



STAFF HANDBOOK

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CALGARY, ALBERTA

T2A 0W3

403-828-4409

Revised DEC 31, 2018

PLEASE READ STAFF HANDBOOK ON LINE

WWW.WECAREDAYCARE.CA

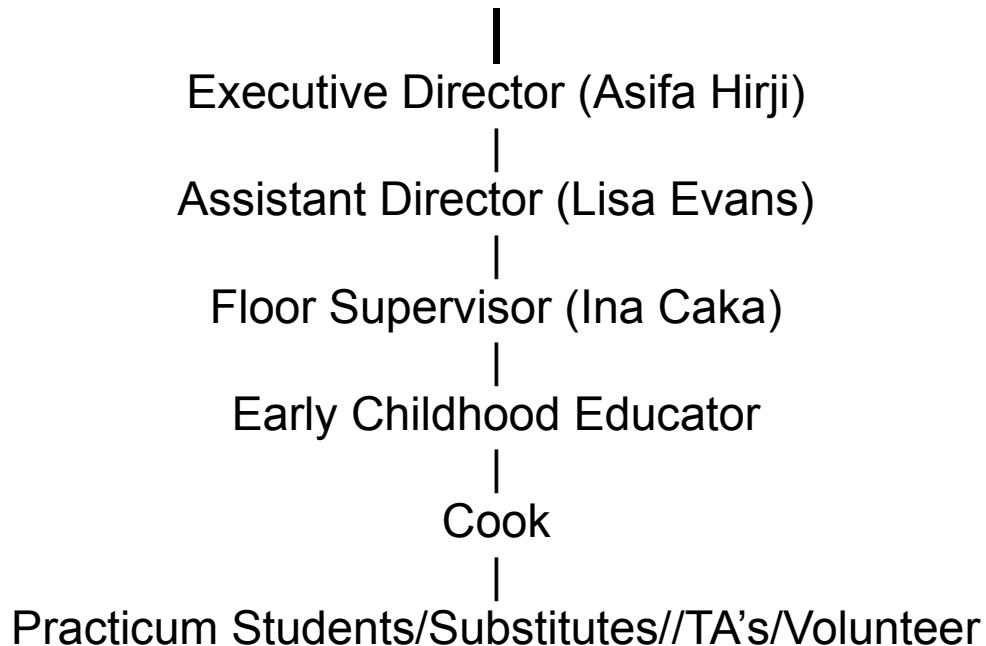
The Management of We Care Daycare and Out of School Care welcomes you and is proud to have you as a staff member of our team. Whether you are a new employee, or have been with us for some time, you are our most important and valued asset. We hope you feel comfortable with your work environment and with the people around you. Good Luck and best wishes for a long and satisfying career with our Center.

Share your passion for children daily and your rewards will be many!

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The Administrative Structure Owner/Operator (Jason Puchyr)



Board of Directors

We Care Daycare LTD. is a For-Profit organization whose operation is overseen by a Board of Directors, The Owner/Operator and Executive Director. Board meetings are open to the public, with agendas posted in the center prior to each meeting. Staff & Parents are invited to address the whole board at a scheduled meeting.

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Staff in Take Process

Our application process features a number of steps designed to ensure that staff receive the best possible knowledge to ensure that they are aware of their surroundings within the Center.

- Staff will first undergo a one on one meeting with the Assistant Director
- If the staff is under consideration, she will then be asked to do a 1-day orientation to determine if she is a proper fit for the center and vis a versa. (non-paid orientation)
- If all goes well and she is hired she will be given a package which is to be brought back on the first day of employment.
- All information is to be filled out as well as proof of certificates are to be kept on file.
- Direct Deposit information to be given no later then the 15th of the month
- Staff acknowledgement is to be completed
- Job description is to be completed
- Room description is to be completed
- New employee Orientation checklist is to be completed
- Documentation of Staff Orientation is to be completed
- Self-Evaluation to be completed before 3 months
- Self-evaluation to be completed before 6 months
- Self evaluation to be completed before 1 year
- Staff and parent handbook to be read within 1 month and reviewed with the Director

