

Brookview Montessori Child
Development Center and After School
Care
[Policy and Procedure Manual](#)

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Introduction

Welcome to Brookview Montessori Child Development Center and After School Care (BMCDC). We hope that your involvement with our Center will be a positive experience for both you and your child. We ask that you review the information provided in this Policy and Procedure Manual, which includes the policies, procedures and philosophy of our center. In order to look after your child's every need, it is up to all of us.

If you have any inquiries please contact Sherri Jaillet (BMCDC Owner) or Amy Nicholas (BMCDC Director), at 780 436 4504 or email us at brookview@brookviewchildcare.com

Mission Statement

To provide quality child care promoting development in all areas of a child's life.

Vision

Through collaboration with families and communities we support the creative, physical, intellectual, emotional and social development of every child. We will encourage children to explore their interests through developmentally appropriate activities and provide positive guidance to promote their self-esteem and self-efficacy.

Daycare Program Philosophy

At Brookview Montessori Child Development Center our philosophy is based on "Learning through Play". In order to enhance the children's development as a whole person, we offer a program that includes a Teacher directed learning time each day focusing on early literacy skills such as letter and number recognition, early reading skills, and much more.

We foster moral development and emphasize cooperation, self-control, order, responsibility, patience and common good. We believe, as Maria Montessori did, that children learn best by being active and by doing.

Our goal is to provide an environment based on the children's interests that will enable the child to develop to his/her optimum potential in all aspects of development. Our qualified staff members facilitate this environment and work to enhance the children's sense of self-respect, self-control, responsibility and independence.

When the child enters in the morning he is greeted by his teachers and then he is given the freedom to explore the various learning activities and interest centers that have been prepared before his arrival: House Keeping/Dramatic Play, Library and Music Center, Sand and water center. The centers are always available and the materials in them are changed weekly based on the current theme as chosen by the children. The learning centers are not arranged for ease of movement and convenience of use but rather for maximum challenge to the body and mind. A teacher is always nearby to support the child when needed. They are always available to answer questions, offer a challenging statement or make a suggestion in keeping with each child's current level of achievement, interest, ability and needs. The children are given time to grow, experiment, discover, play and to be a child.

Out of School Care Philosophy

At BMCDC we believe that children are entitled to opportunities that support and encourage their emotional, intellectual, social, cognitive and physical development. We believe that children are important individuals who develop at different rates and in their own ways. We seek to stimulate and develop children's creative thinking and problem solving skills through both staff and child directed activities. We strive to promote a positive self image for each child by encouraging exploration, fostering the development of social skills and cultivating friendships. We encourage children's involvement in the broader community to help promote a strong sense of community giving children opportunities to participate in community projects and special events. We believe that children learn through play and personal experiences that

foster each child's growth and development. We believe that children's programs should create a positive environment of trust where friendships are encouraged and each child learns a positive sense of him/herself. We support and encourage cooperative partnerships between parents and staff in order to meet the needs of all the children in our care.

The most important goal of our program is to give the children a positive sense of themselves. Children are encouraged to try new things ask questions and express themselves. Our staff members spend a lot of time interacting with the children, continuously making positive comments about children's activities, curiosities and accomplishments; we strive to help children develop confidence, independence and a desire to learn. Our program sets goals for each child in all areas of development based on observations of the child and their interactions with staff and peers.

Admissions

Hours of Operation

Our hours of operation are Monday to Friday 7:00 am to 5:45 pm. Children may attend for a maximum of 9.5 hours per day unless individual arrangements are made with the director. There may be an additional charge for additional staffing if children are attending over the maximum hours per day.

We will be closed on all statutory holidays, two Professional Development days per year and between Christmas and New years each year. We may be closed other designated days and will ensure adequate notice is give to all families.

Admissions Policy

Admission is open to children 13 months - 12 years whose individual needs and family needs can be met through our program. Children are allocated spaces in such a way as to maintain our staff to children ratios and in accordance with government regulations. Once BMCDC's director has confirmed a space is available to your child your family will be emailed an information package that includes Welcome letter, invite to visit the center, Policy and Procedure manual, admissions agreement and the link to the Online Registration form. The registration form is to be completed and the \$50 non-refundable registration fee and \$150 non-refundable deposit is to be submitted via cheque or email money transfer. The deposit will be deducted from your fist month's childcare fees. The registration form asks for basic information about your child including medical information and contact information. It is essential that you notify the director, in writing, of any changes with respect to addresses, phone numbers, emergency arrangements, family status, child allergies and/or medical problems.

The number of children we can accept into our program is limited. If all our spaces are filled, you are able to put your name on our waiting list and we will contact you once a space opens up for your child. For the waiting list we require you to complete our online waiting list form and submit a \$50 non-refundable waiting list fee.

Spaces are not saved for children leaving the center in the summer months or for extended periods of time during the year unless the space is being paid for. Children's names may be placed on the waiting list for re-entry into the program.

A ONE MONTH written notice is required when you withdraw your child from our center.

