



Puzzles

Child Care to Fit Your Family

Parent Handbook

Policies and Procedures

A program of The Day Care Society of Banff

Proudly Serving the Bow Valley

Since 1975

Welcome to Puzzles!

The mission of The Day Care Society of Banff is to work with families and our community to provide quality child care and opportunities for personal growth in a nurturing atmosphere of activity and fun!

The Board of Directors and staff welcome you to Puzzles, a program of The Day Care Society of Banff. We are a non-profit charitable society providing child care services to Banff and the Bow Valley since 1975. For 42 years we have operated our Banff Child Care Centre, a quality accredited early learning program meeting family needs for full time child care experiences. We are pleased to add a second site, Puzzles, to our early childhood education offerings.

We are committed to exploring and serving evolving needs in our communities and have responded to growing child care needs of families needing extended days and hours along with flexible child care schedules due to their work schedules in our hospitality driven community.

In April 2017, we were successful in our grant proposal and have been named one of 22 Alberta Early Learning and Child Care Centres. This grant is a culmination of community input studies and makes possible an innovative pilot project, our new program called Puzzles.

The Puzzles program design offers seven day per week programming with hours planned to meet the needs of many of our Bow Valley families. Recognizing family needs for flexibility, child care schedules will be arranged for each family upon enrollment as space allows.

Families who choose to have guaranteed care schedules will be enrolled with a parent contract according to the Puzzles enrollment policies.

When space is available in addition to the contracted schedules, our Playcare concept will be available. Playcare is not guaranteed space but is made available for online registration and payment with minimum three hour participation at an hourly rate.

Puzzles will primarily serve children ages 1-5 and will also serve children up through age 8 on evenings after 5:00 PM and weekends as space allows.

Days and Hours of Operation

Puzzles anticipated hours are 6:30 AM to 7:30 PM Sunday through Saturday. Hours may be adjusted based on enrollment and operational needs.

Puzzles plans to be open year-round with the exception of certain Canadian holidays:
New Year's Day, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day.

Care might be provided on Alberta Family Day, Good Friday, August Civic Holiday, Remembrance Day and Boxing Day for an additional fee if demand warrants. Decisions will be made 30 days in advance of each holiday.

Our Location

Our Puzzles facility is located on the campus of the YWCA in Banff, Alberta. Our building, known for many years as the Kay Watt Training Centre, is the lovely brick building with many beautiful windows overlooking the pathways along the Bow River and just a short pedestrian bridge walk from downtown Banff. Puzzles is a warm and welcoming program in which we are pleased to offer quality care and education through a facility partnership with the Banff YWCA.

Purpose

The purpose of Puzzles is to create a safe, secure, and happy environment for children, staff and families. Our prime objective is to provide activities for the enjoyment and development of children in a relaxed atmosphere. Our focus is to encourage development of a positive self-image, self-confidence, open communication, and trusting relationships between children, staff, and parents.

Our program promotes an environment which allows each individual child the freedom to enhance their social, emotional, physical, intellectual, and creative development. All children will be encouraged to develop their independence, decision-making skills, and a sense of responsibility. The program will provide the opportunity for children to have a variety of play experiences in a stimulating environment and allow freedom within set limits.

Goals of the Puzzles Program

For Children:

- To provide opportunities for being with other children in a setting that fosters all areas of child development including social, physical, cognitive, creative and emotional.
- To provide an opportunity for meaningful play that is based on the child's individual needs, interests and abilities.

For Parents:

- To provide quality child care for families in a safe and enriched learning environment while they pursue employment or other interests.
- To provide networking opportunities for families to build a sense of community belonging.

For Our Communities:

- To help meet the needs of the community by providing quality child care programs.
- To contribute to the growth and development of future citizens.
- To enhance the role of The Day Care Society of Banff as an integral part of the community.
- To provide a setting where people of different backgrounds can work together.
- To provide support to families in all areas of the development of their children.

Puzzles Enrollment Policies

Puzzles is a program of The Day Care Society of Banff. The Society has operated in Banff for 42 years with our high quality Banff Child Care Centre and now expands to a second site with expanded opportunities. Puzzles is designed to meet unique child care needs of Bow Valley families in which many parents work non-traditional schedules or have found childcare difficult to secure due to flexible needs or shortages of infant/toddler spaces. We have been granted funds from the province of Alberta to assist in offering flexible childcare in which families with these needs are given priority enrollment at Puzzles. The Society reserves the right to determine enrollments based on priorities stipulated in the grant.