Employee Handbook

Welcome to We Care Daycare and Out of School Care! This center is a model center of quality in childcare and education. As an employee you will be expected to exemplify excellence and quality of service and care. By following the employee policy and procedures outlined in this handbook, combined with AELCS (accreditation of early learning and child care services) Code of Ethics, you will be well on your way to meeting the goal of excellence and quality. This handbook is just a broad tool for conduct. You will be oriented on more specific policy and procedures through our ongoing professional development to help guide decision-making and best practices. Be sure to always keep the Code of Conduct at the forefront of all decision-making concerning children.

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Our Philosophy

Children are a part of a family, community and a busy interactive world. Our Center's curriculum reflects the importance of connections between all of these relationships with each other, their family, their culture, their community and the world around them. Through active learning experiences that incorporate what the children are interested in, the children are encouraged to be the authors of their own learning. We believe in natural connections through play; they engage in self-discovery, problem solving and collaboration with their peers. As they explore the environment examining relationships between objects, actions and people, the children learn a variety of concepts that they will later apply to new situations and experiences. Children are adventurers and explorers, and as educators, we are guides assisting them in the understanding and expanding of their discoveries. We believe that this gives them a foundation to move forward within the world.

Mission Statement

To provide families with a high-quality child-care option where parents and teachers work together in raising the next generation.

Preface

We have prepared this Handbook to provide you with information about our policies, rules, and present benefits. Please set aside some time to become familiar with this Handbook. It will be very helpful in answering many questions that arise. We recognize, however, that no Handbook can answer every question. If you do not find an answer to your particular question in this Handbook, or if you would like a particular policy or procedure clarified, please feel free to ask the Director or Assistant Director. We will be glad to help you answer every question.

Policies and Procedures for Employees

You may terminate employment at any time, for any reason or for no reason.

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Personnel Policy

Our Daycare and Out of School Care states that for each employee to be treated with respect and in a fair and just manner. In keeping with this policy, all persons will be considered for employment, promotion or training on the basis of qualifications without regard to race, age, handicapping condition, color, creed, sex, or national origin. We guarantee fair treatment of all employees. We strive to maintain a work environment in which all staff are free from harassment, and expressly prohibits any form of unlawful harassment of employees and co-workers on race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities. However, all employees must be physically able to safely supervise young children.

On the Job Injury

All injuries, large or small, shall be reported to the Administrator/Program Director immediately. It is the intent of We Care Daycare to maintain a safe work place for all employees, but in the event of an injury, a report must be made in case a Worker's Compensation claim needs to be made. Any injuries not reported within 24 hours may subject you to disciplinary action up to and including termination.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at our Daycare and Out of School Care will be based on education, merit, qualification and ability. We not discriminate in employment opportunities or practices on the basis of race, color, religion, gender, national origin, age, physical disability or any other characteristic protected by law. Employees with questions or concerns about any type of discrimination in the work place are encouraged to bring these issues to the attention of the Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful acts and/or discrimination will be subject to disciplinary action, up to and including termination of employment.

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Guidelines

Teachers must provide warm, nurturing interactions on the child's level. Such interactions should be guidance and developmentally appropriate early education. Direct Supervision of every child is expected at all times. Failure to provide supervision will be subject to discipline up to termination. Staff ratios are important indicators of quality. We strive to keep staff to child ratios at all times. Please be sure that you always adhere to the staff to child ratios. Make sure that you receive additional help when the number of children approaches over limit. Ratio adherence is a dual responsibility between teachers and management. Never leave your group without any emergency assistance. Call the Director or Assistant Director for assistance when you need to leave the group and the total number of children in attendance exceeds the staff to child ratio.

