



Parent

Handbook



WILLOW PARK
CHILDCARE

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Introduction

With our progressive and holistic early childhood education philosophy, we understand that each child has unique needs and interests. We provide the environment and tools your child needs to thrive to the best of their abilities.

When we expose children to different environments and various learning experiences, we allow them to explore their self-awareness and gain a sense of the world around them. Once they leave Willow Park Childcare, they're fully prepared for the next stage of their young lives.

Philosophy

“One Step Ahead”

The philosophy of Willow Park Childcare is deeply rooted in a commitment to fostering the holistic development and well-being of young children through play-based learning. Our approach is built upon a foundation of several key principles and curricula:

- 1. Holistic Development:** We prioritize the comprehensive development of each child, encompassing their physical, social, emotional, and cognitive growth. Our philosophy recognizes that children are multifaceted individuals with unique needs, and we are dedicated to nurturing every aspect of their development.
- 2. Learning Through Play:** We firmly believe that play is the primary vehicle for learning during early childhood. Children are encouraged to explore, experiment, and express themselves through play, which serves as a fundamental catalyst for their growth and development.
- 3. Curricular Diversity:** Our philosophy embraces a diverse range of curricula, including the Flight - Alberta's Early Learning and Child Care Curriculum Framework, The Pyramid Model of social-emotional development, elements of the Reggio Emilia model, and Loris Malaguzzi's concept of the "100 languages/voices of children." We draw inspiration from these approaches to create a rich and engaging learning environment.
- 4. Environmental Education:** We hold a deep appreciation for the environment as an educator in itself. Our physical spaces are carefully designed to stimulate curiosity and exploration, providing children with opportunities to learn from their surroundings.
- 5. Flexibility and Family Engagement:** We view curriculum as a flexible tool that accommodates each child's unique needs and allows their families to actively participate in and influence our program. We believe that the collaboration between educators and families is vital for a child's success.

In essence, the philosophy of Willow Park Childcare is centered on providing a nurturing, inclusive, and supportive environment where children can freely explore, learn, and develop. Our commitment to holistic development, social-emotional well-being, the power of play, and a diverse range of curricular influences underscores our dedication to creating a well-rounded and enriching educational experience for every child in our care.



Approach

At Willow Park Childcare, our philosophy shall be applied through a series of practical and intentional approaches in daily childcare operations. Here are some keyways in which this philosophy can be put into action:

- 1. Play-Based Learning:** Emphasize play-based learning as the core of the curriculum. Encourage children to engage in activities that are both fun and educational. Provide a variety of play materials and settings to stimulate their creativity and curiosity.
- 2. Individualized Assessments:** Conduct individualized assessments of each child to understand their specific developmental needs, strengths, and challenges. Use these assessments to tailor your approach and activities to meet the unique requirements of each child.
- 3. Structured Routines:** Establish a consistent and predictable daily routine that provides stability and security for the children. Create a schedule that allows for a balance of free play, structured activities, group interactions, and quiet time.
- 4. Staff Training:** Ensure that childcare staff are well-trained and equipped to support children with diverse needs. Offer professional development opportunities focused on early childhood development, mental health, and social-emotional learning.
- 5. Social-Emotional Development:** Implement the Pyramid Model or other evidence-based practices to promote the social, emotional, and behavioral development of young children. Encourage children to express their feelings, build positive relationships, and resolve conflicts in healthy ways.
- 6. Inclusive Environment:** Create an inclusive environment where all children, including those with special needs, feel welcomed, valued, and supported. Provide resources, materials, and activities that accommodate diverse abilities and learning styles.
- 7. Family Engagement:** Establish open and regular communication with parents and caregivers. Share insights and observations about each child's progress and encourage parents to share their perspectives and concerns. Collaborate with families to support the child's development holistically.
- 8. Environment as Educator:** Design indoor and outdoor spaces that serve as additional educators. Consider the layout, materials, and resources in your childcare facility to promote exploration, critical thinking, and discovery.
- 9. Documentation and Observation:** Encourage educators to document children's play and learning experiences through observations, photographs, and notes. Use these records to assess progress, adapt activities, and communicate with parents about their child's development.
- 10. Flexibility and Adaptability:** Be flexible in your programming to cater to the diverse needs, interests, and abilities of each child. Adapt your approach based on ongoing assessments and feedback from children, families, and educators.
- 11. Continuous Monitoring and Improvement:** Continuously monitor and evaluate the effectiveness of your program in meeting the philosophy's goals. Be open to making adjustments and improvements as needed to ensure the best outcomes for every child.