Puzzles Contract Care – Reserved space so you know your child care is there for you!

Enrollment gives families a guaranteed childcare spot with a set monthly fee for your designated childcare schedule and families agree to the enrollment and payment policies of The Day Care Society of Banff.

- A one-time \$50 registration fee applies to each new family enrolling in programs of The Day Care Society of Banff. This fee is paid upon acceptance of a child care spot. Families already enrolled will not pay this fee again.
- A tuition deposit of \$200 is paid upon acceptance of a child care spot and is applied to your first month's tuition.
- Monthly tuition payments are made on the first day of each month through automatic withdrawal from parents' chequing account. There is not a service fee for this payment, however a \$15 fee will apply if an automatic withdrawal is returned by a parents' banking institution. In this instance, full tuition for the month is due to Puzzles within two days, paid by debit card.
- A child care schedule is determined upon enrollment and may be changed with 15 days' notice. Tuition for the month is determined by this guaranteed schedule.
- If a family with a guaranteed spot withdraws from Puzzles, 45 days' notice is required so another family may enroll in the spot without gaps in service. If the child attends less than the required 45 days, tuition fee is still due for the 45 days.
- Once a guaranteed spot and schedule are established, the child care days and hours are reserved for you and credit or refunds cannot be given if the child does not attend those days or hours. Your spot is available for your family to use as it best suits you.
- Extra days may be added to a guaranteed monthly schedule through our online reservation system when space allows and are paid online at the time of booking.
- A standard day offers up to 9.5 hours per attendance day with your schedule chosen when you enroll. Extended day for more than 9.5 hours is also available. Please see the attached tuition chart.
- Upon enrollment, families agree to the policies of The Day Care Society of Banff. Please see the Puzzles Parent Handbook. The Day Care Society of Banff reserves the right to adjust policies to best serve our community.
- All families enrolled in programs of The Day Care Society of Banff participate in our Parent Volunteer Program which helps sustain the work of our organization and engages parents in their child's early

education program. Families enrolled for up to 3 days per week volunteer three hours every six months and families enrolled 4 or more days per week volunteer six hours every six months. Volunteer opportunities will be posted for family participation.

- Our provincial grant makes possible subsidized tuition at Puzzles for families meeting the priorities and enrolling for a child care slot of at least two days per week. This subsidy is provided by Alberta through the grant and is available as long as provided by the province. Should the subsidy cease, tuition fees will be determined at that time based on operating costs of the program and will be similar to tuition for our Banff Child Care Centre program. Families would be given 30 days' notice should the grant subsidy end.

Puzzles Guaranteed Child Care Space Monthly Tuition Rates 2017

# of Days/Week	Standard Day Schedule up to 9.5 Hours	Extended Day Schedule over 9.5 Hours
2	\$225/ Month	\$300/Month
3	\$325/Month	\$400/Month
4	\$450/Month	\$550/Month
5	\$550/Month	\$650/Month
6	\$650/Month	\$775/Month
7	\$750/Month	\$875/Month

Tuition Information

- Tuition fees are paid in full, in advance of attendance. Payment is streamlined to ensure that all fees are paid on time and administration costs minimized. Tuition is paid on the first day of each month through the pre-authorized payment plan for payment of all Contract Guaranteed Child Care enrollments. You will receive the authorization form as part of your enrollment packet.
- Please see our tuition rate information for Contract Guaranteed Space and for Playcare space.
- If a Pre-Authorized Payment does not clear your bank a \$15.00 fee will be payable to cover the fee from our bank. Please pay the NSF fee and any outstanding balance by debit card immediately upon notice by your financial institution.
- Regular monthly fees are payable for enrolled children for all days your child would normally attend, even those missed due to family holidays or illness. Your space is reserved for you each day for which you enroll.
- PLEASE NOTE: Child care fees do not cover special field trip fees, diapers, wipes, special diet foods, sunscreen and bug spray, blankets or changes of clothing for emergencies. These items are provided by parents.