Confidentiality

Due to the sensitive nature of information that you will know as a teacher of young children, it is imperative that you keep sensitive information confidential. Any information about children or their families must be shared on a "Need to Know" basis only. Thus, be very sensitive about discussing children's developmental needs and family information in public places such as the staff room or hallways. This does not exclude off premise discussions and/or conversations. Follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy. Also strive to be supportive of center efforts by avoiding negative or malicious discussions about center issues. Together we can achieve great child care and education for our parents and children. Stay positive and focus on the needs of the children in your care.

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Code of Ethics

We accept the Early Childhood Professional Association of Alberta's Code of Conduct to ensure that our staff understand their ethical obligations to the children of our Centre, and work with each other to promote quality family child care for families in the community. The Canadian Child Care Federation's 8 Principles of Ethical Practice are followed; they are:

- 1) Early child care educators promote the health and well-being of all children.
- 2) Early child care educators enable children to participate to their full potential in environments carefully planned to serve individual needs and to facilitate the child's progress in all areas of development.
- 3) Early child care educators demonstrate caring for all children in all aspects of their practice.
- 4) Early child care educators work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.
- 5) Early child care educators work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.
- 6) Early child care educators work in ways that enhance human dignity in trusting, caring and cooperative relationships that respect the worth and uniqueness of the individual.
- 7) Early child care educators pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.
- 8) Early child care educators demonstrate integrity in all of their professional relationships.

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Conceal & Carry Policy

- Prohibits the possession of any dangerous items including, but not limited to, firearms, ammunitions, knives, and explosive devices on the premises of a state licensed child care facility.
- Addresses the presence of firearms and ammunition in a licensed group child care center as follows:
 - Firearms, ammunition and other potentially dangerous items may not be kept on the premises. This code applies regardless of whether or not the individual is licensed to carry a concealed weapon under Law. This code does not apply to law enforcement officers while engaged in their official capacity.
 - Zero Tolerance for Work Place Violence We Care Daycare will, within reason, do whatever is necessary to protect the lives and health of employees and provide a workplace free from verbal abuse, threats, or as a result that could cause or result in harm to those who are employed. We Care Daycare has a definitive “zero tolerance” for violence of any kind, including threats of violence.
- Drug and Alcohol Policy We Care Daycare advocates that our institution be free from the unlawful manufacture, distribution, dispensation, possession or use of controlled substances by employees. Additionally, employees are to work free from the effect of alcohol and other performance-impairing substances. Drug testing may be required by any employee, who while on duty, demonstrates signs of being under the influence, and demonstrates inappropriate behavior suggesting impairment or who is observed consuming alcoholic beverages or drugs. Refusal to cooperate with drug testing and/or rehabilitation will result in immediate discharge. Violations of this policy will subject the employee to disciplinary action up to and including discharge. Because prescription medication can also affect an individual’s demeanor and job performance, it is the employee’s responsibility to notify the Administrator/Program Director if he or she is taking legal prescription drugs. Such prescription drugs must be given under medical supervision and may not interfere with the performance of job duties. Depending on the

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seriousness and circumstances of the offense, and at the company's sole discretion, an employee who tests positive for drugs and/or alcohol may be referred to a counseling, rehabilitation, or employee assistance program. Refusal to cooperate in this program may result in discipline, up to and including termination.

Effective Communication

Effective communication is vital to a Centers success. This includes not only working with the kids, but also the Centers administrators, communicating regularly and clearly with their staff members and with parents of the children who are enrolled in the center. Good communication can prevent misperception and mismatched expectations, encourage improved cooperation and foster a team approach to caring for the children. Daycare administrators should use a mix of written, verbal and electronic means of communicate with both parents and staff.

Electronic Communication

Electronic communication is often the most expedient way to reach staff after hours or busy parents at any time. If you plan to use email or text as a regular means of communication with parents or staff be sure all are aware of this and know to check their emails routinely for communication from the center. Keep a current list of home and email addresses for all your staff members and both home and work email addresses for guardians and parents of the children at the center. In addition, establish a website for the center and publicise this to staff and parents. Depending on your cliental you might also consider establishing a presence on social networking site. But be sure you take all necessary precautions so children's name, pictures, identity etc. is not released.