We reserve the right to refuse care of your child. This includes any reason the director and or license holder deems necessary. This includes but is not limited to late fees, not meeting your child's needs, illness, etc... In such case you will be given a termination notice from the center.

Parent Orientation

Once you have been accepted into our program and have returned the required documents you will receive a welcome letter with the required documents to complete. This letter will inform you on where to find information regarding your child's day and our program, confirm start date, drop off and pick up times, as

well as, invite you and your family to set a date to visit our center. We always recommend coming in to visit your child's room, meet some students and staff, at least once prior to your child's start date. This will also give you a chance to ask our Director or Assistant Director any questions you may have. We would like to make the transition into our center as smooth as possible for your child and family.

Custody Policy

While it is preferable to avoid becoming involved in an access dispute, the protection and best interest of the child will be our first priority. Access disputes between parents or other family members may be complicated by the fact that legal custody of the child has not been determined by a court or formal agreement such as a consent order.

The following guidelines will be applied regarding whether or not to release a child.

If you have any custody and access arrangements by way of consent or court order we request a copy for your child's records. However, it is not the daycare's responsibility to interpret, determine and enforce these orders.

If the child's mother or father is listed on the registration form and/or that we have met comes to pick up their child, we will release the child to the parent. This will include anyone listed on the authorized pick up list on your child's registration.

If you have sole custody and can provide a document that clearly defines the non-custodial parent's access we will not release the child. Should the situation arise where a non-custodial parent comes to pick up a child, we will ask for supporting documentation for access and contact the sole custodial parent and the Edmonton Police if necessary.

In these circumstances it is very important to have regular communication with your child's teacher and with the Director.

Fees

Fees are due on the FIRST day of each month for that month to avoid late penalty fees. The centre charges a late penalty fee of \$20 and 24% interest per year. There is a \$20 NSF fee for each cheque returned. Post dated cheques can be left or parents can pay via Email Transfer through their online banking institution. Notices of late payment will go out on the 5th day of each month.

Our fees are as follows:

13 months - 18 months	\$1275 per month
19 months - 3 years	\$1085 per month
3 years - 4.5 years	\$985 per month
Kindergarten Children	\$895 per month
Out of School Care (OSC)	\$525 per month (Sept – June)
Out of School Care (OSC); Summer	\$550 per month (July & Aug)

Child care fees are required to be paid in full in order to maintain a space for your child. There is no holding fee for your time away from the center for holidays, vacations or extended leaves of absence. Part time families are required to pay for their designated days regardless if they have been sick or away. Please do not ask us to make an exception.

The fee includes art and music classes.

Any extra activities such as fieldtrips are not included in the regular monthly childcare fees and parents will be required to pay the associated fees in addition to the monthly fee.

Subsidy is available from the Provincial Social Services to those parents who qualify. Subsidy Application forms and information sheets can be obtained by visiting the Government of Alberta, Child and Youth care Services website at www.child.alberta.ca. To be considered for full time spaces, subsidized families must have their children in the center for a minimum of 100 hours per month. Termination notice will be given to a parent who is behind in payment of their fees.

FOIP

All information that is provided on your child's registration form and during your child's enrolment will be confidential and shared in accordance with the Alberta Government Daycare licensing regulations and Accreditation policies.

Transportation

Transportation to School

Brookview Montessori Child Development Centre (BMCDC) does NOT provide transportation to and from schools. Transportation is not a component of our Program. Prior to registering your child please check with your child's school to familiarize yourself with the schools Transportation Policy.

BMCDC will assume responsibility for your child once he or she has arrived in our licensed facility.

Transportation to Fieldtrip

Throughout the year we do take the children off the premises by walking to parks and nearby establishments. Some of our programs will require the children to be transported by public and/or private transportation. Staff members enforce safety rules that comply with Transport Guidelines. Any time a fieldtrip requiring transportation is required you will be notified via email, newsletter and whiteboard and be given a permission form with the details. We require your signed consent for your child to join fieldtrips where public or private transportation is required.

Transportation in Inclement Weather

The priority is the safety of the children and the staff. Storm warnings will be monitored to determine the best meeting method.

Should a tornado warning be in effect, BMCDC will not release the child to walk to school nor across the parking lot to catch the bus. BMCDC will contact the schools to notify them that the staff and children will be remaining in the center.

Should the tornado warning be broadcast while your child is at school BMCDC will notify the schools that the staff will remain at the Center and will not be meeting Children at their designated spots. Once the tornado warning has been lifted BMCDC will contact the schools to organize a meeting time at George Luck School and will contact the schools for the status of the children who normal take the bus.

In the presence of thunder and lightening storms BMCDC staff will use the 10 second Guideline. This guideline requires the staff to take safety precautions if thunder and lightening occur 10 seconds or less apart. Should thunder and lightening be 10 seconds or less apart the staff will not meet the children at the bus stop or at school. Please inform your child to remain at the school or on the bus should this incident occur. Once the thunder and lightening are more than 10 seconds apart BMCDC will send staff to George Luck School and to the bus stop.

