



Edmonton Region Child Care Association

Parent Handbook

ERCCA.ca

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Welcome to Edmonton Region Child Care Association – also known as ERCCA. We are a non-profit childcare that has been in operation since 1983. We are governed by a volunteer board of directors typically comprised of parents registered with ERCCA. On behalf of the Board, we would like to welcome you to our Association. During your time with ERCCA, you are always welcome to attend our monthly board meeting, to stay informed about what is happening, and to contribute ideas. ERCCA strives to promote a sense of community and belonging; ERCCA is truly an inclusive environment.

As a not for profit we are required to host an Annual General Meeting each year. We encourage one parent from each family to attend the AGM, we will provide you with 30 days' notice of this event. You are also welcome to join our board, new board members are voted on to the board at the Annual General Membership meeting held each fall.

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

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

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

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

Feel free to view our Board Minutes/ Board Information on our website. ERCCA.com
Board log in: board

Sincerely,

ERCCA Board of Directors

Parent acknowledgement

Upon signing the admission agreement, you are indicating your agreement to comply with the following set of regulations, policies and procedures as outlined. From time to time, revisions occur to the handbook if it is deemed in the best interests of the children, families, educators and/or the program.

Vision

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

Mission

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

Inclusion/Diversity

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

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

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

Open Door Policy (Parent Access)

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

Parent Communication

Our educators actively communicate with families through text, sending photos and day to day contact.

Website

Our website is ERCCA.ca

Email

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

Enrollment Information

- Enrollment in ERCCA programs is on a full-time basis and you can use this space according to your needs.
- ERCCA will only accept part-time or casual attendance when it is possible to do so and at the discretion of the Director. Casual attendance is never guaranteed.

Days/Hours/Locations of Operation

ERCCA operates from 7:00 am to 6:00 pm, Monday to Friday, closed the following holidays:

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday in August, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

ERCCA will be closed a day in lieu, on the next work day, if the holiday falls on a weekend.

- The Association also has a professional development day allocated for staff to attend the workplace but we are closed for child care. Advance notice of this date will be supplied to families as part of the posted closure dates.
- Any additional closure days and/or reduced hours may be established and will be announced to parents.
- When Christmas Eve (December 24) and New Year's Eve (December 31) fall on operational days, the ERCCA centers will survey families to determine who needs care and the hours of care required. The program may operate on reduced hours.
- ERCCA will survey families regarding their proposed attendance on all non-school days to aid in program planning for that day. Should attendance to the program be **lower than seven children the site will close** for the day and families can choose to bring their child to another ERCCA site for care.

What to Bring List to Child Care?

- Indoor shoes (suitable for running in the gym – please have them labelled).
- Water bottle. (With name label)
- Lunch, if applicable, ensuring all items to be re-heated are in a suitable container.
- Appropriate clothing for outdoor play (hat, mittens, coats, snow pants, boots, toque).
- Diapers (if applicable)
- Change of clothes to be kept in the backpack or at the centre.
- CSA approved helmets for children to participate in activities involving the use of bikes, scooters, skates etc. Bike helmets may not be used for skating.

Fees

Deposit Fee

Once a space and start date has been confirmed, a **Deposit of two hundred dollars (\$200.00) per child is due.**

- Upon receiving one-month notification (30 days) of withdrawal the deposit is refunded.
- For families who qualify for subsidy, the deposit will be refunded once all subsidy monies have been received, and one-month notice has been given to the Association.
- Once a deposit is paid to secure a space, upon cancellation without notice, the deposit will be retained.

Should you return for care within 90 days an additional deposit will not be required. After 90 days without return the Association will retain the deposit

Payment of Monthly Fees

- Payment for child care services is due in the first day of the month or with prearrangement for the 1st and 15th.
- Our preferred method of payment is Electronic Funds Transfer other payment options are available, you can discuss this with your Director.
- At the discretion of the Association a \$25.00 fee may be charged for N.S.F payment
- Should a child care account fall in arrears the Association reserves the right to impose a \$25 late Fee charge or withdraw further care until the fees are brought up to date.
- No refund will be given for any portion of the fee for monthly services not used.
- Official tax receipts will be issued electronically prior to the end of February of the following year.
- Should a child care account remain in arrears and unresolved after 90 days, a collection agency will be contacted to support the collection process.
- Summer fees may be higher than other months due to the increased activities and increased time in care for kinder and out of school care aged children.