Incorporating these practical strategies into the daily operations of Willow Park Childcare ensures that the philosophy of holistic development, social-emotional well-being, and play-based learning



becomes a lived experience for the children in your care. It creates a supportive, enriching, and inclusive environment where each child can thrive and develop to their fullest potential.

Mission Statement

Our mission is to provide a **nurturing, safe, and stimulating environment** where children can **grow, learn, and thrive**.

Flight – Alberta’s Early Learning and Care Framework

Flight: Alberta’s Early Learning and Care Framework is a guide for early childhood educators to use in their everyday work. It inspires curriculum meaning making by highlighting relationships and responsive practices in early learning and child care communities.

The framework recognizes, appreciates, and values:

- the practice of relationships among educators, children and families that make visible the uniqueness of each childcare center in Alberta.
- the co-constructed nature of early learning curriculum: recognizing the unique nature of learning in early childhood, educators make curriculum decisions “in the moment,” extending play and learning through thoughtful reflection and dialogue with children, families, and other educators.
- the search for a shared professional language—a language that asks educators to reflect deeply in order to make the values, principles, and goals that frame practice in early learning and childcare clear to themselves and visible to others.

An early learning and childcare curriculum framework is different than a traditional curriculum. It is focused on broad holistic goals rather than specific outcomes for each subject area and embraces children’s everyday experiences as the sources of meaning making. Early childhood educators observe the interests emerging from children’s fascination with the world and use the goals in the curriculum framework to describe and interpret their everyday experiences. The documentation that comes from these observations is seen in the room and through learning stories sent home to parents.

For more detailed information about the Framework visit: <https://flightframework.ca/>



Licensing Legislation and Program Standards

As licensed childcare program, Willow Park Childcare maintains a Provincial Child Care license in good standing in accordance with the Alberta Child Care Licensing Act and pursuant Regulation. Inspection reports are posted on the Ministry of Human Services website and in the Center.

The facility is also inspected by Alberta Health and the Calgary Fire Department.

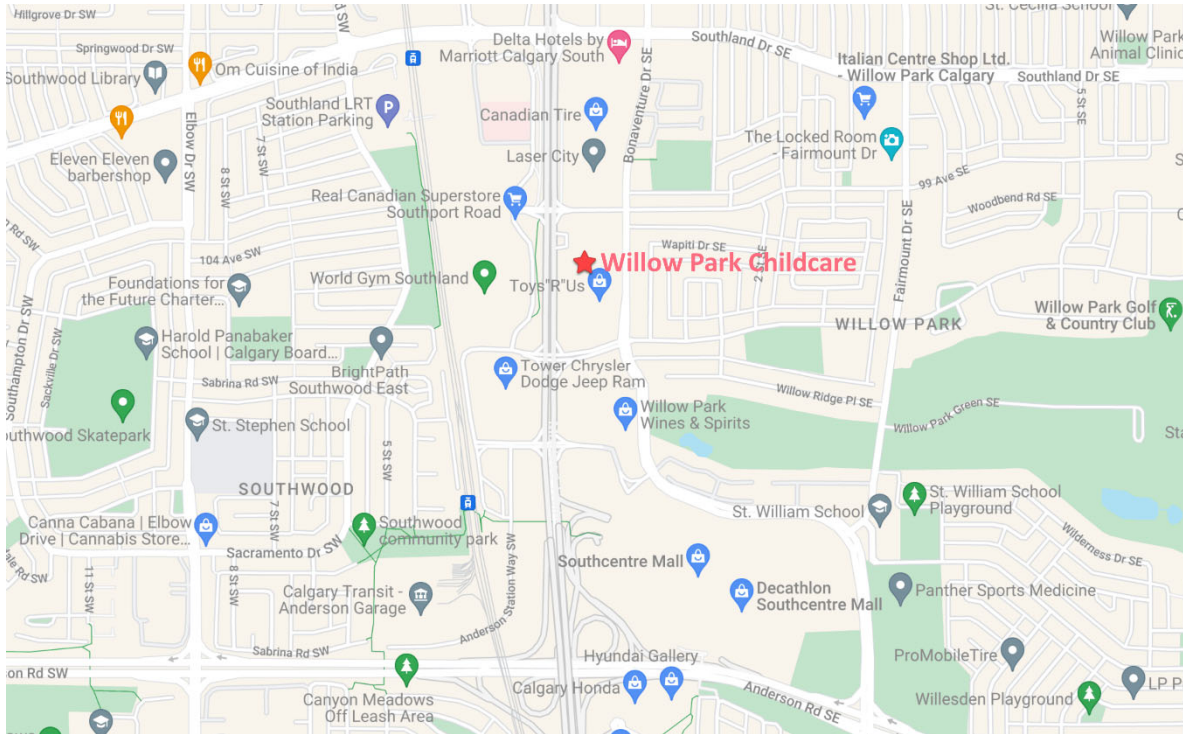


Facility and Location

Willow Park Childcare Center is located at Unit # 110, 10426 Macleod Trail SE, Calgary AB. T2J 6Y2.