Arrivals and Departures

Daycare

Upon arriving at the center, we ask that parents accompany their child to their room. Parents are to help get their child ready for their day and inform staff of their arrival. Parents must also sign in their child's

arrival time in the attendance record book and are encouraged to say goodbye to their child before leaving the center. If your child will not be attending the centre, please call and let the director know by 9:30 am. When picking up your child you must mark their departure time in the attendance record book. Please inform you child's teacher when leaving with your child.

Out of School Care

Children being transported by Edmonton Catholic or Edmonton Public Transportation:

For children whose busses drop off in the Brookview Plaza parking lot our staff will meet the children at the door of BMCDC.

To assist families with their children to and from school, BMCDC will send one representative to accompany the children as follows:

For Morning Buses:

BMCDC will supply one representative to walk across the Brookview Plaza parking lot with the children to meet their bus in the morning to go to school. The Representative will only go to bus stop (ETS Link # 4167), located directly in front of the centre.

For Afternoon Arrivals:

BMCDC will supply one representative to meet the children at bus stop (ETS Link #4167) to accompany them across the Brookview Plaza Parking Lot. Please instruct your child to wait at the bus stop on the sidewalk away from the road and traffic for the BMCDC representative to accompany them.

Should a child who is expected to be at the center not arrive on their designated bus; BMCDC will notify the parent of the absent child. Please see Failure to Notify of Child Absence.

Should your child's bus depart of arrive from an alternate bus stop number to speak with the director to see if special arrangements can be made to supply one representative to accommodate your child's bussing.

For Children who attend George H Luck School

Morning Drop off:

To assist the children to George Luck, BMCDC will supply one representative to accompany the children from BMCDC to GHL. The representative will accompany the children by walking across school property parkland and indicate to the school supervisor on duty of the children's arrival.

Kindergarten children will be accompanied to the Kindergarten door and will notify the school supervisor on duty.

Afternoon Pick up:

BMCDC will supply one representative to accompany the children across the school property parkland field back to the center. The representative will meet the children at the benches in front of the school. The representative will remain at the school for 10 minutes from the time of the dismissal bell before initiating and directing the child to depart back to the center. Children who are not at the designated meeting place within 10 minutes from dismissal time will need to go to the office and contact their parents for further instructions.

Morning Kindergarten Pick up:

BMCDC will supply one representative to accompany the children across the school property parkland back to the center. Kindergarten children will remain inside the school at the front door.

A child who is expected to be at the center and does not arrive within 20 minutes from the dismissal of GHL, BMCDC will notify the parent of the child's absence. Please see Failure to Notify of Absence.

Failure to Notify of Child Absence:

It is the parent's responsibility to inform BMCDC when their child will not be attending at least 30 minutes prior to the dismissal time. Notification of absence can be done via email or by telephone.

Should your child not arrive at their designated meeting space we will contact you using your contact information provided. If we are unable to reach either parent we will contact your child's school. If after these calls we have not received confirmation of the safe whereabouts of your child we will contact the City of Edmonton Police Services.

After 2 incidences of non-notification of your child's absence, you will be charged a \$15 fee each time for the remainder of the school year.

Irregular Attendance

For children attending part time or with irregular schedules parents must submit a weekly or monthly attendance calendar in advance.

School Closures and PD Days

Parents are responsible for providing written notification at least one week in advance to BMCDC of all non-school days, PD Days, Non-instructional days, holidays and schedule changes.

Late Pick up Policy

Please ensure you have made arrangements for your child to be picked up by the designated time on your registration form. Your caregiver hours are scheduled between these times.

The center closes at 5:45 pm. You are expected to pick up your child BEFORE 5:45 pm. The Director will take into consideration late pick up due to RARE and unusual circumstances i.e. car accident, excessive snow storm or car breakdown. However, a phone call is appreciated. High Traffic Volumes and accidents slowing down traffic are regular occurrences and will be considered late. You will be charged \$1 for each minute that you are late, payable to the centre.

Release of Child

If anyone else is picking up your child please be sure to let the staff know. Any individual who the staffs are not familiar with or that does not regularly pick up the child will be asked for ID. Children are not permitted to be picked up by individuals who are not listed on the registration form unless the parents have given us written permission. If we have any concerns we will contact the parent before releasing the child.

Child Guidance and Bullying

Through guidance we help children develop self-control. We want children to feel strong and self-confident and at the same time respect adults and other children. Children who like themselves and feel esteemed by others rarely act rebellious or sullen. Guidance refers to actions taken by adults to help control their behaviour. These actions include identifying what kinds of behaviour are acceptable and helping the children to understand the possible consequences of unacceptable behaviour. Giving a child the reason why he is not allowed to touch or do something to help him learn to manage his own behaviour in the future. Adults help children to develop self-control by being consistent, predictable and by modeling desirable behaviour.

The center has clear rules that will be followed consistently with each individual child. When making rules we refer to the following guidelines:

- We can not let children hurt other children
- We can not let children hurt themselves
- We can not let children destroy equipment or property
- We can not let the children bully others in any way.