Withdrawal of Care

- One full month (30 days) notice, in writing, is required to receive a refund on the deposit fee. Such notice must be received and acknowledged by the Director.
- If one-month notice is not provided the family is responsible for the current month's fees and the initial deposit of \$200 will not be refunded.

Fee Increase

At minimum of 30 days, families will receive email notification regarding fee changes.

Subsidy

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

Arrival and Departure of Children

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

- Children must be accompanied to their rooms if they are Kinder aged or younger. They must be signed in by recording the time of arrival. Ensure communication occurs with our educators in the room to ensure they are aware that their child has been signed in. In the event that children arrive unescorted (for example, from classes after school), ERCCA is responsible for children when they arrive **in their rooms and are signed in** by an educator. Alternate arrangements can be made at the discretion of the Director.
- Only pre-authorized individuals can pick up children.
- Children will not be released to any individual under the age of 13 years.
- Educators may request photo ID if necessary.
- In the mornings on school days, ERCCA is responsible for children after they are signed in until the time they are delivered to their respective schools.
- Kindergarten children attending their onsite school are escorted by educators to their respective classrooms. School aged children proceed to their respective classrooms when school begins, they are not escorted.
- Kindergarten children with offsite school are walked to school.
- School Aged children attending Greenfield School are transported to school by educators using the ERCCA bus.
- Kindergarten children attending Greenfield School are transported to school by educators using the ERCCA bus and walked to their appropriate school doors.
- Children attending from other school locations will be escorted by educators to the designated bus pick up/drop off location and educators will ensure they get on/off the bus.
- After school, ERCCA is responsible for children after they arrive in their rooms, or at the place designated by educators for pick-up, until the time parents/guardians arrive at the centre.
- On non-school days, ERCCA is responsible for children after they are signed in until they are signed out. **ERCCA is not responsible for children after they have been signed out should parents/guardians be on the premises and/or during after hour events.** Alternate arrangements can be made at the discretion of the Director (for example, child care for board meetings, Annual General Meeting).
- Parents are responsible to notify the ERCCA at the start of the year (September) of all non- school days and early dismissal time for their child's school.
- Children will not be released into the custody of any person, other than their parents, guardians, or those listed as authorized to pick up on the registration form, unless prior arrangements have been. In the event a child is removed from the program by a person without parental/guardian consent, appropriate emergency services will be contacted immediately, as well as the child's parent/guardian.

Absences

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

If educators have confirmed a child is not with the group or the centre, these are the next steps:

- An educator will be designated to watch the group of children and another educator will go looking for the child back tracking their route.
- The educator looking for the child will take the centre cell phone with them, or alternate cellphone.
- If off site, the educator searching will call the home site to notify Assistant Director/other staff of situation and ensure communication from the family wasn't missed.
- If the program is in a school, the educator will check with the office and if possible, have the school announce the name of the child on the intercom and a meet up location.
- The educator will phone the parents and emergency contacts.

If the Child Is Not Located Within 15 Minutes

- **"911" will be called.** They will be told there is a missing child and the location will be provided.
- The on site lead will call the Director to inform them of situation;
- The Executive Director is called.
- The Executive Director informs Board Chair;
- Updates will be made to all every 5 minutes.

Once child is found:

- Critical Incident is reported as a lost child to Children Services/ Licensing using the lost child reporting form.
- Families will receive the incident report as well.
- On site investigation is conducted by Executive Director and Director.

