



Edmonton Region Child Care Association

Parent Handbook

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Welcome to Edmonton Region Child Care Association – also known as ERCCA. We are a non-profit child care 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 efficiency.

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 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, Mable's Labels, 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 fundraiser 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.

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 support. 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, and 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. Casual attendance is never guaranteed.

Days/Hours/Locations of Operation

ERCCA operates from 7:00 am to 6:00 pm, Monday to Friday. ERCCA is closed on 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 workday, if the holiday falls on a weekend.
- The Association also has a professional development day allocated for staff to attend the workplace and 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)
- Extra pair 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 etc.

Fees

Deposit Fee

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

- All families are required to pay a deposit within two weeks of receiving registration notification.
- The deposit is refundable to the family upon providing 30 days' notice of withdrawal from care. Should the family not provide a 30 days' notice the deposit is held.
- 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.

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.
- The preferred method of payment is electronic funds transfer through preauthorized debit. Families complete this form as part of their enrollment: The Director, after consultation with the Business Administrator, can accept alternate forms of payment ex: postdated cheques.
- 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 or Change of Status

ERCCA requires families to provide notice in writing, 30 days prior to the withdrawal of care to receive their holding fee returned.

- If parents or guardians wish to withdraw children from ERCCA or change status from full time to part time or drop in, or from part time to drop in, 30 days' notice, in writing, is required. Such notice must be received and acknowledged by the Director, Site Director, or person in charge at the centre.
In lieu of the required notice, the holding fee will be retained.

Summer Child Care

July and August: Parents or guardians must notify ERCCA, in writing by June 1st, should they wish to stop childcare during the months of July and August and wish to return to care in September.

- 1a) If the childcare program is at capacity with a wait list, the families must continue to pay for care to ensure their spot. Should they wish to decline payment, they will be withdrawn from the program and placed on the wait list.
- 1b) In the order of family notice date, should the program find a family who is interested in summer only care the original family requesting the summer off will not be required to pay fees.

Note: If the childcare program is not at capacity, they can accommodate a summer absence without the families needing to pay fees.

Extended Vacation Leave

ERCCA respects that families may need to take a leave from child care. Should a length of absence exceed 30 days and the family wishes to retain their space the following guidelines apply:

- If the program is working from a waitlist, the family must pay to retain their space.
- If the family chooses not to pay for their time away, they are withdrawing care from the program and may be put on the waitlist.
- If there is no waitlist, they may on a case-by-case basis be able to go on an extended absence and retain their childcare spot.

Note: Absences under 30 days if the program does not have a wait list the family can go to drop in fee

Fee Increase

Families will receive a change of fee notice at a minimum of 30 days prior to the effective date.

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 a subsidy is not received by ERCCA the payor is responsible for the difference. The payor will be notified of the amount due by ERCCA.
- The families deposit will not be refunded until verification that subsidy has been received for the last month of care.

Arrival and Departure of Children

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

- All children are signed in using TimeSavr.
- Parents/guardians connect with the educator in the room to ensure they are aware that their child has been signed in.
- In the mornings before school, ERCCA is responsible for children after they are signed in by their families to the time that they are delivered to their respective schools.
 - a.) Kindergarten children are escorted by educators to their respective classrooms by educators. Children registered in out of school care proceed to their respective classrooms when the school bell rings.
 - b.) Children attending Lendrum School are transported to school by educators using the ERCCA bus.
 - c.) Children attending non ERCCA school sites are escorted by educators to board the assigned school bus that transports them to school. This must be agreed upon before enrollment is confirmed and reviewed annually to ensure ERCCA is able to continue to provide this service. Some programs may not be able to provide this service. This service is approved by the site and reviewed yearly. Notice will be given to families by the end of June, each year if care may not continue for the following school year.
- Kindergarten & OSC children with offsite school are walked to school.
- After school: ERCCA educators are responsible for children when they arrive in their rooms, or at the place designated by educators for pick-up (ex. Bus), to the time parents/guardians arrive at the centre for pick-up.
- On non-school days, the ERCCA is responsible for children after being signed in by a parent/guardian to the time they arrive at the centre for pick up.
- **ERCCA is not responsible for children when parents/guardians are on the premises and during after hours' events**, excluding such events that have been arranged as part of the ERCCA program (ex. Gift of Time).
- Only pre-authorized individuals can pick up children.
- Educators may request photo ID if necessary.
- Children will not be released to any individual under the age of 13 years. Unless in exceptional circumstances, and only with the parent/guardian's written consent, a younger individual may be permitted to pick up a child.
- Children will not be released into the custody of any person, other than their parents, guardians, or those listed as authorized to pick up on the registration form, unless prior arrangements have been made. 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 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 cell phone.
- If off site, the educator searching will call the home site/director to notify the situation and ensure communication from the family wasn't missed.
- As other educators find out about the missing child, double up the groups to enable more educators to look for the child. (i.e. half of the educators Supervising children and half of the educators searching for the missing child).
- If the program is in a school location, the educator will check with the office and if possible, have the school announce the name of the child and a meet up location on the PA system.
- The educator will phone the parents and emergency contacts. If they cannot get hold of a parent/emergency contact or they cannot verify the attendance, they will call 911.