The rooms will be set up and the program planned appropriately in order to prevent undesirable behaviour. The teachers recognize when children are becoming bored, frustrated and when they need to change activities. Our staff use positive reinforcement to encourage the behaviours we want to see and to build self-esteem in the children.

We will never use sarcasm, physical force, or embarrassment to discipline a child. Physical punishment of children, including hitting and spanking will not be allowed under any circumstance. Other discipline methods that are unacceptable include time outs, harsh or degrading measures that humiliate or undermine a child's self respect, isolating a child or withholding basic needs such as food, shelter, clothing, bedding or affection.

Guiding the Behaviour of Infants and Toddlers

During the first years of life, bonding and trust are encouraged through the presence of a consistent and responsive caregiver. Security is strengthened in the infant when he knows that all of his needs will be quickly met. The teachers follow these guidelines to help prevent undesirable behaviour:

1. Give infants attention on an individual basis throughout the day. Develop a relationship with each child as if he/she were the only child in the centre.
2. Plan a room arrangement that minimize traffic and allows for everything to be at the child's level. Make it simple.
3. Prepare and put out interesting activities in all centers.
4. Establish a routine that alternates quiet activities and active activities.
5. Meet an infants needs promptly so that he/she may develop a strong, happy, trusting relationship.
6. Have a close relationship with the parents and solicit information about their children.
7. Play on the floor, close at all times to encourage and reinforce appropriate behaviours with words of praise and positive reinforcements.
8. Set clear limits and be consistent.
9. Always focus on what the child is to do rather than what he is not to do.
10. Redirect if a child needs help with his or her behaviour.

Guiding the Behaviour of 3, 4 and 5 year olds

1. Develop a relationship with each child as if he/she were the only child in the center.
2. Plan a room arrangement that minimizes traffic and discourages the children from running.
3. Prepare and put out interesting activities in all centers in keeping with each particular child's current level of achievement, interest, ability and needs.
4. Establish a routine that alternates quiet activities with active activities.
5. Establish close relationships with parents and solicit information about their children.
6. Take time to teach children to use the materials properly and be consistent in reminding them.
7. Encourage behaviour they want to continue with words of praise and positive reinforcements.
8. Set clear limits and be consistent.
9. Focus on what the child is to do rather than what they are not to do.
10. Redirect the child to another activity to give him/her the opportunity to change his/her behaviour.
11. If the child continues the unacceptable behaviour he will be given a logical consequence of his/her actions.
12. When children are fighting teachers will intervene immediately and stop the children from hitting each other. Teachers will teach them to solve the problems without hitting.
13. If the child loses control of his emotions and is trying uncontrollably, shouting, or having a temper tantrum we will ensure they are safe and deal with the situation once they have released their negative behaviour.

Guiding the Behaviour of 6 - 12 year olds

1. Develop a relationship with each child's as if he/she were the only child in the center. These one on one interactions will help staff recognize the strengths and weaknesses of each child

2. Prepare a learning environment that minimizes traffic, promotes consistent routines and states well defined expectations.
3. Prepare and put out interesting activities in all center s in keeping with each particular child's current level of achievement, interest, ability and needs.
4. Establish a routine that alternates quiet activities with active activities.
5. Establish close relationships with the parents and solicit information from theism about their children.
6. Take time to teach children to use the materials properly and be consistent in reminding them.
7. Always encourage behaviour you want to continue with words of praise and positive reinforcements.
8. Set clear limits and be consistent.
9. Always focus on what the child is to do rather than what he is not to do.
10. Use problem solving where appropriate. Teachers and children will talk through the situation while the staff asks supporting questions to enable the children to come up with another alternative or solution to their problem.
11. If the child continues the unacceptable behaviour we will give him/her the logical consequence of his/her actions.
12. When a child causes physical or emotional harm to him/herself or another, the child will be removed from the situation in order to allow the child to calm down. The staff will talk with the children involved about alternate and appropriate behaviours. Children will then learn how to solve the problem without harming themselves or others.
13. If the child loses control of his emotions and is crying uncontrollably, shouting or having a temper tantrum, he/she will be removed from the group and given a quiet area to calm down. Once he/she has released the negative behaviour the staff will then help the child to express him/herself in a safe appropriate way.

Inclusion and Diversity

At BMCDC, cultural heritage is an integral part of programming. We ensure a variety of cultural and inclusive activities and materials are provided and available to children. We encourage all children and families to share their cultural traditions and celebrations. Staff members provide children with opportunities to celebrate individual differences and unique qualities. BMCDC will accept children of diversity depending on our ability to meet their needs and provide the type of environment they require.

Health & Safety

Illness and Medical Procedures

Upon enrolment at the centre, we require the medical status of the child, up to date immunization records and any known allergies or medical conditions. If a child becomes ill while attending the centre we will contact you promptly so that you may take your child home or to the doctor. An emergency contact including phone numbers and an address is necessary in the event that you can not be reached. In an emergency the Director will take whatever immediate steps are necessary to get medical help. You will be responsible for all the costs associated for treatment and care. A sick child will be placed in the office or on a cot until the parent or guardian arrives. The child will be supervised during this time.