The center's contact number is 403-768-1128, and general contact email is info@willowparkchildcare.ca.

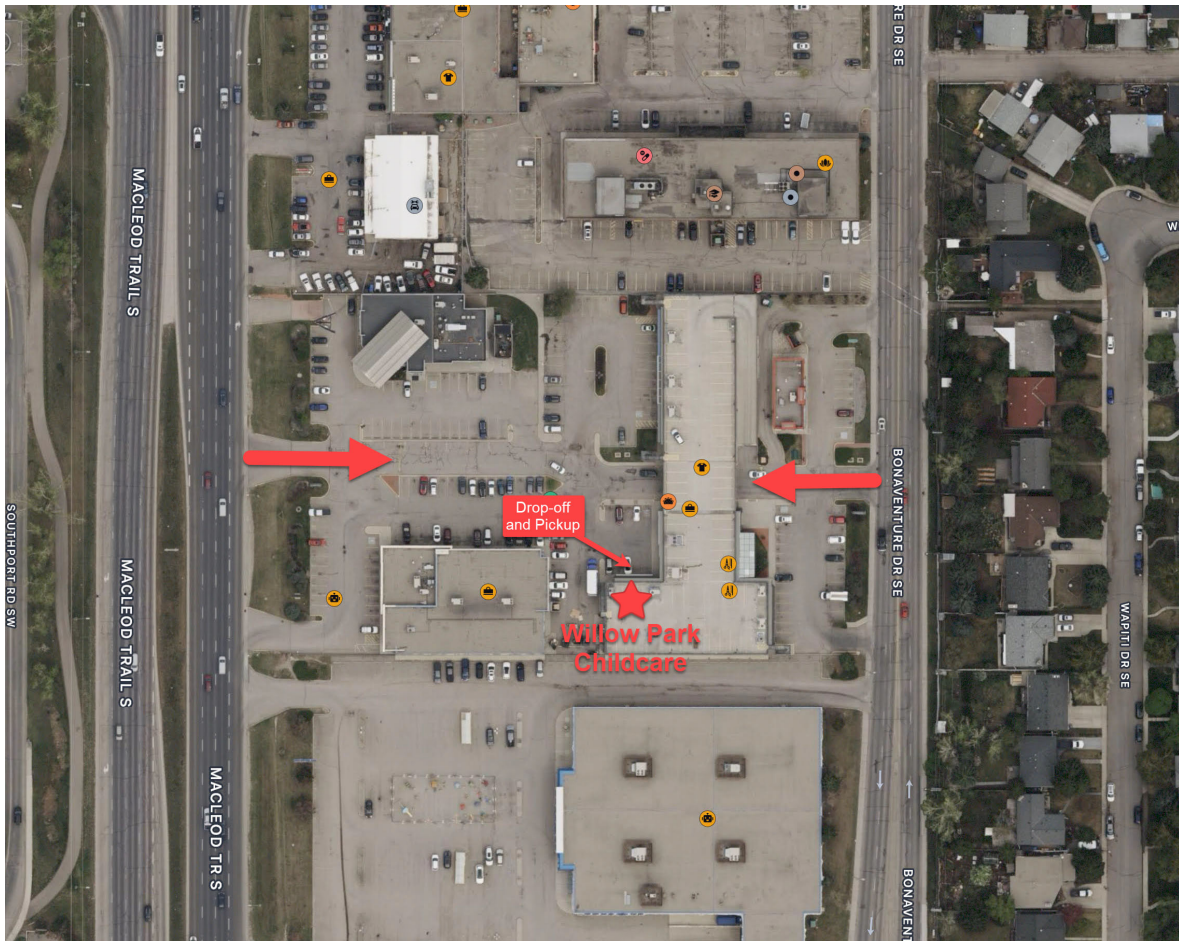
Our website is www.willowparkchildcare.com



Facility Access and Parking

Our facility is easily accessible from both Macleod Train South and Bonaventure Drive SE.

There are 5 dedicated parking spots available to parents for drop-off and pickup.



Indoor Facility

Our Indoor Facility is 4,200+ square feet and divided into 4 rooms.