Late Pick-up of Children

- Children must be picked up no later than the 6:00 pm closing time (or other specified closing time, if earlier).
- **Under no circumstances will children be allowed to leave ERCCA unsupervised.**
- If pick-up will be delayed, phone the centre to inform the educators, and if possible, have an alternate person pick up
- **After 6:00 pm, or other specified closing time, a surcharge of one dollar (\$1.00) per minute per family may be charged.** The pickup person will be asked to complete a late form that will be forwarded to the Director. Late fees will be invoiced.
 - 1st late pick up is a warning.
 - 2nd late pick up is a second warning.
 - 3rd late pick up is charged \$1 per minute late per family. Further late pick-ups will be charged \$10 per minute per family.

- If arrangements for late pick-up have not been made by closing time, an attempt will be made to contact you. If you cannot be located, alternate or emergency contacts provided on the child's registration form will be asked to pick up the child(ren).
- The calculation of late picks ups will be to view the previous 3 months of attendance to confirm late pick up frequency.
- In the event that no arrangements have been made to pick up the child 30 minutes after closing time, an appropriate agency will be notified.
- Repeated late pick up of children may result in loss of child care services provided by ERCCA. A meeting will be arranged with the family to attempt to resolve the issue. If the late pick up continues the Executive Director will notify the family in writing that child care services will not continue.

Updating Child File Information

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

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

Emergency Contacts

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

Parking

Each of our sites has different rules/policies regarding parking and shared parking with the School, Church or Community League. Please check with the site director or assistant director for specifics on your site.

About Our Program Planning

ERCCA has committed to a dynamic programming structure that involves children, educators, parents and the larger community, when possible.

Educators will observe children and consult with children as is developmentally appropriate to generate ideas and activities. Activities developed by ERCCA should always be based on the interests put forth by children whenever possible. Educators will post plans in each room. Educators will support children's learning with spontaneous activities that reflect children's ideas.

We are a "Community of Learners" where educators, children and families learn from one another. We provide an environment that supports a sense of wonder, experimentation, thinking, socialization and a connection with nature and culture.

Learning through play is the foundation on which we build our program and implement learning activities.

Our programming encourages community involvement.

Access, Support and Participation (ASaP)

Our Association is a proud partner of GRIT and their program: Access, Support and Participation program (ASaP).

In our partnership each child care centre provides programming related to your child's social and emotional development and provides support to challenging behaviors. Each child care centre has a ASaP lead to support the program and provide guidance to the other educators. This lead is supported by a ERCCA ASaP Coach who regularly visits the program to support the ASaP lead. The coach provides resources, guidance, and evaluation of the program.

Our educators regularly attend training to build their skills on enhancing social and emotional development in children. This program helps children recognize their feelings and be able to express them in a healthy manner under the guidance and support of an educator.

Educators will share ideas and resources with families in our programs.

Child Guidance

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

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

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

Child Protection

ERCCA strives to ensure that all children entrusted to it are provided a high quality of care, supervision and treatment, and are free from abuse. Educators and volunteers are expected to treat children with dignity and respect. There will be no tolerance of any actions on the part of employees, volunteers or students that fall within the definition of child abuse.

The Association will investigate all reported cases of abuse in a prompt, sensitive and objective manner. All reported cases of abuse will also be reported to Province of Alberta, Provincial licensing.

Incident Reports

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

- If a child is hurt/injured
- If a child hurts others or displays inappropriate behaviour. Privacy will be adhered to where names of children will not be shared with either family involved.
- Educators may use an incident report when they may not be available to see a parent and want to pass along information regarding the child.

Bathroom Policy- Toddler

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

Bathroom Policy- Preschool (age 3) and older

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

Outdoor Play and Physical Activity

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

Sunscreen and Insect Repellant

During summer, the ERCCA educators will apply, or assist children in applying sunscreen, minimum SPF 30, and insect repellent before going outside, as deemed necessary. Sunscreen and insect repellent are provided by ERCCA. Parents are required to sign a permission form.

In the event that you do not want us to apply sunscreen or insect repellent to your child(ren), please provide written notification.

If you supply your own sunscreen or insect repellent for your child, bottles must be labeled with the first and last name and written authorization must be provided.

Inclement Weather Policy

Winter Cut-off (including wind chill)

We do not go outside when it is colder than -20°C. Temperatures between -15°C and -20°C, educators will use their discretion regarding the length of time outside, wind gusts, sunshine and how the children are coping.