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 be informed of the situation.
- The Executive Director is called by the Director
- The Executive Director informs Board Chair;

Once child is found:

- Critical Incident is reported as a lost child to Children Services/ Licensing using the lost child reporting form.
- ERCCA will fully comply with the request of Government of AB Child Care Licensing.
- An 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 pick-up person.
- 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.
 - a. 1st late pick up is a warning.
 - b. 2nd late pick up is a second warning.
 - c. 3rd late pick up is charged \$1 per minute late per family. Further late pick- ups will be charged \$10 per minute per family.
- The calculation of late picks ups will be to view the previous 3 months of attendance to confirm late pick up frequency.
- The pickup person will be asked to complete a late form that will be forwarded to the Director. Late fees will be invoiced to family's accounts.
- No cash is to be collected on site.
- Time of pick up will be derived from the time listed on TimeSavr.
- If arrangements for late pick-up have not been made by closing time, an attempt will be made to contact you. If you cannot be located, alternate or emergency contacts provided on the child's registration form will be asked to pick up the child(ren).
- In the event that no arrangements have been made to pick up the child 30 minutes after closing time, we call the Child Abuse Hotline and 911.
- 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 the 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 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 view children as mighty learners and citizens and will engage them in idea generation for planning. 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 and interests.

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. We create equitable and inclusive spaces where a sense of belonging is fostered for all.

ERCCA follows a play-based program model that reflects Flight: an early learning and child care curriculum framework for Alberta educators.

Our programming encourages community involvement.

Emotional Well-Being and Pyramid Practice of Social/Emotional Development

Our Association is a proud partner of GRIT and their pyramid practice program: Access, Support and Participation (ASaP). We have an emotional wellbeing specialist/registered social worker who partners with each of our child care centers to support the development of our your child's social and emotional development. This also includes providing support in addressing challenging behaviors.

Our emotional wellbeing specialist/ registered social worker collaborates with our educators, families, and other professionals to provide inclusive strategies, tools, and resources to promote social and emotional development. The specialist visits all programs regularly to observe the program functioning and collaborate with team members in supporting the children. Audits are also conducted to ensure quality by identifying strengths and areas for potential growth.

Our educators regularly attend training, and monthly pyramid practice meetings to build their skills.

and knowledge on enhancing social and emotional development in children. Our pyramid practice helps children identify, recognize, and express their feelings in a healthy manner under the guidance and support of our educators. Our specialist and educators are happy to collaborate, they share ideas and resources with families in our programs.

We view families as nurturing and resourceful. We are happy to offer family workshops throughout the year to support your skills and knowledge as well.

Equity and Inclusion (EDI) Practice

ERCCA, is a proud partner with The Black Bookshelf Project to promote equity, diversity and inclusion in our in our child care community! At ERCCA, we embrace equity in our curriculum and daily interactions with children which include literature, art, and culturally relevant resources that celebrate differences and the diversity of all early learners.

We use the Flight – Alberta's Early Learning and Care Framework as a guiding principle and shared value to promote equity, inclusive and responsive learning and care environment through highlighting responsive and democratic practices (children are citizens and active participants in society).