Outdoor Facility

Our rooftop open air play area is over 2100 square feet. It is fenced in and is equipped with a play structure and other toys for kids to enjoy.



Our Childcare Program

At Willow Park Childcare we offer Full-Time Childcare only. Our total licensed capacity is 88 children, and we are limited to 12 months to pre-school age groups.

We offer nutritious, multicultural snacks and meals, which are prepared in-house. We embrace a child-centered approach that tailors to each child's interests, abilities, and learning styles.

Our fun, hands-on materials make learning engaging and practical. We aim to create a warm, nurturing environment enriched by a "learning through play" curriculum, promoting individual development according to each child's unique needs.

Our inclusive program integrates children with and without disabilities, ensuring everyone participates in the same routines and play experiences. Our educators recognize and support each child's distinct strengths and needs, adapting the environment to foster success. We strive to meet all social, physical, intellectual, creative, emotional, special, and holistic development goals through both planned and spontaneous activities.

We have implemented the use of Lillio (HiMama) application to ensure parents stay up to date with their child's progress and daily routine at the center.



Program Methodology

At Willow Park Childcare, we have established a comprehensive and multifaceted philosophy of learning through play, which is reflected in our various concepts, ideologies, and curricula. These guiding principles serve as the foundation of our daily practice, and we view philosophy and curriculum as distinct yet interwoven components of our approach to early childhood education.

Our primary curriculum and program guide is the Flight - Alberta's Early Learning and Child Care Curriculum Framework. This framework forms the cornerstone of our educational approach, providing a well-rounded and research-backed structure that aligns with our commitment to fostering the holistic development of young children.

In addition to the Flight framework, we also place significant emphasis on implementing The Pyramid Model of social-emotional development. This comprehensive, multi-tiered framework is built on evidence-based practices that support and enhance the social, emotional, and behavioral development of young children. We recognize the paramount importance of social-emotional well-being in early childhood development and are dedicated to nurturing this aspect of growth in our program.

While the Flight Framework and The Pyramid Model serve as our main pillars for program implementation, we also draw inspiration from the Reggio Emilia model and Loris Malaguzzi's concept of the "100 languages/voices of children." These approaches emphasize the significance of children's creativity and expression, encouraging them to communicate and explore their ideas through various mediums. Furthermore, we highly value the environment as an educator in itself, and we create spaces that promote curiosity, engagement, and exploration for the children in our care.

We firmly believe that the Flight Framework and all other curricula we implement are a reflection of the principles of quality in childcare. For instance, the Flight Framework places a strong emphasis on well-being, aligning with our commitment to the overall health and happiness of the children in our program. It also offers a flexible tool that accommodates each child's unique needs and allows their families to actively participate in and influence our program.

At Willow Park Childcare, our dedication to these educational philosophies and curricula ensures that we provide a rich and supportive learning environment where children can flourish, guided by a commitment to their holistic development, social-emotional well-being, and the promotion of their individual voices and expressions.

Rooms and Grouping

Room 1:

Infants (Tender Tots)

Ages: 12 months to 19 months





Room 2:

Infants (Tender Tots) to Toddlers (Discovery Dynamos) – Transition Room

Ages: 12 months to 19 months

&

Ages 19 months to 3 Years



Room 3:

Toddlers (Discovery Dynamos)

Ages: 19 months to 3 years



Room 4:

Pre-Schoolers (Sunshine Scholars)

Ages: 3 Years to Kindergarten





Hours of Operation

We are open **Monday to Friday, 7:00 AM to 6:00 PM.**

Holidays

We are closed on Statutory Holidays and between Christmas and New Year.

Policies and Processes

Registration and Enrollment

All registrations are processed on a “First come first served basis”.

Registrations are accepted through the Registration section of our website:

www.willowparkchildcare.com

Parents complete the registration via the Lillio registration form. The Program Director reviews all applications and places children within the program based on available capacities.

Once the placement is found, parents are provided with a copy of the Parent’s Handbook and a complete set of registration forms. Parents would then be scheduled for a visit of the facility and a meeting with the Program Director to review policies and procedures.

Completed Registration Package and an initial deposit of \$250/- is required within 7 days of the visit to confirm placement. The deposit is refundable only in the circumstance where the Center cannot accommodate the enrollment. The deposit shall be held in trust and applied to the child’s last month fee at the Center.

Fee Policy

All fees are due on the **1st of the month** and are collected via a Pre-Authorized Debit setup by the parents through Plooto (our payment processor). If the 1st of the month falls on a weekend, the fees will be collected on the next business day.