Parents are required to keep their child home if they display any of the following symptoms: fever(38°C or 100°F or higher), diarrhea, vomiting, undiagnosed rash/skin condition, obviously infected discharge, lethargy and irritability, persistent pain, cough, and/or communicable diseases as listed in Schedule 1 to the Communicable Disease Regulation(AR 238/85). A staff member who notices any of these symptoms when your child arrives will ask that your child be taken home or to a doctor for a note confirming that your child is healthy and not infectious.

If your child has had a fever, diarrhea or vomiting we ask that your child is kept at home for 24 hours after all symptoms are gone without the aid of Advil, Tylenol or other fever reducing medication.

Medication Policy

Parents are required to provide information in writing to a staff about when medications and/or herbal remedies were given to a child prior to arriving at the center.

All prescription medications must be brought in their original pharmacy containers showing the physician and patient's name, date of issue and instructions for dosage to be administered. Parents must fill out the medication form with all the required information, including what medication was given at home. Please have a staff member show you the correct form to fill out, as the forms for ongoing or emergency medication are different. All medication is kept in a locked container either in the fridge or in the kitchen.

Should your child require a non-prescription medication such as Oragel or Tylenol please send the medication in the original container labelled with your child's name and date. You will be required to complete a medication form, including what medication form including what medication was given at home and the exact time the medication is to be given by the staff to your child at the centre. Non-prescription medication will not be given on an as needed basis.

Should your child require emergency medication such as epi-pen or inhalers, you must fill out an emergency medication form with the required information including specific symptoms the staff should watch for. These medications will be kept in a basket in the office and will be carried in the emergency backpack whenever your child leaves the centre.

A staff member holding a current first aid certificate will give all medications at the time indicated on the medication forms. The staff will ensure that they have read the label carefully to ensure it belongs to the child, the date or expiration date, the quantity to give, special needs when administering and the correct child is receiving the medication. Staff will monitor the child closely for allergic reactions after any medication or herbal remedies have been administered. Staff will return all medications and herbal remedies to the families once the authorized period has ended.

If a child requires any additional health care we ask the parents and/or the local public health nurse to train the staff in the proper method of administering the type of health care required by the child. This will be documented in the staff and child's files.

Head Lice Policy

If lice are found at our center the following guidelines will be followed to prevent or eliminate further spreading.

1. All children will be screened each day for signs of head lice.
2. You will be notified should we discover your child has lice and will be requested to pick up your child from the centre.
3. Should you discover that your child has head lice you must notify us and take the necessary treatments for your child.
4. Your child must receive head lice treatment and free from live lice and nits before returning to the centre.
5. After treating your child for head lice and upon returning to the centre a head check will be completed on your child before leaving your child at the centre. Should we find any nits or signs of lice you will be asked to take your child and remove all the nits before returning to the centre. This is because the head lice treatment only kills 80% of the nits. Removal of the nits eliminates any unaffected nits from the treatment from hatching.

6. The second treatment for head lice must be applied to your child and we will be requesting confirmation of application after 7 days. Again, this is because the treatment only kills 80% of the nits from the first time. The second treatment is very important.

Please complete the additional at home treatment tasks to prevent a re-infestation. This may seem a bit extreme to some families but it is the best way to prevent further spreading and to aggressively eliminate the head lice outbreak.

Nutrition

The menu is based on the Canada Food Guide and will ensure two thirds of your child's basic nutritional requirements for the day. We provide a morning snack and an afternoon snack for your child. We also provide lunch between 11:15 - 11:45 am that is hot and nutritious. Special food requirements due to allergies or other restrictions are to be provided by the parents. If you are bringing food for your child please ensure that you are following the Canada Food Guide. Snacks must have servings from two different food groups and lunch must have once serving from each of the four food groups. If a child's meals and snacks brought from home do meet these requirements we will supplement the child's meal with our food items following the Canada Food Guide. Please do not send any products containing nuts or products from the peanut or nut family.

We review our menu frequently to ensure it is meeting the changing nutritional guidelines and to incorporate new foods. If you have any ideas for meals please let us know as we are always looking for new items to try out. All staff that are responsible for food storage and preparation have completed a food handling course. Staff members will ensure hot foods are kept hot and cold foods are kept cold at all times. Food preparation and serving utensils and surfaces are sanitized after each use.

Rest Policy

We feel that rest is an important part of the child's daily program. Quiet time is from 12:30 pm to 2:30 pm. Children are encouraged to lay quietly at the beginning of this time to allow other children to fall asleep. Children who are still awake are offered quiet activities after 1:30 pm. If your child has a special blanket or cuddly toy you may send it for rest time. Please do not ask us to keep your child up during rest time, they will still need to remain quiet on their cots for the first hour of rest time, although we will not rub their back or assist them in falling asleep. If you do not wish your child to take naps our program may not fit your family's needs.