Summer Cut-off (including humidex)

During the hotter months we ensure children have water to take outside. Educators will use their discretion to limit time outdoors, seek shade, offer water and water play to stay cool.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 50 as well as when wind gusts exceed 65 km/hour as posted for our local area.

Closing of Facility

Should ERCCA facilities be unable to remain open, we may be able to provide child care from an alternate location.

Should transportation be disrupted due to inclement weather, parents are responsible for arranging transportation.

Field Trips/Playground Area

On a daily basis, ERCCA educators complete an inspection checklist of the playground structures, sand play areas ensuring that the equipment is in working order and sand areas are clear of debris and unsafe objects. Children are not permitted to play in the sand without shoes.

For planned field trips outside of the communities, ERCCA provides written communication to parents about each field trip including location, date, time leaving/returning, supervision, and mode of transportation. Parents must sign the form giving permission for their children to attend the trip based on the details provided. The following field trip ratios are used (lower than normal ratios).

- Toddler 1:4
- Preschool 1:6
- Kindergarten 1:8
- School Age 1:12

Parent volunteers are welcome on fieldtrips and outings.

Children may not attend a field trip without receiving parental permission. If all educators are participating in the field trip and parents do not want their child to attend, parents must arrange alternate child care on that day.

Field trips may be canceled on short notice due to inclement weather or unforeseen circumstances. Families will be informed of the field trip cancellation through text or email.

Parents picking up/ dropping off children from field trip locations will be accepted on a case by case basis, based on location of field trip, as well as the ease and safety of the transition.

Prior to departing on a field trip, educators complete a checklist to ensure they are prepared.

While on a field trip, educators and children wear ERCCA pinnies with contact information for quick identification.

Food/Nutrition Program

ERCCA will reduce the availability and limit the sugar, sodium, and saturated fat content in foods offered.

ERCCA supplies a morning breakfast and afternoon snack to all programs, following a monthly calendar posted in the program rooms. Milk and /or water is served with breakfast, and snack.

ERCCA will ensure that at least one fresh fruit or vegetable is available for every meal served.

Lunches are provided by families for children who eat lunch at the centre. Lunches can be heated at the centre.

ERCCA can supplement lunch should the child indicate they are still hungry; the educators will also bring this to the attention of the family.

If a child is hungry outside of lunch or snack time, the educator will provide the child with a small snack (ex. fruit/vegetable). If the request is ongoing the family will be notified.

ERCCA promotes family style eating during snack and lunch: children will be seated while eating. No beverages will be provided to children while they are napping. In the case of a pandemic or illness outbreak we will comply with all Public Health orders, which may include the discontinuation of family style eating.

Nutrition

Baking and cooking experiences planned by ERCCA educators will ensure that they will have less than 15% Daily Value of either sodium, saturated fat, or sugar.

Families are prohibited from providing snacks to the child care program for birthdays or other special events. Families are encouraged to celebrate children in another way, such as bringing in a favorite book, or art experience.

Allergies

ERCCA will align with the school they are providing care from regarding being nut free, should the school be a nut free school then the child care will also be nut free. If a child in our care should have an allergy to specific food our program, will also ensure they comply and not serve that product nor have anyone attending the program bring that item in.

Supervision

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

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

Rest Time

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

Toys and Personal Items from Home

Children may bring toys or personal items from home and incorporate them into our program. Educators will encourage children to be responsible for their own items and secure them in their cubby space when they are done playing. We are not responsible should the item be lost or damaged.

During an outbreak family may be asked to refrain from bringing items from home.

Health & Safety Information

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

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

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

Communicable Disease

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

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

- Inform educators should your child contract or has been in contact with someone who has a communicable disease.
- Seek early medical treatment for your child if there is any suspicion of a communicable disease.
- Educators will inform you whose children may have come into contact with a child who has contracted a communicable disease providing them with resources on how to manage the disease.
- ERCCA educators will comply with the provincial requirement to report communicable diseases to the Alberta Health Services.