In the case where the Pre-Authorized Debit is dishonored by your financial institution, the full fee plus a service charge of \$35/- must be paid via a certified cheque, bank draft (payable to “Willow Park Child Care Ltd.”) or cash by the 5th business day of the month. A late payment penalty of \$2/- per day will be charged if the fee is not received by the 5th business day of the month. Fees not paid within the prescribed time can result in suspension or termination and further collection efforts may commence.

It is the parent/guardian’s responsibility to apply and extend subsidy on time. The center will take no responsibility for subsidy approval and without subsidy approval, the entire amount of the childcare monthly fee will be charged. Information and application process is available through this website:

<https://www.alberta.ca/child-care-subsidy>

Monthly childcare fee will be adjusted according to the changes of your child’s age. Willow Park Childcare reserves the right to change the fee schedule. Families will be given a 30-day advance notice of any such changes.



Withdrawal Policy

Willow Park Childcare, its director and owner, retain the right to enforce the withdrawal of a child at any time, when it is deemed in our opinion, that the child should not attend due to behavioral, health & safety and/or financial reasons.

Aggressive and/or inappropriate behavior of the parents/guardians towards the any staff member of the center or other parents is not acceptable at any time and may lead to suspension or termination of the child from the center.

Parents/guardians may withdraw their child from the center with a **one month notice** of temporary or permanent withdrawal provided in writing or via email to the director or owner of the center. If there is no notice of withdrawal provided or if the notice is less than one month in advance, the deposit will not be returned.

In case of a temporary withdrawal a permanent spot cannot be guaranteed, and your child might be placed on a waitlist.

Vacations and Extended Absences

If your child will be away from the Center for an extended period of time, please let us know at least 2 weeks in advance. **Please note that fees remain in effect regardless of absences due to illness or vacation and or center closures.**

Late Pick-up and Drop-off

Parent/guardians must familiarize themselves with the center's hours of operation. In order to safely pick-up your child and collect all their belongings, kindly arrive 15 minutes prior to closing time (**i.e. 5:45 PM at the latest**)

The center must be notified as soon as possible if you are unable to pick-up the child by closing time. A late pick-up fee of \$1/- per minute per child will be charged for the time the child is at the center past closing time.

To avoid these disruptions to the center and children's routines we cannot accept any children after 9:30 AM. The staff has the right to refuse drop-off to anyone after this time. Considerations will be given only to children who have a doctor's or other medical appointment. Please inform the office/staff about any such appointments at least one day in advance and you will be allowed to drop off/pick up at the scheduled time.

Child Acceptance and Release

We will not release the child to anyone other than those listed as a parent or guardian on the Registration Form unless the parent or guardian informs the center director or owner in writing. Phone calls will only be accepted in case of an emergency. You will be asked to provide the secret password provided by you on the Registration Form when you call the center to inform us with the details of the alternate individual picking up your child. The individual picking up the child must provide Government-issued photo identification and the secret password to the center staff prior to the child being release to them.

The center reserves the right not to release the child to anyone picking up the child who does not appear to be in a responsible condition.

Willow Park Childcare and staff may refuse acceptance/drop-off for a child who appears sick due to health concerns for other children and staff members.



In case of an emergency such as flood, fire, epidemic and severe weather conditions, Willow Park Childcare and has the right to refuse any children drop off.

Communication with Parents

The primary mode of communication with parents is through the use of Lillio application. Parents can send messages to the Educators through the application.

Incase needed, Parents can request a meeting with the Center Director or Owner via email. Management will try to accommodate all such requests as soon as possible.

Daily Items and Supplies

Please ensure your child arrives in play clothes, as we do many art projects, play with the water table, and encourage self-help skills even if it gets messy. Always keep a change of clothes in your child's cubby. Your child will also need a pair of indoor shoes, as they will be worn at all times for fire safety. Regular outdoor play is essential to our program, and we go outside daily unless the weather is extremely unpleasant. Make sure your child has appropriate clothing for all weather conditions. In winter, this includes a warm jacket, snow pants, a hat, waterproof mittens, and snow boots. For wet weather, rubber boots and rain pants are needed. On hot summer days, a sun hat, sunscreen, T-shirt, shorts, or a bathing suit are recommended.

All belonging should be labelled.

Here is a list of supplies that need to be provided by the parents for each age group:

Infants:

- Disposable diapers, diaper wipes, rash/nappy creams or powders, etc.
- Milk or formula in plastic bottles (if Regular Homo Milk is not suitable).
- Baby Food (if Regular Menu items are not suitable).
- An extra set of clothes & indoor shoes.
- Appropriate winter or summer attire.
- Seasonal items; Summer: Sunblock, hats, mosquito repellent, sippy cup or refillable water bottle. Winter: Winter boots, mittens, hat, coat, snowsuit, etc.
- Bed Sheet, Pillow and Blanket.