Meetings

Holding meetings with your staff is a common way to ensure regular communication. The most effective meetings will follow a concise agenda and allow for both

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administrators to staff communication and for the staff to share concerns. Discuss any new issues, resolve problems if possible and inform staff of upcoming events. Centers may also try to host occasional parent meetings, but it is difficult to work with all the parents' varying schedules to get a meaningful number of them to participate at the same time. Instead, host an open house combined with a brief parent meeting late on a Friday afternoon or one evening during the week. Consider establishing a Parent-Staff Advisory Committee — this group would meet periodically to discuss center operations, share information, provide both groups with the opportunity to communicate concerns, and assist with the planning and conduct of special events for the children and staff.

Staff meetings

Staff meeting will occur monthly or when needed. These meetings are planned so that information can be passed to all staff. They are also a time where staff can communicate as a group about issues. Meetings are mandatory and no exceptions will be made. Staff meetings are held after work hours and will not be paid. Light snacks and refreshments will be provided.

Communication between Staff

Staff is encouraged to work as a team. If an employee has an issue with another employee talk to the other employee first. If a solution is not reached with open communication, the Director can help. The Director's door is always open for employee's questions and concerns. Please make use of the Communication Binders in each room to note any unusual or pertinent contact with others.

Other Communications Methods

For special events, field trips or urgent notifications, you can send home printed material. Give this directly to the parent to make sure she sees it, rather than trusting a younger child to remember it or burying it in a diaper bag. Set up a secure drop box so parents can drop off their payments after hours. Put up eye-catching posters in prominent places at the center to share information about upcoming special events or outings, and to remind parents of holiday closures or temporary changes in the center's operating hours. Send daily or weekly reports home with infant and toddler parents

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describing the child's day, so parents know whether the child took a nap, played outdoors and ate his meals. Parents should also communicate to the center staff about any issues or developments that might affect the child's behavior — teething, potty training, an absent parent or new sibling all fall in this category.

Social Media Policy

For the protection of our Staff and Families, we ask that there be no social media interaction between our children/families that attend We Care Daycare & Out of School Care and the staff.

Example of Social Media Outlets:

Facebook, Twitter, etc.

We believe this is important to implement because these are personal outlets and are not professionally appropriate forms of communication between our Families and Staff. If you do have information you would like to share please feel free to exchange your email address and communicate that way!

Hours of Operation

We are open in the morning at 6:30 AM and closes at 6:00 PM Monday through Friday except for statutory holidays. When children are brought to the Centre, they should be left directly with a staff member. Drop-off and pick-up provide excellent opportunities for staff to speak with parents about children in their care.

Probation Period:

A three-month probation period is provided for a new employee whose performance is being evaluated to determine whether further employment is appropriate. When an employee completes the probation period; the employee will be notified of his/her new status. During this introductory period, both the employee and the employer have the

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right to terminate employment without advanced notice. There may be an additional 3 months depending on staff performance.

Record Keeping

All employees are to record their time at the Centre in the Day Care staff attendance binder. This record keeping is mandatory.

Staff Absences

If a staff member is unable to come to work, please call the Director _____ . If the Director is unavailable keep trying texting or email is acceptable to start however a phone call is mandatory. Please make sure that the Director is contacted prior to 6:00 am. A doctor's note will be required for illnesses and should be given to the Director.

Please note that if you take responsibility for the opening shift which starts at 6:20 am to 7:00 am it is absolutely mandatory that you open the daycare in the morning. If you are ill you will have to notify the Director 24hrs prior to your shift or you will be expected to be at work. If the opening staff is not willing to comply by this then she will be losing this shift ASAP. If the opening staff does not show up at work this staff will be terminated immediately. Please remember by accepting the opening shift it will still be your responsibility to open the Center depending on the severity of your illness. Every attempt will be made to send you home as soon as possible. Please DO NOT take this shift if you are not willing to show up to work under any circumstances.