Illness

Children cannot attend ERCCA if ill or unable to participate in activities normally scheduled

- If a child becomes ill while at the center, the child will be isolated and parents or guardians will be contacted to pick up the child.
- Educators will record the illness on the ERCCA "sick child tracking form". This form includes the time and date when the child became ill, the name of staff who contacted the parent, the time the child was removed from the program and the date the child returned to the program. Once completed, these forms will be stored in the child's file.
- Where an educator knows or has reason to believe that a child is exhibiting signs or symptoms of illness such as vomiting, fever, diarrhea, or a new or unexplained rash or cough the ERCCA staff will ensure that the parent/guardian is contacted to arrange for pick up from the program.
- ERCCA will accept your child back into care, after a period of no less than 24 hours of being symptom free. Families may be asked to provide medical documentation to verify that the child does not pose a health risk.
- If we cannot reach you to arrange pick-up of your ill child, ERCCA will call alternate pick- up arrangements with the listed emergency contact.
- Parents who repeatedly do not arrange for the immediate pick up of their unwell child, may be withdrawn from the program.

Educators must complete the public health tracking form when they are told a child or educator member is away sick with any of the following symptoms: vomiting, diarrhea, fever, unexplained rash, or contagious disease.

If an outbreak is confirmed, educators will notify the Director/Executive Director who will call and report the outbreak to Alberta Health Services

Administration of Medication Protocol

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

Accident or Injury

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

- The parent is notified and informed of the incident by the end of the day.
- If the child requires immediate medical attention:
- An educator with current first aid certification will administer first aid and the parents or guardian will be contacted.
- If educators have determined that the child's injury requires medical treatment the educator will stay with the child until the parent or alternate pick up arrives.
- In the event that immediate emergency medical attention is required, an ambulance will be called and the child will be transported to the nearest hospital. A parent or guardian will be contacted. Educators are not able to accompany the child in the ambulance due to Alberta Health services guidelines.

Parents are responsible for the cost of medical transportation for their child.

- In the event of an accident or injury requiring medical attention, the Executive Director or Director must inform Alberta Child Care Licensing immediately and within 48 hours submit a Critical Incident Report form (in writing). All critical incidents will be reviewed annually and a report submitted to Alberta Child Care Licensing as required.

The leadership team will review incidents to be sure any safety, health issues or trends are identified and a plan of action to correct these is created. It is the responsibility of the Executive Director and Directors to ensure critical incidents are documented, reported and reviewed.

- An incident/injury report will be completed and provided to parents in a timely manner when incidents/injuries occur and includes details of any corrective action taken by educators. The report must be signed by the parent and retained in the child's file.

Wear and Tear

As part of the day to day activities in child care, it is normal for there to be wear and tear on children's personal items (ex. clothing may become stained or ripped, or items may be lost). The Association does not take financial responsibility for these types of occurrences.

Medical Expense Insurance

The insurance policy for ERCCA does have coverage for Medical Expense with a limit of \$25,000. Should a parent request a claim, it must be made in writing. It will be reviewed by the Finance Subcommittee of the Association's Board, and the Subcommittee will make a recommendation to the Board of Directors.

Emergency Procedures and Evacuation

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

- Emergency evacuation procedures are made known to all educators and children and a monthly review of the ERCCA Fire Evacuation Procedures is undertaken (fire drills).
- ERCCA educators are trained in, and comply with, all emergency protocols and procedures undertaken by the schools in which they operate (e.g. lockdowns, natural disasters such as tornadoes).
- As a requirement of Edmonton Fire Department, each ERCCA program is conducting a fire drill once a month. Lockdown drills are done quarterly as a requirement of Licensing. The purpose of the drill is to ensure that children has the knowledge on the procedure when emergency situations arise.
- ERCCA ensures that emergency information posted at each site is accurate and up-to-date.
- In the event of an emergency necessitating evacuation of the building, ERCCA educators will move the children to a safe location. Emergency procedures are centre specific and are posted in each program.

Confidentiality

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

Information and Privacy (PIPA)

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

Parent/Guardian Concerns

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

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

Program Evaluation

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

Educators Protection

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