Puzzles Playcare - serving family's occasional child care needs by reservation

- Playcare will be offered on a space available basis to families who do not choose to have a guaranteed spot for ongoing enrollment. This child care will be booked and paid online by reservation with a three hour minimum booking for available spaces. Playcare may not be available for all days or hours.
- **Playcare registration is completed and paid online in advance and hourly rates are:**
 - \$12 per hour for children ages 1 and 2 years
 - \$9 per hour for children ages 3-6 years.
 - \$8 per hour for children ages 7-8 evenings after 5:00 PM and weekends as space allows
- A weekly Playcare rate of \$350 for five consecutive days (up to 9.5 hours per day) for ages 1-3 or \$300 for ages 4-6 will apply for occasional short term enrollment on a space available basis. All occasional and short term care will be made by online reservation and paid in advance. Refunds for cancelled Playcare reservations for hourly care can only be made with 5 days' notice and weekly care with 10 days' notice as staff will have been scheduled to accommodate all children once space is reserved.

Puzzles Children's Program

- The first objective of Puzzles is to provide a warm, nurturing environment for children's discovery and development. We implement the Albert Early Childhood Framework in guiding our program to fit the needs and interests of our children.
- The Early Childhood Educators plan activities that include whole group, small group and individual play opportunities that help the children develop social skills and learn to play co-operatively.
- Children are encouraged to be independent and assist with keeping their environment ready for activity. Our early childhood educators encourage children to learn to dress themselves and manage toileting and feeding.
- A variety of learning centres make up the children's environment: sensory tables, science, building blocks, manipulatives, puzzles, dramatic play, large-muscle apparatus, art, nature and more. The children participate daily in short stories, music, physical literacy and art projects.
- We have a priority on outdoor play with fresh air, exercise, nature exploration, sensory development and community contact all part of our experiences.
- Daily programming includes an enriched preschool curriculum designed to allow children to experience school readiness skills in preparation for the start of kindergarten. Skills include: pre-reading and pre-writing skills, colour, number and shape recognition, exposure to math, science, social studies, health, and language arts.

Parent Involvement and Parent Volunteer Requirement

Families participate in a pre-enrollment visit to acquaint parents and children with our program, staff and facility. We will help you become familiar with all aspects of our program and answer your questions.

Families are encouraged to visit our program and learn more about our quality early childhood education. Our enrolled families are welcome with an open door policy at any time during the day to join our activities.

At Puzzles we welcome parents' ideas and involvement in our program. To facilitate involvement all families enrolled in programs of The Day Care Society of Banff participate in our Parent Volunteer Program which helps sustain the work of our organization and engages parents in their child's early education program. Families enrolled for up to 3 days per week volunteer three hours every six months and families enrolled 4 or more days per week volunteer six hours every six months. Volunteer opportunities will be posted for family participation

Our Centre Leadership

Puzzles legal entity is The Day Care Society of Banff which is a not-for-profit society governed by the volunteer Board of Directors, made up of interested community members and parents. Our organization is governed by our volunteer Board of Directors and its four committees. Parents encouraged to express interest in board or committee membership and to attend our Annual General Meeting in June of each year.

The Day Care Society of Banff is operated by a qualified staff team made up of our president, site directors, early childhood educators, chef and administrative support staff. We are proud of the high level skill and experience that our staff brings to children and families in our program.

Policies for Your Child's Positive Experience with Us

Arrival and Pick Up

Please sign your child in and out each day on the ipad found in your child's room. These sign in and out records are a legal document, they are essential for safety reasons and are required by Alberta Licensing. Any person signing a child in and out must be **18 years** of age or older.

Provincial regulations state that children can only be released to adults authorized **in writing** by the child's legal guardian. Upon registration parents are asked to submit a list of names of persons authorized to collect their children. Any changes to this list must then be made in writing. Children will only be released to individually named adults that are 18 years or older. Only in an emergency situation will a child be released to someone not stated on their registration form by verbal permission or through email communication. You may be asked for personal information regarding your child and/or family to confirm this authority to pick up.