Time off for Appointments

Staff must inform the Director as soon as possible of the appointment. Staff should try to arrange appointments around their work schedule. All appointments will be written on the calendar and approved by the Director. Please note that 48 hrs. Is mandatory for all appointments. Requests that cannot be accommodated may be denied. Requests will be evaluated based on a number of factors, including anticipated work load requirements, staffing considerations and hardship to the daycare operations during the proposed period of absence.

Sick Days

Sick days provides employees with time off due to illness. All sick days must be accompanied by a doctor's note. All sick days are unpaid. Staff members need to call in

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sick as soon as they believe they may not be able to be at work, but no later than 12:00 p.m. the night before they are scheduled. You may call either the director or assistant director at home with the numbers provided to you during orientation. If it is after 12:00 p.m. the night before your shift or before you are scheduled to begin work the next day, you should call in sick only if it is an emergency or you are contagious as it is difficult to find substitutes on short notice. If you are still unable to come to work please make sure you call the Director or Assistant Director before 5 AM that morning.

Employee Pay

Employees are paid on a monthly basis through direct deposit.

If child care fees are not paid by the 3rd of the month fees will be taken from employee pay chq.

If center gives an advance to any employee the payment will be taken from the employees pay chq.

If center provides funding for education to any staff payment will be taken from employees pay chq.

Please make sure you discuss this with Administration and you have an understanding of this.

Staff Funding

Staff funding is available to staff with commensurate training and certification. This funding comes directly from the provincial government. If you are interested, please contact the director.

Accident/Incident Forms

All accidents must be reported immediately to the Director/Assistant Director.

Accident(s) reports must be filled out, signed by an administrator, given to parents, and copied for the child's file. Close supervision of children is the best anecdote to accidents. Use risk management to keep the environment safe and hazard free. We strive to provide the best in equipment, that is kept maintained, and in overall good working conditions, so all children will be safe in the classroom or playground areas. Safety is a joint effort of all staff and employees requiring all of us to become risk managers. Director's must inform parents ahead of time of any accidents with a phone call.

Alberta Child Care Licensing Rules and Regulations

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ALL staff is expected to be knowledgeable in The Minimum Standards for Child Care. Failure to adhere to these policies may result in disciplinary action, up to and including termination. Staff in our childcare center must be at least 18 years of age and have a high school diploma or its equivalent.

- Criminal Record check/Vulnerable Sector Search
- Valid driver's license
- First Aid in Child Care
- Diploma or Certificate in Early Learning in Childcare *
- Must have at least a Certificate for Child development assistant, and willing to obtain a Worker or supervisor (Level 1, 2 or 3)
- Must be able to work on your feet, be in good mental and physical health. (If warranted medical note may be required to be provided for proof of mental and physical health.)

Sexual and Other Unlawful Harassment

Sexual harassment will not be tolerated in any way, shape or form. We are committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited. Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to the Owner/Director. Employees can raise concerns and make reports without fear of reprisal. Corporal Punishment is the infliction of physical pain on a child as a means of controlling behavior. This includes, but is not limited to, spanking, hitting, shaking slapping, thumping, or pinching a child. (This will not be tolerated at all).

Child Abuse Prevention Policy

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The mission of Our Daycare and Out of School Care is to nurture all children entrusted to our care in a warm and loving environment. In keeping with that purpose, this policy seeks to assure that our center is continually working toward providing an environment safe from physical and sexual abuse for those participating in receiving and providing childcare services. All employees shall seek to provide open lines of communication with parents. We will operate with an open-door policy allowing parent access to programs at any time. When those who are employed at our center engage in any and all kind types of child abuse, sexual exploitation, or sexual harassment, they violate the terms of their employment.