Toddlers:

- Disposable diapers, diaper wipes, rash/nappy creams or powders, etc.
- An extra set of clothes & indoor shoes.
- Appropriate winter or summer attire.
- Seasonal items, Summer: Sunblock, hats, mosquito repellent, refillable water bottle. Winter: Winter boots, mittens, hat, coat, snowsuit, etc.
- Bed Sheet, Pillow and Blanket.

Pre-Schoolers:

- An extra set of clothes & indoor shoes.
- Appropriate winter or summer attire.
- Seasonal items, Summer: Sunblock, hats, mosquito repellent, refillable water bottle. Winter: Winter boots, mittens, hat, coat, snowsuit, etc.
- Sippy Cup or Water Bottle, for outdoor use.
- Bed Sheet, Pillow and Blanket.
- Please Note: The assumption is that all children in the Pre-Schoolers room are toilet trained and
- would not require diapers. If your child is not toilet trained yet, please also provide:



- Pull-Up diapers, diaper wipes, rash/nappy creams.

We try our best to keep track of your child's belongings, however we are all human, we ask that you label every item your child brings from home (laundry markers work well).

If an item is needed for your child's daily needs, you will receive communication from the Educators.

Daily Routines

Our daily routines provide a general overview of how the children's days are structured. Each group follows a flexible and adaptable routine to meet the changing needs of the children. Outdoor play is included every day, weather permitting, so please ensure your child is dressed appropriately for the conditions. Daily routines are posted in each room and on Lillio application. Throughout the day, children have access to a variety of activities and items, including push toys, books, art and craft supplies, manipulative toys, and water and sand tables.

Nap/Rest Time

Rest is an important part of our daily routine at the center. For our Pre-School room, rest time is from 12:00 PM to 2:30 PM. Children are encouraged to lie quietly on their mats or cots, giving those who wish to nap the opportunity to do so. Children who remain awake can engage in quiet activities on their mats, cots, or at the table area.

For our older Infants and Toddlers, rest time starts at 11:45 am and continues until they wake up.

Younger Infants do not have a fixed rest time and can sleep according to their own schedules. Cribs are provided for infants aged 0-12 months, and Infant beds for those aged 12-19 months, ensuring compliance with the Canada Consumer Product Safety Act and other relevant regulations.

Food and Nutrition

In our program, we place great importance on providing detailed information about our food menu to parents and ensuring that it aligns with children's nutritional needs, including those with allergies and special dietary requirements. Here is an in-depth breakdown of our food menu information and practices:

1. Menu Display and Rotation: We prominently display our weekly planned menu, including snack times, at the front entrance door where parents can conveniently view it daily. Our menu operates on a 4-week rotation, providing variety while maintaining consistency. All our food choices are thoughtfully selected to align with the guidelines set by Health Canada.

2. Parent Engagement: During the registration process, parents receive a copy of our menu as well as monthly updated menus are sent through the Lillio app. They are encouraged to ask questions and seek clarification if needed. To keep parents informed about their child's dietary intake, we provide daily updates through the Lillio app, allowing them to know what their child has eaten throughout the day.

3. Communication and Updates: We ensure that parents are well-informed about where the menus are posted and any changes that may occur. If there are any alterations to the menu for a particular day, we attach a sticky note to the menu. This proactive approach keeps parents aware of any modifications. Additionally, our staff is diligent about updating food menu information on the Lillio app to reflect any changes made.



4. Nutritional Guidelines: Our food menu strictly adheres to Health Canada's nutritional guidelines. Before inspection by Alberta Health Services, our menu is submitted for approval to ensure compliance with all necessary standards.

5. Food Guide Followed: We adhere to the Alberta Health Food Guideline, ensuring that our food choices are in line with local regulations and recommendations.

6. Catering to Special Dietary Needs: Our food menu provides options for vegetarian children. In the case of children with allergies or special dietary needs, we offer alternative food choices. Parents are also welcome to provide meals from home if they prefer, while we continue to offer snacks that accommodate everyone.

7. Allergy Awareness and Documentation: Children with dietary restrictions, such as allergies, are closely monitored by our educators. Educators are provided with documentation regarding any allergies, ensuring that food items causing allergic reactions are avoided. Parents are encouraged to bring meals from home for children with allergies to guarantee their safety and well-being.

Our daycare menu not only meets dietary guidelines but also aims to provide delicious and enjoyable meals for the children. We are committed to promoting healthy eating habits and catering to individual dietary requirements while keeping parents informed and engaged throughout the process.