If a person unknown to day care staff requests to pick up a child that staff member will ask for a piece of photo identification and compare that person's name to the list of persons authorized by the child's legal guardian. If the individual's name does not appear on this list then the child will not be released, the person will be asked to leave the program area and the parent notified by phone. **Please remember it is very important to notify staff of any special circumstances regarding pick up i.e. custody arrangements, restraining orders, threat of abduction, etc.**

If any person (including the child's legal guardian) arrives to collect a child and staff members have reason to believe that the individual is under the influence of alcohol or drugs, staff are within their rights, according to provincial regulations, to refuse to release the child. An attempt will be made to contact another authorized individual to assist.

Arrival and Pick Up Times

You will arrange your arrival and pick-up schedule upon enrollment. Any arrival before or pick-up after that time needs to be prearranged as another child may be arriving for that spot when your child departs and number of children in attendance is guided by licensing regulations.

Please pick up your child with enough time to have them dressed for the weather and saying good-bye at the end of your schedule and when the program closes. If you know you are going to be late due to an emergency situation please

advise program staff as soon as possible. If a child remains at the Centre ten minutes after closing time without notification, the emergency contact person will be called. If the child is not picked up 30 minutes after closing time and we cannot make contact with parents, appropriate arrangements will be made for your child, the RCMP may be notified and they will find parents or appropriate guardian. Please remember that as a condition of enrollment if parents have been late picking up their child on four or more occasions within a six month period your child's enrollment may be terminated.

Late Pick Up Fees

A late fee of \$15.00 fee plus \$1.00 per each minute past your pick up time or closing time will be charged. Late pick up means that a minimum of two staff are required to remain at work and be paid overtime. **Please note that late fees are to be paid voluntarily by the day following the late pick-up.**

Easing Separation Anxiety

Separation anxiety can be defined as a child's verbal, physical and/or emotional expression of unease when a primary caregiver departs. It is typical for a child to display this type of behaviour and to feel uncomfortable at first. Should your child experience separation anxiety staff are always willing to assist.

It will be easier for your child if you do not prolong your departure, especially during the first few weeks. A child who is anxious will not become any less distressed if you stay "just a little bit longer". It is better that you say good-bye, reassure them that you will return, and then address a staff member to assist with your departure. If there is a positive exchange between a parent and another adult, the child will approach the staff member with more ease and trust. It is very important to make your child aware of your departure as children become frightened of any separation. Children do well with routines and they often do well if you do the same thing every day. This way your child will quickly understand what happens at what time of day and will build a stronger trust with you.

Rest and Sleep

Comfortable rest and sleep are important factors in ensuring a child feels secure and safe in a child care environment. Our rest and sleep practices are based on recommendations from the Public Health Agency of Canada, Alberta Child Care Licensing Regulations and current best practice.

We will have a quiet rest and sleep period each afternoon as appropriate for each age group. All infants, toddlers and preschool children will lie down for rest and sleep according to their needs. Following Alberta Child Care Licensing guidelines, children will be asked to rest but not be forced to sleep nor will they be deprived from needed sleep.

Cots or sleeping mats with sheets are provided for rest time and we ask that families bring a blanket for their child. A special cuddly item may also be brought for nap time if it will help your child enjoy their rest.

To minimize interruptions to the children during rest periods, parents are asked to arrange pick up and drop off of children before or after nap time when at all possible.

Children who are resting will be supervised by staff in accordance with Alberta Child Care Licensing Regulations

Nutrition

Puzzles serves three snacks each day at the times listed below. If your child will attend over their lunch or supper hour, please provide a well-balanced meal that preferably does not require refrigeration. Milk or water will be provided with snacks and meals. Please see the Canadian nutrition guidelines handout for lunch item recommendations. Puzzles is a nut free program Due to potential allergies in small children, so please do not send nuts or any item containing nuts.

Example:

Morning Snack	8:30 – 9:00 am	Fruit, cereal , English muffins, bagels etc.
Lunch	11:30 am -12:00	Provided by parents
Afternoon Snack	3:00 PM	Vegetables, fruit, muffins, crackers and cheese, nachos, etc.
Late Snack	6:00 PM	Vegetables, fruit, muffins, crackers and cheese, cereal etc.

We follow to the Canadian Food Guide’s basic food groups and guide for nutrition for children. We provide a selection of food from the following food groups: milk and milk products, proteins, breads and cereals, and fruits and vegetables.