Gross Misconduct

Some offenses are so serious that they can result in termination without previous warnings. The following examples are listed for the guidance of all. This list is not intended to be a comprehensive list of all prohibited activity. The following actions may result in immediate termination:

- Inappropriate behavior toward parents. (All staff is expected to be professional and courteous at all times. If a parent is rude to you, please allow your Director to handle the situation)
- Neglect or physical abuse of a child
- Withholding of food, nap or other comfort from a child
- Failure to report to work three consecutive workdays without proper notification
- Falsification of center records (i.e. employment application, time sheets, and your records)
- Working under the influence of alcohol or illegal drugs
- Smoking in prohibited Areas
- Conviction of a felony for any offense committed while employed by the center.
- Fighting, threatening violence or boisterous or disruptive activity in the work place
- Leaving a child unattended (inside or outside)
- Allowing a child to leave the center with an unauthorized person
- Sleeping while supervising children
- Habitual absenteeism or tardiness without notice or unauthorized absences from workstation during the workday
- Sexual or other unlawful or unwelcome harassment
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination that show gross disrespect such as threatening, profanity, or yelling at the Directors.

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- Unauthorized use of telephones, mail system, or other employer-owned equipment (No cell phones allowed in the center during work hours!)
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the work place, while on duty, or while operating employer-owned vehicles or equipment
- Unsatisfactory performance or conduct
- Sharing confidential information about the center or any of its employees
- Promoting and sharing rumors or negative information about Our Daycare and Out of School Care.

There will be repercussions to any violation of the above rules. Depending on the severity of the offense and the Director's discretion, violations may be followed by a warning, a two-day suspension, and/or termination of employment. Note: Severe offenses may result in immediate termination!

Reporting Abuse and Neglect

ALL employees must report all actual or suspected child abuse of any child attending the Center as soon as possible to the Director. Alberta law requires caregivers to report suspected child abuse or neglect to the Abuse hotline Call 1-800-222-2000 to make confidential reports. Failure to report suspected abuse or neglect is a crime. Please note that the abuse hotline and any other number needed in any incident are posted in the center.

Note: Employers are prohibited from retaliating against caregivers who make reports in good faith.

Employee Status

Full-time employees have a basic schedule between thirty-five (35) and forty (40) hours per week.

Part-time employees have a basic schedule between ten (10) and thirty-four (34) hours per week.

Support employees are on call or as needed with Special Needs Children.

Signing In/Out

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Accurate recording of time worked is the responsibility of every full time and part time hourly employee. Our Daycare and Out of School Care is required to keep accurate records of time worked in order to calculate employee pay. Time worked is all the time actually spent on the job performing assigned duties. Employer will determine the hourly schedule for each employee. Employees should be sure to review any schedule changes noted on the office write-in calendar. Employees should record the beginning and ending time of all work shifts, and any split shifts or other departure from work for personal reasons. **Note:** All staff are required to sign in and out whenever entering or leaving the center even on lunch breaks.

Note: Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Staff Orientation

All new employees will go through an interview process where resume, certificates, background check information, and references must be provided. During the interview an interview questionnaire will be filled out by the new hire to determine if s/he is the right fit for our Center. Once the new hire has been selected a 30-day orientation process and 60-day probationary period will begin. Orientation begins on the first day of employment. Each new staff will be assigned a mentor to make sure that the new hire package is filled out appropriately and all policies and procedures are explained and demonstrated. A new staff member may ask the Mentor or Director for further assistance, explanations or clarification of policies and procedures at any time. The orientation process covers the following:

- 1) Review new hire package
- 2) Review of Center's Policies and Procedures in detail
- 3) Training in Emergency Procedures including the operations of fire extinguishers
- 4) First Aid procedures
- 5) Training and recognition of childhood illnesses and infectious disease control, including handwashing
- 6) Procedures and precautions for handling body fluids
- 7) Program schedules for the center Infants, toddlers, pre-school, ECS and BAS
- 8) Review of Child Abuse policy and reporting procedures
- 9) Review program planning procedures for the center

Upon completion of the orientation process, new staff must have a complete understanding of Centers Policies and Procedures and be able to function within the Center independently. At this time the 60-day probation period will commence.