Clothing

You are asked to send your child in comfortable clothing. We require an extra set of clothes to be left at the center or brought every day. Children must be dressed appropriately for the weather as they will be taken outside each day, weather permitting. Please ensure your child is sent with outdoor boots or shoes, coat, etc. for the winter and sunscreen, hat, sunglasses etc. for the summer time. Soft soled footwear or slippers must be provided for the children to wear indoors.

Hand Washing

Hand washing is very important to prevent the spread of illness. Staff members help teach the children proper hand washing technique. The staff members ensure that the children wash their hands after using the bathroom, before and after eating, after sand, water and messy play and after coughing or wiping their noses.

The staff also ensure they wash their own hands before and after handling food, giving medications and assisting children with toileting. As well as, after contact with potential infectious materials such as nasal discharge, vomit, feces, wounds, infected eyes and after contact with animals.

Disinfecting

Staff members are responsible for cleaning each room daily and must initial the cleaning checklist once their duty has been completed. We occasionally have cleaners come on other days or for specific duties. Washrooms, toys, games, furniture, and play surfaces collect germs on a daily basis and therefore must be cleaned with the appropriate cleaners in order to prevent the spread of germs and infections.

Diapering surfaces and potty chairs are sanitized after each use using a bleach and water solution. Soiled diapers and garbage in the bathrooms are stored in closed containers. We use disposable paper towel that are discarded after each use. Any personal grooming items are labelled with the child's name. Each child uses his or her own personal bed linens that are washed each week.

Supplies and Products

All arts and craft supplies used with the 13m - 6 year old children are non-toxic. The OSC children only use toxic materials under direct supervision of staff. The use of aerosols is avoided wherever possible. The use of pesticides is avoided when children are present.

Safety Inspections

Our opening staff member completes an indoor and outdoor safety inspection of the center prior to opening for the day. Any safety concerns are reported to the Director and documented in the staff handbook. If any toys or equipment are not safe the staff will remove them from the room or play area and inform the Director.

Incident and Accident Reports

If a child is involved in any incident or accident the staff will complete a report to be signed by the parent and placed in the child's file. Incidents may include any emotion events that the child encounters. Accidents include events where any type of first aid is administered.

Incident Reporting

Any serious incidents will be reported within 24 hours to our licensing office or Regional Child and Family Services office.

Serious injuries include any of the following:

- Emergency Evacuation
- Program closure due to an emergency
- Intruder on the program premises
- A child removed from the program by a person without parent/guardian consent
- An injury requiring medical attention
- A lost child or a child left on the premises after operating hours.

Emergency Procedures

Parents are immediately notified in case of a medical emergency. Examples of medical emergencies include any suspected head related increase, broken bones, or injuries requiring stitches. A child containing serious injuries will be taken via ambulance to a hospital. A staff member will escort the child and stay with them until a parent arrives.

Fire Drills and Evacuations

Emergency Procedures are posted at all emergency exits and fire drills are practiced with the children each month. If a staff member discovers fire, smells smoke or gas he/she will operate the fire alarm and warn other staff members and visitors at once. Staff will then start the evacuation procedure immediately.

1. The Director or Alternate Director will take the emergency contact binder, the attendance book and call 911
2. All children and staff will exit out the nearest door and proceed to the meeting point behind the Husky and our Playground

3. The director or Alternate Director will check all the rooms and bathrooms and proceed to the meeting point.
4. Staff members will take a head count and roll call and ensure all children are accounted for.
5. If anyone is missing, the director will be sent to locate the missing child.
6. Staff will encourage children to stay calm and not run.
7. Proceed to alternate facilities: George H Luck, 300 Bulyea Rd, Phone 780 438 5011

If an unusual/dangerous/violent person enters our building.

1. The Director or Alternate Director will greet the person if safe to do so, the second alternate director will warn the other staff members, visitors and start the evacuation process immediately.
2. Second alternate will contact 911.
3. All staff will exit out rear fire exits and proceed to the meeting point behind the Husky and our playground.
4. The staff on the phone with 911 will check all rooms and bathrooms.
5. Staff members will quickly take a head count. If anyone is missing, one staff will come back to let the alternate director know, the alternate director will locate the missing child, and bring them to the staff.
6. Staff will encourage children to stay calm and not run.
7. Staff will then proceed to alternate facilities: George H Luck, 300 Bulyea Rd, Phone 780 438 5011

Lock Down

1. Lock front door
2. Close Blinds
3. Move all children and staff to back rooms out of sight of the front windows. Preschool and Transition go to Toddler Room, Jr K & K go to the OSC room.
4. Wait until you have been given an all clear by the Director or Assistant Director

Offsite Activities & Outdoor Play

The children have daily opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment, usually at our playground, the field, George luck playground, or community walking trails. Staff carry an emergency backpack at all times when offsite. The emergency Backpack contains; emergency phone numbers, children's emergency contact information, first aid kit, tissues, wipes, and a garbage bag. During the summer months we also carry water and extra fieldtrip shirts.