We recognize that breast milk is the recommended and normal food for healthy growth and development of infants and young children. The Banff Child Care Centre promotes and supports breastfeeding by members of the public while they are using our premises.

If your child has a dairy allergy we will serve a milk alternate. We do require a thorough medical history provided for a child with multiple or severe allergy complications, and for safety reasons, you may be required to supply your child’s food in this case. Families that prefer specific diets for their children (such as celiac diets and other specialized diets) will need to provide food for their child and let us know in writing if any of the foods we serve fit into their eating plan.

Child Guidance for Positive Development

Children develop positively when their personal, social and emotional needs are met and when there are clear and developmentally appropriate expectations for their behaviour.

We aim to guide children to behave in socially acceptable ways and to understand the needs and rights of others. The principles guiding behaviour management exist within the program for supporting personal, social and emotional development.

Our staff:

- Keep up to date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support;
- Access relevant sources of expertise on promoting positive behaviour within the program for supporting personal, social and emotional development; and to
- Have relevant in-service training on promoting positive behaviour.
- Provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- Familiarize new staff and volunteers with the Centre's behaviour management policy and its guidelines for behaviour.

- Expect all members of our Centre - children, parents, staff, volunteers and students - to adhere to the guidelines at all times.

At The Day Care Society of Banff we work in partnership with children's parent to address recurring behaviours and decide jointly on positive strategies.

Individual Needs of Children

We strive to serve the individual development needs of each child in our programs. We communicate with parents on our observations and ask that you share any special needs that your child has or develops. We work with resource organizations and can make referrals for family follow-up.

Outdoor Play Comfort and Safety

1. Please make sure that your child has appropriate clothing for our changing mountain weather. Consider layers for warmth, rain gear, appropriate and safe footwear, hats, gloves, neck warmers, (safer than scarves) snow pants or suits etc. as needed. Extra clothing and gear are needed for rainy or snowy days.
2. Children need footwear that provides support to the foot and does not pose a tripping hazard. We recommend shoes that have Velcro type fastening until your child is ready to tie their own laces. Please note that 'Crocs' are fine for indoor shoes but are not safe for active outdoor shoes.
3. Should your child have special needs regarding care while involved in play, please communicate these requests on the child's registration form or in writing to Puzzles.
4. Sunscreen and bug repellent are important precautions for keeping children safe and healthy for outdoor play. We offer a sunscreen/bug repellent program each spring for a flat fee to cover the costs for the season or parents may choose to provide these for your child in adequate supply to last throughout the season.

Toys and Personal Belongings

Puzzles encourages children to bring toys or materials from home only when it is for educational purposes or for comfort during sleep time.

Children and parents are welcome to speak with teachers to see if they can bring in educational items that they might like to share with the class during 'Circle Time'. If the teacher's feel that the educational item will benefit the children's experience while at the Centre they will encourage you to bring it in on a specific day. From time-to-time teachers may plan a special activity or lesson where children are invited to bring in items from home (such as a 'Teddy Bear Picnic Day' or 'show and share'), parents will be notified in advance and can decide if they would like to bring in items for the event.

Children will be provided with a coat cubby while at Puzzles and are asked to bring daily a backpack or a bag to hold spare clothing. We encourage parents to supply their child with two full changes of clothes at all times in case of accidents or wet clothes. Clothing appropriate for the weather is essential for children's comfort and protection during rain and snow, cold weather or hot, sunny weather. Please label all personal items.

Health and Safety Policies

Staff

All staff meet the provincial requirements showing they are in good health. These requirements include being healthy and having an up-to-date immunization record. Staff also have regular training and certification in infant and child CPR and first aid.

Children

Children must be in good health to attend the program. **Sick children will not be allowed to attend the program at any time.** Upon enrollment please indicate if your child has up to date immunizations. If you are choosing not to immunize your child please provide this information on your enrollment form. If/when there is an outbreak of a communicable disease ALL unimmunized children must be removed from the program.

