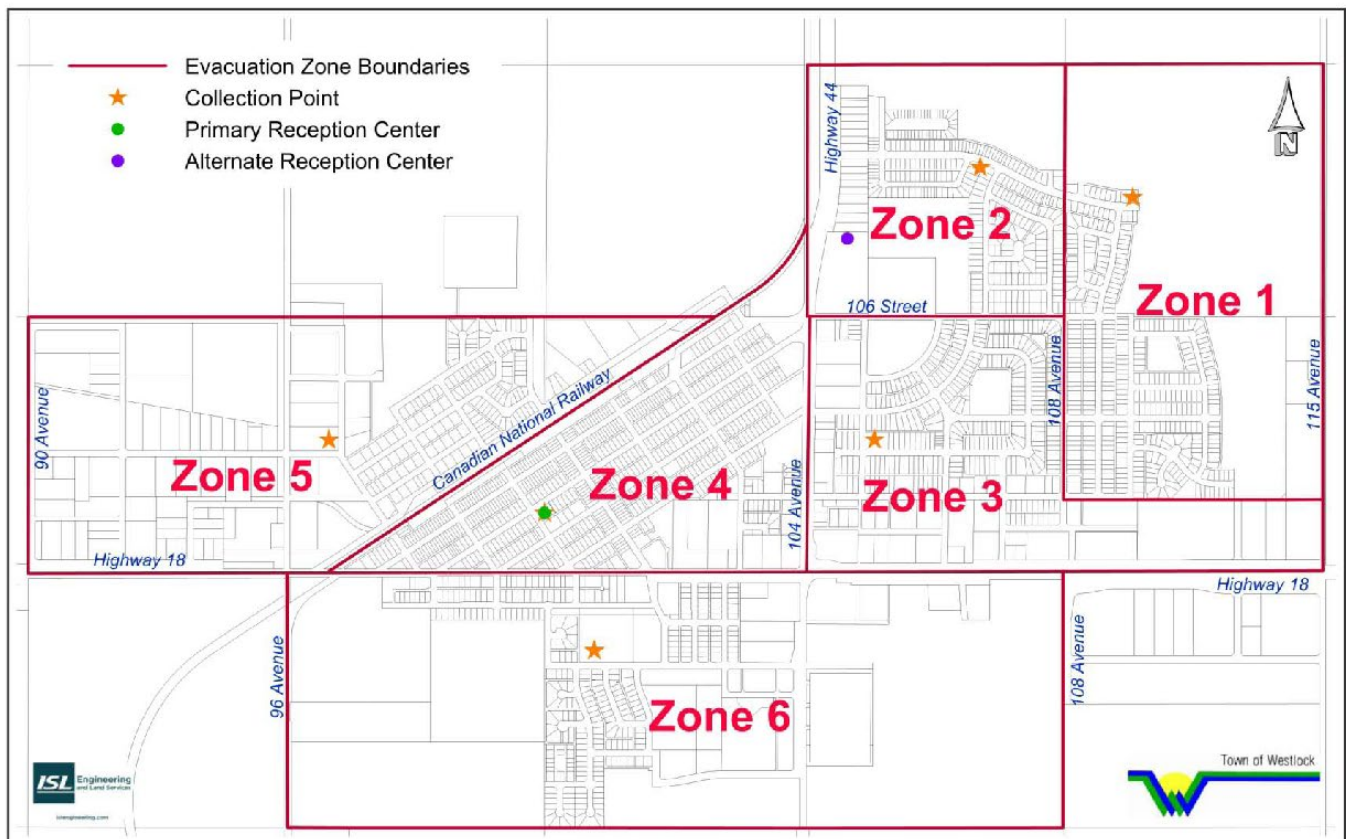
Salmonella Infections	Toxic Shock Syndrome	Varicella
Severe Acute Respiratory Syndrome (SARS)	Trichinosis	Viral Hemorrhagic Fevers (including Marburg, Ebola, Lassa, Argentinian, African, Hemorrhagic Fevers)
Shigella Infections	Tuberculosis	Waterborn Illness (all causes) (See note below.)
Smallpox	Tularemia	West Nile Infection
Stool Pathogens, all types (See note below.)	Typhoid	Yellow Fever

**Note:** Enteric Pathogens, Foodborne Illness, Gastroenteritis, epidemic and Waterborne Illness include the following and any other identified or unidentified cause: Aeromonas; Bacillus cereus; Campylobacter; Clostridium botulinum; perfringens; E. Coli (enteropathogenic serotypes); Salmonella; Shigella; Staphylococcus; Viruses such as Norwalk and Rotavirus; Yersinia

## Town of Westlock Evacuation Procedures

1. **ALARM:** Should an evacuation of the Town be declared by Town Council, an evacuation alert will be broadcast through local media (Television and Radio, including CFOK 1370). Alternate means of notification may include door to door canvassing or vehicle equipped with public address system. Follow the instructions provided.
2. **COLLECTION CENTERS:** If you are without transportation, proceed to one of the collection centers closest to you:  
**Open Doors Church** (110 Street & 109 Ave for subdivisions of Polymanth and Belvedere)  
**Church of Christ** (109 Street & 106 Ave for Altador Subdivision)  
**Church of Nazarene** (103 Street & 105 Ave for Eastglen Subdivision)  
**Memorial Hall** (106 Street & 99 Ave for Downtown area)  
**Public Works Shop** (97 Ave & 110A Street for Whissellville north of Tracks)  
**St. Mary Junior High School** (99 Ave & 97 Street for Southview Subdivision)
3. **INVALIDS:** for those people who are handicapped or invalids, phone 780-349-4444 (Town Office) for assistance.
4. **IF TELEPHONES ARE NOT WORKING:** information will be broadcast on local media
5. **FOR THOSE WITH VEHICLES:** proceed to the collection centers. If your vehicle is full proceed to the reception center and follow directions
6. **HELP YOUR NEIGHBOUR:** if you have space in your vehicle, drive by one of the collection centers and take some people with you.