Playground Safety

Our playground is located at the east end of the building behind the Husky Station. Our outdoor play structures comply with CSA standards. Our staff do a quick safety check before children enter the playground. Our play area is free of toxic plants. We have a small outdoor sand table that has a tight fitting cover that is kept on when the box is not in use. During the summer months we often use plastic and/or inflatable children's pools. These pools are drained and folded up or tipped upside down when not in use.

Fieldtrip & Volunteer Policy

Throughout the year we do take the children off the premises by walking to parks and nearby establishments. Some of our fieldtrips will require the children to be transported by public or private transportation. For all fieldtrips requiring transportation and/or outside our regular walking and community excursions will have a permission form to be signed by the parents.

We require additional adults to accompany the group on many of our fieldtrips to ensure we meet or exceed the fieldtrip facilities minimum adult to child ratio. Parents are welcome to volunteer for any fieldtrips. Volunteers on fieldtrips are responsible for having fun and spending some fun quality time with their child. Volunteers are not allowed to be alone with any children other than their own and will be asked to stay with

the group. Prior to volunteering each parent will receive a Volunteer Agreement Letter that outlines the guidelines and expectations of volunteers that they must review and sign prior to volunteering.

Before each fieldtrip the staff will prepare the children by explaining where they are going, what will happen, whom they will see and who they need to listen to. The staff will also review the safety rules with the children and parent volunteers prior to each fieldtrip.

Outdoor Play Guidelines

Children must have appropriate footwear for running and playing. Flip Flops are not suitable for outdoor playground wear. During outdoor play children are much more active and require more attention. We discourage play fighting, karate and violent games. Vulgar language, swearing and name-calling are not permitted and will be brought to the Director and parent's attention if it occurs.

We do go outside each day weather permitting. For our children in our daycare program we will not go outside to play if it is -15°C or colder with the wind chill. We will continue to bundle up and walk to the gym until -22°C with the wind chill. The OSC children in our program will not go outside to play if it is -22°C with the wind chill.

Development

Daycare Progress Reporting

There are 2 progress reporting periods where your child's teachers will complete an ongoing evaluation of your child's developmental achievements: November and May. Each June, your child will be given a memory book that contains special moments, progress and outcomes for the year.

Daycare Technology

We do have a Television/DVD player available for use. The use of the television is not part of our regular programming and used a maximum of once a month for movies during special occasions, pajama days, or rainy days. We occasionally use it for physical activity programs when we have been unable to go outside or as a special planned activity.

OSC Technology

Technology surrounds us every day and is an integral part of a child's life through their schooling and home. In keeping with promoting the use of technology and integrating a child's life into our program we wish to encourage the advancement of your child's knowledge and pleasure of his/her abilities with your consent.

To accomplish a balance with technology and social interactions the Center provides free wifi access. It is secured with a firewall web blocker that provides content management by preventing access to inappropriate content and unapproved websites.

With your permission your child may bring his/her technology devices and use them at the center in accordance to these policies.

The use of technology is limited. Children will not be able to use their device during gym time, outside, and on fieldtrips. It will be the child's responsibility to leave their device at the Centre when we go offsite and the child's responsibility to keep it in their cubby during non-technology times.

Children will not be permitted to take photos, videos or voice recordings of any children or staff attending Brookview Montessori.

Please be advised that within our location there are many free wireless access points/areas that your child can access. It is extremely important that you discuss with your child the correct WiFi to access and login to. BMCDC will not be responsible for your child accessing unauthorized wifi and unsuitable content.

Should your child access inappropriate content or unapproved websites the staff will automatically terminate their use of technology devices at the Centre.

Children enjoy sharing their personal technology devices with friends and class mates and often a group of children will be using and/or viewing technology together. In these circumstances each parent must instruct their child with whom and the amount of time he/she may join friends/groups when sharing their personal devices. The teacher will remind your child to leave the group of technology users should you indicate that you do not want them sharing.

OSC Homework

In our Out of school Care room there is always one table free for children to do their homework. We do not have time set aside for homework but children can do it any time we are at the centre. The staff members are willing to help children with their homework if needed.

Distal Supervision

Distal Supervision is intended for children ages nine to twelve years of age. It is used to enhance a child's ability to function responsibly and independently of direct adult supervision. It is a privilege given by the program supervisor to children who exhibit the four core values (honesty, responsibility, caring and respect) on a daily basis. The intention of distal supervision is to extend the child's independence within our program by allowing periods of unsupervised time away from the large majority of the children. They are monitored intermittently at least every 15 minutes to ensure safety. Before distal supervision is used with your child a full copy of our distal supervision policy and an authorization form is sent home so you and your child are able to discuss and complete the form together.

Partnerships with Families

Toys

We ask that you do not allow your child to bring their toys to the center except for a soft cuddly toy they can use at quiet time. A single item can be brought from home on Show and Share days. If toys are brought to the center they will be put in the office or in the child's cubby.

The OSC children are allowed to bring a small toy or other games at their own risk.