Medical and Health Conditions Under Which a Child Should Not be Brought to Puzzles

In an effort to keep children from spreading illnesses to the other children in their child care program, parents are asked to keep them at home if they are displaying any of the following conditions:

- The child is running a fever (100.4F or higher), **even if it is being controlled by Tylenol.** A fever is the body's way of fighting an infection or telling us something is wrong, a child with a high fever needs to see a doctor as soon as possible.
- The child is vomiting two or more times in a 24-hour period. Excessive vomiting can lead to dehydration.
- The child has a body rash, especially with fever or itching.
- The child has diarrhea (two or more watery stools in a 24-hour period).
- The child has eye infection i.e. mucus, pus draining from the eye or discoloration.
- The child complains of a sore throat and has a fever and swollen glands.
- The child is not feeling well and does not want to take part in any activities, is pale, has a lack of appetite, is confused, sleepy, lethargic and cranky.
- **Please do not give your child a fever-reducing medication and then send them to day care. If your child is running a fever and is not feeling well they should be kept home and not sent to day care with medications to mask their symptoms.**

If a Child Becomes Ill While in our Care

Children who become ill while in our care and cannot fully participate in the program will be made comfortable in a separate area away from other children and the parent will be contacted immediately. If the parent is unavailable to pick up their child within 20 minutes, parents need to phone their emergency contacts to pick up the child. Persons named as emergency contacts must also be authorized for pick up.

Any child who is a health risk to other children must be removed from the program as soon as possible to prevent the spread of the condition.

Licensing Guideline on Illness in Child Care Centres:

When your child is ill...A child care program must ensure they contact you (the parent) to arrange for the immediate removal of your child if he or she has any of the following symptoms:

- Vomiting;
- Fever (a temperature greater than 38 degrees Celsius);
- Diarrhea; and/or
- A new and unexplained rash or cough.

Once sent home from the child care program, your child may return when he/she has been symptom-free for at least 24 hours. Communicable illnesses may require a note from your physician allowing safe return for your child and others in the program.

Fever Policy

If a child has a fever of between 100.4 degrees Fahrenheit and 103.9 degrees Fahrenheit (39.94 degrees C), parents will be contacted and advised that the child is ill and needs to be picked up within 20 minutes.

In the event that a child's fever reaches a temperature of 104 degrees Fahrenheit (40 degrees Celsius) or higher parents will be contacted and EMS may be called to assess the child's condition and transport the child to Mineral Springs Hospital for emergency medical attention. If at all possible a staff member would accompany the child. We will continue to try contacting parents and emergency contacts and advise them to meet at the hospital to assume care of their child. Any costs incurred for the ambulance will be the parent's responsibility.

Communicable Diseases

Parents are **required** to notify The Day Care Society of Banff when their child has been exposed to a contagious disease. When a child has been diagnosed with a contagious disease, parents are **required** to inform the Director and are asked to make alternate arrangements for their child's care. When a child has contracted a disease of a serious nature a doctor's letter stating good health may be required prior to the child's return.

Head Lice Policy

Head Lice (Pediculosis) are tiny insects that live on the scalp, where they lay their eggs. Head lice do not spread disease or indicate a lack of cleanliness. Head lice are not uncommon in child care and elementary schools where children are in close proximity and are more prevalent at certain times of the year.

In order to reduce the spread of head lice, it is important that all children are lice free while attending the Day Care Society of Banff programs. If a child has live lice and/or nits present, the child will be removed from the classroom and parents/guardians will be contacted to pick up their child immediately. Once the parent/guardian arrives the care givers will share the "Head Lice – What to do. How to do it" fact sheet and indicate where the lice/nits were found on the child.

Children are welcome to return once they have been treated for head lice and no live lice and/or nits are present. On return to the Centre the child will be checked by a staff member to ensure that no live lice and/or nits are present. If lice/nits are detected parents/guardians will be contacted and asked to keep the child at home until the live lice and/or nits have been removed and the child has been treated once again.

Medications

If your child needs medication, we encourage you to ask your physician if it can be administered before and after your child's time at the Centre. On a case by case basis, medication may be administered by senior staff members when parents have filled out and signed the medication form with complete information and instructions. If your child requires medication on a daily basis, has an allergy or a medical condition which may require care please inform the Executive Director in writing immediately. If your child has allergies and has an Epipen prescribed, please bring the Epipen or other medication, along with your physician's instructions, and fill out the needed medication instruction form.