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Upon Completion of the 60-day probationary period all new hires will sit with the Director to go over performance and expectations. Our Center will use this opportunity to evaluate employee's capabilities, work habits and overall performance. Either the employee or our Center may end the employment relationship at will and at any time during or after the probationary period with just cause to be documented and explained in written notice to be signed by both parties.

Outside Employment

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities at Our Daycare and Out of School Care. ALL employees will be judged by the same performance standards and will be subject to our scheduling demands, regardless of any existing outside work requirements. If we determine that an employee's outside work interferes with performance or the ability to meet the requirements of the center, as they are modified from time to time; the employee may be asked to terminate the outside employment if he or she wishes to remain with Our Daycare and Out of School Care.

Note: Further more you cannot be employed by a competitor, as this will cause a conflict of Interest in your employment at Our Daycare and Out of School Care.

Note: If an employee leaves, We Care Daycare for any reasons e.g. leave of absences, termination etc. such employee may not have contact with parents or children associated with We Care Daycare. May not solicit We Care Daycare for parents or children for their personal gain. and will not be able to open their own Center accepting We Care Daycare children within a 20KM radius for a period of 2 years This is a confidentiality issue and by law criminal charges will be filed against the staff.

Coaching / Corrective Action

You are expected to follow all policies and procedures for smooth operation and safety of the children in your care. However, everyone occasionally make mistakes or needs guidance for optimal performance of teaching duties. When an employee needs

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guidance, progressive corrective procedures will be followed. Those procedures may include, but may not be restricted to the following:

- Oral coaching or warning, written warning, written improvement plan, administrative leave with or without pay, up to termination.

Personal Appearance

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image presents to parents and their children, visitors and guests. Our philosophy is to provide a culture that allows staff to dress in a style which presents a neat appearance and that promotes confidence and professionalism to the public. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that in mind, the following dress code will be implemented and enforced at all times.

Shirts

Must cover up cleavage. If wearing a low dipped shirt, a camomile or tank top must be worn underneath to cover the chest area.

Pants

All pants that are worn must cover the behind area effectively. When bending down underwear needs to not show.

Bra

Bra straps must be hidden, thick straps only. No spaghetti straps allowed.

Shorts

If wearing shorts be sure that they cover to at least mid-thigh.

Jewelry

Should be conservative. Long chain necklaces or pendants should not be worn as they can present a safety hazard to small children. Earrings should also be small, conservative, and secure, to prevent children from grabbing and pulling loose.

Shoes

Must be neat and in good repair at all times. You will need two sets of shoes just as the children do, one set for outside and one set for inside. Be sure that your shoes are

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supportive you are on your feet all day. When outside you are expected to engage in the activities with the children be sure that you can do so with proper foot wear.

Hygiene

As a professional working with children and parents we expect good role modelling in all hygiene. This involves good oral hygiene; we want the children to have nice smiles as we do for you as well. Hand washing must be role modelled and done consistently throughout our Daycare and Out of School Care. Be aware of your own personal smells everyone is different and requires different amounts of products to smell clean be sure that you are aware of your bodily odors. If you are a smoker, we ask you to be aware of third hand smoke. This is smoke that is off of your clothing and transferred to children in this case we ask that you are extremely sensitive to this and do your very best to not be exposing the children to this.

Note: Employees who report for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work. Consult your Director if you have questions as to what constitutes appropriate dress.

Professional Demeanor

Demeanor involves your manner and your non-verbal tone and gestures. At Our Daycare and Out of School Care every teacher must be conscious of their emotional undertone that they are exuding.

Four Characteristics to Maintaining Professional Demeanor:

- Pleasant Smile
- Gentle Approach
- Friendly Greeting/Conversation
- Maintaining Professionalism

Note: All employees will greet every parent and family with a smile; to let them know that you are truly happy to care for their child.