We are not responsible for lost, damaged or stolen toys or games.

Clean up Fridays

To assist us in cleaning the centre, please have your child bring home all their belongings every Friday. Only extra clothing and indoor shoes should remain in the cubbies over the weekend. Any items left over the weekend will be put in the lost and found. Lost and found items are donated every 3 months.

Parent Involvement

BMCDC invites parent participation in our program. Parents and staff working together as a team are able to provide the best experiences for a child's ongoing development. Parents are welcome to visit the center at any time of the day, join us on field trips/offsite excursions, attend special event and/or come in to share skills or teach us about your culture. We encourage daily contact with the Director or room teacher so that any information regarding your child's day can be shared. If there are other areas in which you would like to help us please let us know. Please do not hesitate to speak with the Director regarding any concerns,

suggestions, and/or comments. Alternatively, they can be forwarded by email or written and placed in the comment box located on the preschool cubbies.

Throughout the year there will be many opportunities for parents to volunteer. We require your help in order to maintain and continue our center's success. We look forward to these opportunities and appreciate your help in any way possible.

If you have any special skills or preferences in volunteering please let us know.

Communication & Website

We encourage open communication between the Owner, Director, Staff members, children, families, community members and schools. We have many ways to keep up to date and informed of our everyday activities. We have a wonderful website www.brookviewchildcare.com. We send out newsletters to our families via email each month during the school year and once during the summer. Our website has a calendar and gallery that you can see current and past events and activities for your child's group. This is password protected and the password is sent in the email with the newsletters. We also have a large whiteboard at the entrance and a computer slide show just inside the entrance with events, changes and reminders. We have staff communication books where we pass along any information given by parents to all the other staff. We also have a book up at the front so you know where to find us if we are not at the center. We ask that parents feel free to let us know if their child is going to be attending any special events, fieldtrips any other exciting information in person, by email or phone.

Supplies and Donations

Throughout the year your child may need additional supplies for crafts, fieldtrips and other program essentials. A message will be posted on our parent board and a note or email may be sent by our staff to ask for certain items. We appreciate any donations to your child's program such as, but not limited to, craft materials, paper, toys, ideas, stickers, recyclable materials, etc.

Pictures/Photos/Videos

The center regularly takes photos of children for crafts; take home gifts, memory books, website, newsletters, fieldtrip and other program areas. We also occasionally take videos of special activities or throughout the days for staff training purposes. Sometimes we are out and about there is photographers and media taking snapshots of us too! If you do not want your child's photo on our website please inform the director prior to registration and indicate so on the Media section of the Admissions agreement.

Parent and Family Resources

We have many resource pamphlets and information books available for parents. Please feel free to take whatever pamphlets you would like or borrow information books from the Director at any time. If you are looking for something specific please ask Amy, we will do our best to find some for you.

Staffing

Staff Qualifications

There are three levels of staff certification; Child Development Assistant, Child Development Worker and Child Development Supervisor. For every 4 staff members, a Child Development Worker or Supervisor is required to be on site at the center during operational hours. The program director must have a Child Development Supervisor Certificate or exemption and may or may not be counted in adult: child ratio all day.

Hiring

Every staff we hire is thoroughly interviewed and a reference check is completed. Before they are hired they must provide us with a copy of their Child Development certification. They have a short amount of time to provide us with their first aid certification and a criminal record check, and will not be alone with the children until both of these are submitted. Our staff completes an orientation process and is paired with a mentor staff to assist them in getting to know our children, policies and procedures prior to having unsupervised access to the children.

Program Review

Inspection Visits

Child and Family Services inspect the center regularly. These are unannounced visits and reports are available for the parents to view on the parent bulletin board by the main entrance or online at www.child.alberta.ca/home/ChildCareLookup.cfm.

Review Process

We are dedicated to providing quality child care and are continually reviewing our program. We have at least two parent surveys each year; usually one at the end of summer for responses on summer program and then one throughout the year on programming and policies. These are done through survey monkey and a link is emailed to the parents.

We always welcome feedback from parents and staff either in person, by email, phone, or even by notes in our suggestions/communication box. We use the feedback from parents in our annual review and to update our Quality Enhancement Plan.

Accreditation

Our center is accredited! Both programs are accredited by the Alberta Association for the Accreditation of Early Learning and Care Services. Our daycare program (13m - 6y) has been accredited since October 2005 and our Out of School Care program has been accredited since December 2009.

Complaint Process

Please forward all complaints to our Director, Amy Nicholas. If after you have directed your complaint to the Director and/or license holder you may direct your complaints regarding non-compliance to the Child and Family Services: Licensing Office by calling 780 427 0444. Identity of the complaint is not divulged to the license holder and all complaints are investigated and will be responded to in writing. Complaints can be anonymous.

Thank you

We look forward to caring for your child and hope that your time with us will be a positive life experience. Please feel free to approach anyone of us at anytime at the Centre. Any questions phone us at 780 436 4504 or email us at brookview@brookviewchildcare.com