We have an Equity and Inclusion specialist who works collaboratively with each site through engaging educators in reflective practices and provide resources to ensure the rights of children as citizens are recognized and where the diversity of Alberta families is reflected and can be expressed. The specialist participates with educators in their curriculum planning and provides resources for the purpose of enriching the possibilities for children to participate in meaningful activities for play and learning. ERCCA values the diverse social and cultural background of families. We are eager to build kinship with our families to build and strengthen our early childhood communities where we encourage growth, problem solving and support our children holistically.

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 demonstrate respectful, positive interactions and communication with children. Behaviour expectations will be clearly explained to children.
- A variety of play materials and equipment will be available for the children to have choices of activities throughout the day.
- Experiences that interest children and keep them actively involved will be planned and implemented by the educators.
- The educators will carefully supervise children.
- An atmosphere whereby children can interact positively with adults and other children will be promoted.
- 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 leased space.
- With educators' guidance, children must be responsible and accountable for their own actions and accept logical 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 or Executive Director will be arranged. Parents are our partners and will be included in developing a plan of action that supports their child. Consistency between the family and the program is stressed.
- The educator will look for resources to support the child as part of the action plan and refer families to resources as appropriate.
- If the action is unsuccessful in addressing recurring behavior problems, a child's enrolment may be terminated.

- We work in partnership with the families in discussing methods of guiding children's behavior. We also partner with our emotional wellbeing specialist for ideas and strategies.
- The educators shall not inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation. Educators will not deny or threaten to deny any 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.
- The educators will provide children with problem solving strategies (verbal and visual) to help children to understand how to effectively solve problems.
- The educators will encourage positive peer interactions and encourage peers to use problem solving strategies with each other.
- The educators will focus on building strong social emotional skills and nurture children's positive sense of self and belonging through supportive relationships.

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 the incident is requiring first aid or a critical incident
- 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 change.

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 Repellent

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 sign ERCCA agreement should they wish to have the centre provide and apply sunscreen and insect repellent to their child.

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 and/or insect repellent for your child, bottles must be labeled with the first and last name and you must complete the agreement form for Sunscreen & Insect Repellent.

Inclement Weather Policy

The official website to check the weather conditions is Environment & Climate Change Canada - [Weather Information - Environment Canada](#)

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 ask parents to ensure their child has a water bottle and is ready to go outside with them. The educators will use their discretion to limit time outdoors, seek shade, offer water, and water play, squirt bottles, etc. depending on situations.

We also exercise caution when the air quality is poor. All children will remain indoors when the air quality index is 7 or higher 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. We require the parents to complete volunteer form and read the agreement manual.

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/Cancellation

While on a fieldtrip, educators and children wear ERCCA pinnies for quick identification and with the program's contact information.

It is the responsibility of the parent to ensure children arrive at the program 30 minutes prior to departure times. Special arrangements may be made in advance to accommodate families with special circumstances.

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.

It is the responsibility of parents/guardians to provide the ERCCA with current contact information to ensure that they can be made aware of field trip cancellations on short notice.

The ERCCA does not typically allow children to be dropped off or picked up from field trip locations. It will be acceptable on a case by case basis based on location of fieldtrip, 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.

Food/Nutrition Program

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

ERCCA provides snacks before school (between 7:00am-8:00am) and after school (approx. 4:00pm). Snacks are to include two servings from the food groups identified in Canada Food Guide.

Lunches are provided by families for children except those day care programs who have lunch subscription. Lunches can be heated at the centre. (Please inquire with your program regarding lunch subscription).

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. If they are brought in, educators will not serve them to the children. Families are encouraged to celebrate children in another way, such as bringing in a favorite book, or art experience.

Children will only be given food on the weekly snack schedule, unless families are informed of additional snacks for special occasions such as field trips, or special curriculum activities.

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

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 in our program, we will work with the family to see what accommodations can be made to support the child's nutritional needs.