Approximate times meals and snacks will be provided to children in our program.

- | | |
|-------------|-------------------------|
| 1. 8:30 AM | Morning Snack/Breakfast |
| 2. 11:30 AM | Lunch |
| 3. 3:00 PM | Afternoon Snack |

Inclusion, Diversity, Ability & Cultural Sensitivity Policy

At Willow Park Childcare we share a belief that a child's ethnic identity is an integral part of their development. It is therefore critical that our program ensures children and their families feel valued, respected and see aspects of themselves reflected within the early childhood settings.

When staff designs and carries out a program that reflects cultural diversity of children, their families and the larger community they weave cultural sensitivities through all aspects, routines, environments and daily experiences, thus providing a structure of support to families as well as policies.

We also believe that the programs and experiences that we offer need to reflect the individual ability of the children in our care. Every child has unique levels of development that we can encourage by ensuring our program is suited to the individual child.

Healthy Child / Potential Health Risk Policy

An ill child is defined as a child that:

- Has any of these symptoms: vomiting, diarrhea, fever, active cough/runny nose, unexplained rash, sores or blisters.
- Requires greater care and attention that can't be provided without compromising the care of the other children in the program.
- Has other symptoms that lead a staff member to believe that the child poses a health risk.

Please arrange alternative care for a child who is ill and refrain from bringing them to Willow Park Childcare. A sick or ill-feeling child, with or without a temperature, will be sent home if staff feel that he or she poses a threat to healthy children and staff. Staff with valid First Aid certification will be responsible for identifying sickness, assisting the sick child and notifying the Director or



Assistant Director. A temperature is considered anything over 38°C or 101°F. A child well enough to attend the Centre is considered well enough to engage in any and all activities, both indoor and outdoor.

Should a child become sick during the day, parents will be notified and asked to pick up their child immediately. In the event that we cannot contact a parent, an emergency contact will be called. Under the care of a staff member, your child will be kept isolated from the other children until picked up. A child who arrives visibly unwell will not be accepted for that day. A child who is symptom free for 24 hours will be allowed to join the program again, as long as the program is satisfied that the child is no longer a risk to others. Children with communicable diseases cannot be cared for at Willow Park Childcare. If you suspect a communicable disease, please contact your physician or the Health Unit. Your child will be welcomed back after the contagious period has passed and/or upon presentation of a note from the Health Unit or physician stating: the illness, the duration and a safe return date. A license holder/provider must be satisfied that a child no longer poses a health risk to persons on the program premises including staff, children, and caregivers.

The program will keep a record of the ill children and report on statistics yearly to the Alberta Childcare Licensing Authority. Staff will not be permitted in the Centre if their health poses a risk to the children or other staff.

Staffing Policy

At Willow Park Childcare, we maintain rigorous standards for all individuals involved in our program to ensure the safety, well-being, and development of the children.

New Hire Educators:

All new Educators undergo a comprehensive vetting process. Within the first 8 weeks of their employment, they are required to submit a criminal record check, including a vulnerable sector search. This check should be dated not earlier than 6 months prior to their commencement date. They will need to update this check every 3 years thereafter. Until the criminal record check with a vulnerable sector search is on file, new Educators cannot be left alone with children at any time. All Educators go through a stringent hiring process that includes an interview and the provision of (2) reference checks. However, reference checks are not required if an internal reference is provided. In this case, the internal reference check must be completed by the individual who recommended them. Interview questions are regularly reviewed and updated by the leadership team to ensure relevance to the needs of our association and to reflect current trends in Early Learning and Child Care (ELCC).

Educational and Certification Requirements:

All Childcare Worker positions within Willow Park Childcare require Early Childhood Educator Certification, at a minimum, Level 1. Employees without Level 1 certification may be hired but are required to obtain certification within the first 6 months of employment. They must also hold Child Care CPR & First Aid certifications.

Volunteers (Other Than Parents):

Volunteers who are not parents of the children in our program are also subject to a thorough screening process. They must provide a criminal record check including vulnerable records check not earlier than 6 months prior to their commencement as volunteers. All volunteers are supervised directly by staff members and are not allowed unsupervised access to the children.

All employee files and certifications are captured and tracked using the HiMama (Lillio) application.



These stringent procedures and requirements are designed to maintain a secure and enriching environment for our children and to meet the highest standards of safety and quality in early childhood education.

Emergency Evacuation Process

In the event of a fire all Staff and Children must evacuate the building by following the steps provided in the **Fire Action Plan** posted by the door in each room and congregate at the **MUSTER POINT**.