Injuries

Any injury requiring medical attention that occurs within the day care will be reported to the parent and the Director. Injury of a serious nature is also reported to child care licensing within 24 hours of the incident. An incident report will be completed by witnessing staff and signed by the Director.

Incident Reporting:

As per Licensing Regulation s. 7 Schedule 4 states:

*“Licensed and contract holders are required to report serious illness of or injury to a child that occurs while the child is attending a program and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child. Incidents that require reporting include, but are not limited to: death of a child, injury, allegation of abuse, missing or lost child, a young person involved in crime, child removed from a program without permission, emergency evacuation or unexpected program closure, intruder on premises, illness or injury requiring emergency medical services and hospitalization, error in the administration of medication, and child left on premises after hours. **Incidents must be reported immediately to licensing staff by telephone, fax or email. The Incident Report form must be completed and submitted to your local Child and Family Services Authority's licensing office within two days of the incident.**”*

Emergency Procedures Policy

We will contact you as soon as possible in the event of a community or building emergency. For this reason, it is imperative that you keep us informed of changes in any registration information such as work, cell and home telephone numbers and addresses so we are able to reach you at any time.

In the unlikely event of an emergency, all children will be evacuated at once. Our relocation area is the YWCA Great Room or the Parks Canada Headquarters should it be essential to leave the YWCA grounds.

IMPORTANT! Because children can be evacuated without warning they must wear indoor shoes at all times.

Practicing Fire Drills and Lock-Down Procedures

In accordance with fire safety and licensing regulations Puzzles conducts monthly fire drills. In addition to fire drills, we conduct lock down procedures several times a year.

It is a licensing, accreditation and fire safety requirement that these drills be practiced frequently so that all staff members are prepared in the case of an emergency and children are familiar with the process. Each drill is recorded with date and time in our emergency procedures booklet as required, along with a comment as to the success of the drill.

Visitors to Puzzles

Child Care Licensing limits access to Puzzles to the following individuals:

- 1) Staff members
- 2) Parents and Legal Guardians
- 3) Screened Volunteers & Invited Guests
- 4) Officials i.e. Child Care Licensing Officer, Fire Department, Health Inspector, Police Officers, Alberta Child and Youth Service Officers.
- 5) Maintenance and repair company representatives who show identification

All other visitors are limited to the foyer area only unless they are introduced to the Director prior to accessing the facility, this includes friends, grandparents and other guests. Admittance to the day care of individuals who do not fall in the above five categories is at the discretion of the Director. Please note that this policy is to ensure the safety and security of all children and staff within the facility.

Severe Weather Conditions

In the case of severe weather conditions and when Banff RCMP report roads are unsafe to travel, the Director may make a decision to close all child care programs for that day. In the event that the Banff Elementary School closes due to weather, the Banff Child Care Centre will close as well. This decision will be relayed to staff by telephone and announced over the local radio stations. If severe weather begins after programs have opened and accepted children for the day, attempts will be made to phone parents and announcements regarding our intent to close made on the same radio stations.

In the event programs experience a power failure for more than two hours the Centre will be closed and all parents notified to pick up their children as soon as possible. Power failure results in the loss of lights, heat, security system, hot water and telephone services.

Termination of Enrollment

By Parents:

Parents who wish to withdraw their child from the program will submit a **written notice forty-five (45) days in advance. Those who provide less notice will be required to pay for their space for the term of notice.**

By the Program:

The Day Care Society of Banff and Puzzles have the right to cease the care of a child for one of the following reasons:

1. If a child is deemed to be a safety or health risk to themselves, other children, or staff.
2. If a family's tuition account is 15 days overdue and no arrangement has been made to rectify the situation.
3. If a child has been absent from the program for ten consecutive working days without the parent giving notice of the situation and a date on which the child will return.
4. If parents have been late picking up their child on four or more occasions within a six month period.
5. If a child or parent are physically or verbally abusive toward staff. Harassment of any form will not be tolerated.
6. If it is deemed that the program and services do not meet the needs of the parent or child. (e.g. the child is not prepared for group care or the child's needs are not able to be met in a group day care setting)

In the case that the program discharges a child, the forty-five (45) days notice may be waived at our discretion.



Puzzles

Child Care to Fit Your Family