Supervision

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

- ERCCA Educators will position themselves to provide optimal coverage of any space where children are located and will engage in active supervision when children are not in an educator's direct line of sight.
- 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).
- ERCCA educators will observe children in their care on a regular basis and record their observations on their planning form.
- Educators will actively identify and record any signs of illness or unusual behaviour in children.
- For children who are in kindergarten to grade six, ERCCA will provide developmentally appropriate supervision - following child care licensing guidelines and ERCCA supervision protocols.
- To promote responsibility: Out of School Care children if developmentally appropriate can go to the washroom by themselves and/or get something from another room in the program or their cubby/basket provided they have asked an educator and the educator has granted permission. Children outside of this age group will be escorted to the washroom and outside of the room.
- ERCCA educators align with our policies as they relate to supervision of children including but not limited to, sign in/out policies, health and safety policy and play and excursion policy.
- During special circumstances under health guidelines all children may be supervised when they use the washroom or if they forgot and pick up things from the program or classroom.

Rest Time

ERCCA does not schedule rest time for children into its program. However, the childcare rooms are set up to allow for a quiet area for children to rest if needed.

Toddler aged children at Holy Spirit Site will have a scheduled rest time from 12:30 -2:30.

Individual rest mats can be provided and will be disinfected after each use. Each child will have their own blankets/sheets that will be stored in the child's cubby and washed on a weekly basis. Toddlers will have cots that will be stacked and stored sheets will be washed weekly by ERCCA staff and parents will provide blankets that will be sent home weekly to be washed.

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, families 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: Children and educators are instructed to wash their hands throughout the day, including: When they arrive at the facility; Before and after handling food, feeding a child, or eating; After using the toilet, changing a diaper, or helping a child use the bathroom (Following the diaper changing guidelines, the educator's and child's hands should be washed and the diaper - changing surfaces must be disinfected.); After helping a child wipe his nose or mouth or tending

to a cut or sore; After playing in sandbox; Before and after playing in water that is used by other children; Before and after educators giving medicine to a child; After handling wastebaskets or garbage and after handling a pet or other animal. Educators and children are taught the method of proper hand washing recommended by the Alberta Health Services

- Sneezing/Coughing: Educators and children are taught to cough/sneeze into their elbows to reduce the spread of germs. Objects around 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 and unable to participate in activities normally scheduled.

- If a child becomes ill while at the center, parents or guardians will be contacted immediately and asked to pick up the child. The child will be kept as far away as is practicable from the other children. This may include a mat provided in a quiet area of the room away from other children or moving the child to the office when possible; the child will be supervised by a primary educator.
- Educators will observe changes in behaviour of children (lethargy, mood, changes in behaviour) and take temperature using a no touch thermometer. During outbreaks, or pandemics, children will be monitored regularly, and at random to ensure no new cases have started.
- 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.
- If the child's care requires more attention than the ERCCA can provide or if the child poses a risk to the health of others ERCCA reserves the right to make arrangements to have the child immediately removed from the program.
- If we cannot reach you to arrange the pick-up of your ill child, ERCCA will call alternate pick-up arrangements with the listed emergency contact.
- 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 the parent/emergency contact does not make arrangements to pick up the child, ERCCA reserves the right to contact appropriate agencies to ensure the wellbeing of the child. Parents who repeatedly do not arrange for the immediate pick up of their child, may be withdrawn from the program for the protection of the health and safety of the child care environment.

- Educators must complete the public health tracking form when they are told a child or educator 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 make the report as required by Alberta Health Services.

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

Outbreak Management

Once Alberta Health Services (AHS) has confirmed that an ERCCA program is in outbreak status the next steps will occur:

- Guidance from AHS will be followed.
- Families will be notified via email communication and posted signage.
- Masking will be available for all educators.
- Parents, visitors, volunteers will be asked to mask up upon entry.
- Daily temperature checks will continue with additional checks during the day.
- In the affected room, all toys will be sanitized daily, any mouthed toys will be placed in a bin to be sanitized.
- Increased signage and communication of the importance of hand washing
- Any child showing symptoms will be isolated and the family will be contacted to pick up the child.