Dollarama Parking Lot, or Taco Time (in the case of cold weather).

Staff will ensure all room doors and windows within the fire zone are closed and close remaining doors behind last staff as evacuating.

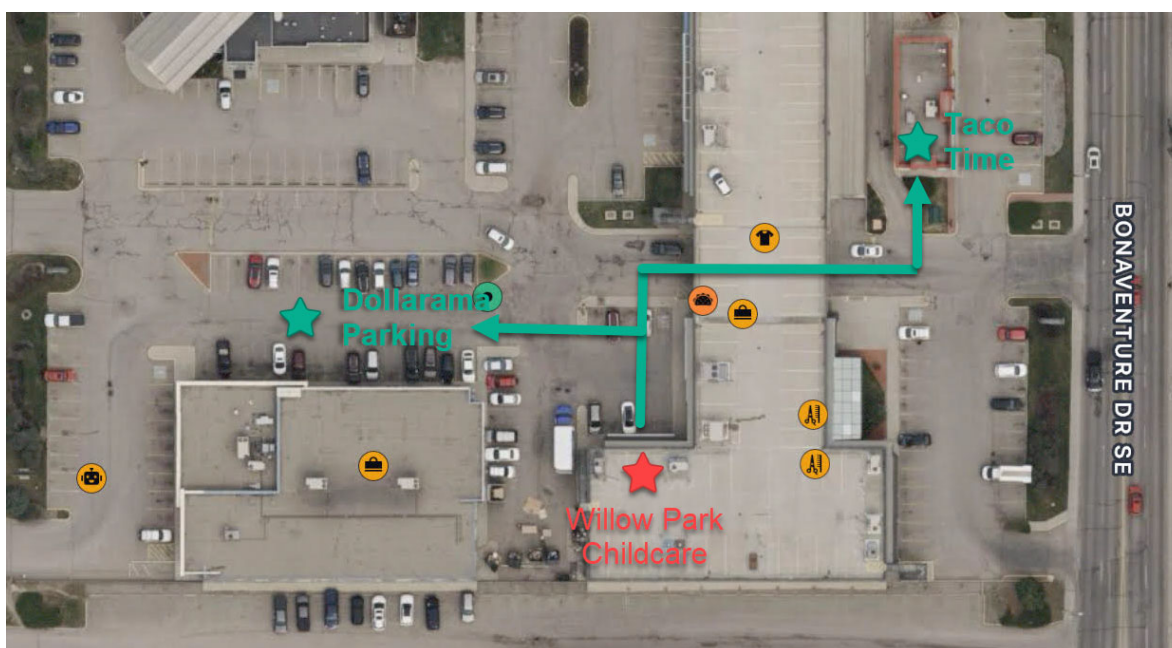
Staff to bring with them Emergency Backpack (Portable Records with Emergency Information, Emergency Contact Information for Children & First Aid Kits).

The Directors or designate will take Portable Records File to ensure the safety of all children and to be able to contact all Emergency Contacts for the children. They will also ensure that all children and staff are accounted for by physically doing a sweep of the building and premises and taking a roll call based on the daily attendance sheet (available through Lillio application and also in every room).

NO ONE will be allowed to re-enter the building until the fire department indicates that it is safe to so do.

In the event of a natural disaster, or any reason that will not allow re-entry, the children and staff will be relocated to the Taco Time until parents have been contacted.

Attendance will be taken again as they arrive at the location. Directors will notify parents of the situation (via email).





Fire Drill Process

Fire drills shall be practiced with the children every month, and completion of the practices will be documented.

1. Sound the local alarm.
2. Call 911, giving the correct address.
3. One designated staff member in each room collects Emergency Backpack (Portable Records with Emergency Information, Emergency Contact Information for Children & First Aid Kits). and waits at the nearest exit until all children have evacuated the building. All other staff members in the room direct children through the closest exit and away from the building to a designated area.
4. The cook or cleaning staff assists the infant room in safe evacuation procedure.
5. The Centre Director checks the washrooms and play areas to ensure all children have evacuated, then closes all doors and switches lights off. Attendance is taken.
6. All children remain with their group in a designated area away from the building until:
 - I. Attendance is taken.
 - II. The director has inspected the building.
 - III. The alarm has been shut off.

Parent Concerns

As parents you are encouraged to express any concerns or expectations you may have. Your Program Director has an 'open door' policy. We believe open communication is essential at our center, between you, our Educators and our Director. If you have a concern or complaint, please contact the Director. If your issue cannot be resolved to your satisfaction, you may contact the owner at 403-991-2720.