**KEEP THIS IN A PROMINENT PLACE IN YOUR HOME – IT MAY SAVE YOUR LIFE!**



## Town of Athabasca Evacuation Procedures

1. **ALARM:** Should an evacuation of the Town be declared, an evacuation alert will be broadcast through local media (Television and Radio, including 850 CKBA.). Alternate means of notification may include door to door canvassing or vehicle equipped with public address system. Follow the instructions provided.
2. **COLLECTION CENTERS:** If you are without transportation, proceed to one of the collection centers closest to you. Collection Points will be pick up points for those needing transportation to the Reception Centres. The Collection Point locations and evacuation routes will be announced during evacuation procedures. For evacuation purposes the Region has been divided into three areas: **East**, **West** and **North**. The **East** section will evacuate to reception centres in Boyle or alternate centres, the **West** to the town of Athabasca or alternate, and the **North** to points in either or both Boyle and Athabasca or as otherwise noted.
3. **IF TELEPHONES ARE NOT WORKING:** information will be broadcast on local media
4. **FOR THOSE WITH VEHICLES:** proceed to the collection centers. If your vehicle is full proceed to the reception center and follow directions.
5. **HELP YOUR NEIGHBOUR:** if you have space in your vehicle, drive by one of the collection centers and take some people with you.

Please review the most current Town of Athabasca evacuation plan on the website below.

**<http://www.athabasca.ca/content/emergency-response>**





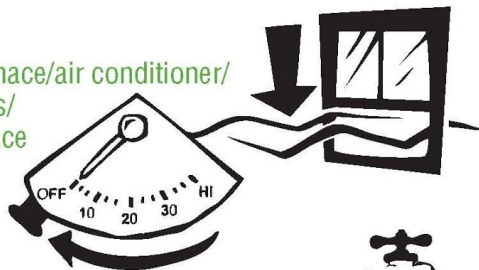
## In Case of an Emergency: Shelter-in-Place

1. Go inside. Verify emergency.  
Turn on local radio/TV.



2. Close all windows and doors.

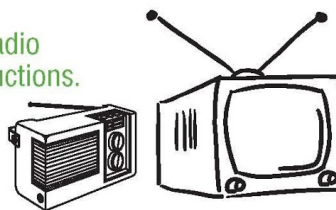
3. Turn off furnace/air conditioner/  
exhaust fans/  
close fireplace  
dampers.



4. Enter and seal a smaller room.  
Seal doors and windows with  
duct tape or wet cloths. Breathe  
through a wet towel to filter the air.



5. Continue to listen to radio  
or TV for further instructions.  
Keep phone lines free.



### Unless told to do so by authorities:

**DO NOT** evacuate or travel.

**DO NOT** bring home children from school, or other family members from work.

**DO NOT** call 911 or any other authority for information.

**Place in your phone book or another handy place.**



## In Case of an Emergency: Shelter-in-Place

An accident may cause a hazardous material to enter the air. Unless the hazardous material is flammable, emergency response professionals recommend that you stay indoors until you receive instructions to leave. Once you are inside there are several things you can do to help your building protect you...



### Things to do to Shelter-in-Place

- Go indoors and stay there.
- Close all outside doors and every door inside the building.
- Close all windows.
- Do not use kitchen vents or bathroom vents.
- Set thermostats so air conditioners, furnaces and hot water heaters will not come on.
- Do not use fireplaces. Close all dampers.
- Do not operate clothes dryers.
- Shelter in an inside room away from windows and doors if possible.
- Breathe through a wet towel to filter the air.
- Reduce or avoid smoking as it contaminates the air.
- Do not leave the building until told to do so by authorities.
- Stay tuned to local television or radio for information.
- Do not use the telephone, it may tie up the phone lines.

*A well weather-stripped building slows the movement of air into the building and any hazardous material that does enter is weakened when it mixes with the indoor air. It is imperative that you stay indoors, especially if you see a cloud, vapour, or smoke from the hazardous material outdoors or you can smell it indoors. **You will be safer inside.***

**Place in your phone book or another handy place.**

### **Community Resources - Westlock**

Each One Teach One (Literacy)	780 349-3696
Family and Community Support Services (FCSS)	780 349-5900
Health Link	1 866 408-5465
Healthy Families/Healthy Futures	780 349-2444
Hope Resource Center (Family Violence/Abuse)	780 349-6111
Parent Link Center	780 349-2444
Westlock Aquatic Center	780 349-6677
Westlock Community Health Services	780 349-3316
Mental Health Services	780 349-5246
Westlock Municipal Library	780 349-3060
Westlock Rotary Spirit Center	780 349-6654

### **Community Resources - Athabasca**

Athabasca Community Health Services	780 675-2231
Athabasca Landing Pool	780 675-5656
Athabasca Multiplex	780 675-2967
Athabasca Native Friendship Centre	780 675-3086
Athabasca Public Library	780-675-2735
Centre Communautaire Scolaire – Cultural Centre	780 798-2045
Family and Community Support Services (FCSS)	780 675-2623
Health Link	1 866 408-5465
Mental Health Services	780-675-5404
Words Work Literacy Program	780 675-5650