Administration of Medication Protocol

- All medications must be delivered to the Center in **original containers** with the child's name and directions marked on the prescription label. Prescription labels must contain: 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, the name of the medication to be recorded with each administration to ensure proper medication is given, start and end date for the administration of the medication, and parent signature. Emergency medications such as epi- pens must also include thorough, specific instructions about when the medication is to be administered. Educators with first aid training will record the dosage and the date and time the medication was administered and will sign the form. Educators will wash their hands before and after giving medication. Educators will ask the parent if medication was already administered prior to coming to the centre. Parents of children with emergency medication also need to complete it. the Emergency Medication Plan. All the medication forms will be placed in the medication binder.
- 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 Epi-pen or asthma inhalers) can only attend if their medication is with them, on site. If they do not have their medication, their parents will be asked to pick them up or drop the medication off
- 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 educators with current first-aid certificates will administer medication. Following the administration of medicine, ERCCA educators will observe the child for any signs of allergic reaction.
- ERCCA educators 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:

- A qualified staff member will administer first aid, as required.
- If the educator has determined that the child's injury requires non-emergency medical treatment, the parents will be contacted to pick up the child.
- 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.
- If immediate emergency medical attention is required and parents or guardians are not present, an ambulance will be called to transport the child to the nearest hospital. An attending physician will proceed with any medical procedures deemed necessary. A parent or guardian will be contacted. Educators are not able to accompany the child in the ambulance due to Alberta Health services guidelines. **Any expenses incurred in such an event are solely the responsibility of the parents or guardians. Including the cost of medical transportation for their child.**
- For accidents or injuries requiring medical attention, the 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

Should your family experience an irregular unexpected cost for a medical expense due to a child care incident, you may request financial compensation from ERCCA. Your request will be put into writing and reviewed by 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 conducts 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 have knowledge on the procedure when emergency situations arise. When these are conducted, your families will be informed.
- 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 Executive Director.

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 about their children to the immediate educator. The educator will attempt to resolve the issue and report to their Assistant/Site 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 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.

Subsidy Tip Sheet for Families

It is recommended to go online to www.humanservices.alberta.ca/childcaresubsidy for all your subsidy needs. It is very important that you specify the **correct ERCCA Program ID** that your child will be attending on the application form. We currently offer the following programs:

Programs	Program ID Number
ERCCA (A. Blair McPherson) 430 Tamarack Green, NW Edmonton, AB	80001879
ERCCA (Avonmore) 7835 76 Avenue Edmonton, AB	80004913
ERCCA (Belgravia) 7302 118 Street Edmonton, AB	80001235
ERCCA (Garth Worthington) 351 Chapelle Drive SW Edmonton, AB	80004997
ERCCA (Grandview Heights) 12603 63 Ave NW, Edmonton, AB	80015421
ERCCA (Holy Spirit) 11223- 51 Avenue Edmonton, AB	80000182
ERCCA (Jan Reimer) 360 Orchards Blvd SW Edmonton, AB	80000248
ERCCA (Joey Moss) 1905 182 St. SW, Edmonton, AB	80010706
ERCCA (Malmo) 4716 - 115 Street Edmonton, AB	80002553
ERCCA (Shauna May Seneca) 2130 Wonnacott Way SW Edmonton, AB	80000475
ERCCA (St. Stanislaus) 3855 - 114 Street Edmonton, AB	80001980
ERCCA (Windsor Park) 11733 - 87 Avenue Edmonton, AB	80003949

Applying for Subsidy

If our program is not listed on the subsidy application, you may have subsidy approved for the wrong location. If this happens, you will need to complete a “request for change form” to correct the subsidy approval location. ERCCA staff are not able to correct this on your behalf due to privacy legislation. If you are not sure which the correct program is, please check with the Child Care Director prior to submitting your application.

Subsidy Approval

When the subsidy is approved, **it is your responsibility to provide a copy of the approval notification to ERCCA. Subsidy does not send confirmations directly to childcare programs.** If your subsidy is not approved or is delayed without confirmation sent to ERCCA, you will be responsible for the full fees. Please pay particular attention to the expiry date of your subsidy.

For preschool and kindergarten children, the minimum is 100 hours per month. For school-aged children (grade 1-6) the minimum is 50 hours per month.

Your child must attend the centre for the minimum hours each month for their age group or the subsidy will not pay the full amount that has been approved. If the subsidy does not pay the full amount, you are responsible for the difference.

Renewing Subsidy

You can renew your subsidy as early as the first day of the month, the month before your subsidy ends. To ensure continuous subsidy, you must renew it before it expires. If your subsidy is not renewed prior to expiry, the Association reserves the right to collect the full fee from the family. Contact Human Services at 780- 644- 9992 if you have questions regarding your subsidy expiry date. Please note that we cannot speak to subsidy on your behalf due to privacy legislation.