Program Evaluation

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Program evaluation is ongoing. Parents and staff are free to communicate a concern, or suggestions. Concerns are immediately addressed, discussed and a plan of action is put in place in response. Communication can be in form of emails, telephone calls, in person, anonymous notes placed in a suggestion box located at program entrance, annual survey, through a parent representative or at monthly meetings.

Parents and Staff have input into developing and updating of program handbooks annually, notice will be sent out by email well in advance to encourage participation. Updated versions or amendments onsite. We Care Daycare Policies & Procedures Revised Dec 2018 Staff members have opportunities to provide feedback at staff meetings or anytime either verbally or in writing by email or a note in our suggestion box. Policies are communicated to staff and families verbally and via email. Staff and parents are free to ask questions about center policies and how they are connected to daily program practices. Parents and staff can open up discussions to further explain policies during monthly meetings. Ongoing Monthly Review of our QEP (Quality Enhancement Plan) is done at our Parent - Staff Meeting. We look at goals that have been met, and goals that are still needing to be met. We discuss any changes that we want to make to the QEP including adding goals and or removing ones we do not see working for our program.

Performance Evaluation

Daily Support- Employees are strongly encouraged to discuss job performance and goals with the Director on an informational, day-to-day basis.

Six Month Reviews

Six-month reviews are to be performed twice a year to measure individual performance of established objectives and personal growth goals for the coming six months.

Probation Period Evaluation

A formal performance evaluation will be conducted at the end of employee's initial period of hire, known as the probation period (60 Days).

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Additional Evaluation

Additional formal performance evaluations may be conducted to provide the Directors as well as the employee the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Staff Meetings

We will also support all employees with on-going and regular coaching meetings to address any employment issues at which performance concerns may be addressed (on an as needed basis). These will also come in the form of staff meetings after regular work hours have ended. Staff Meetings are held once a month. Staff attendance is mandatory (unless discussed with director). If meetings are missed staff must read and discuss minutes and memos with the director to establish a clear understanding of what was missed. Recording of minutes and memos will be done by rotation of staff starting with the longest of employment first. During meetings things discussed will be planning, observations and any other new goals or changes set for center.

As a caregiver at We Care Daycare you are required to complete a minimum of 8hrs of Orientation prior to being hired. This allows us and you to see how the Center is being run and if this is a good fit on both sides.

After being hired:

- In-service training
- Training offered by community groups, and child care provider associations.
- Workshops and courses offered by local or intermediate associations
- Training, workshops, seminars, and conferences on early childhood, child development, or child care administration and practices offered by early childhood organizations.
- On-line training

We also do:

- Training related to serving children with special Needs or disabilities, as well as teaching diverse children and supporting diverse children and supporting diverse children and their families.

In addition, you are required to complete a course in the prevention of Sid's and shaken baby syndrome.

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Staff at the center will be responsible for updating their CPR training, and First Aid training every three years. Everyone is required to participate.

Visitors

A variety of visitors enter our building each day. All visitors must report in the office upon arrival in the front door and wear an identification badge at all times. It is important for all employees to present a warm, welcoming, and professional impression at all times. To ensure a safe environment for the children, employees should notice that all visitors have an identification badge. If a visitor is not wearing an identification badge, employees should politely inquire into the purpose of the visit and redirect the visitor to the office. Suspicious persons or activities should immediately be brought to the attention of the Director.

Staff Guests

ALL personal visitors should be scheduled during the employee's break time and restricted to lobby area until staff member is available. If an employee's child (who is enrolled in another classroom in the Center) wishes to visit the parent, the needs of the parent's classroom take precedent.

Paycheques

Paycheques are available on the last day of each month at 3 PM. If the last day falls on a weekend paycheque will be made available as close to the last day of the month. There is no direct deposit. (Pay dates may be subject to change depending on needs of Daycare)

Employee Cheque Loss Policy

If an employee loses his/her paycheck, Our Daycare and Out of School Care will put a stop payment on that cheque and will rewrite another check for the same amount minus a \$25 deduction (to compensate for the \$25 stop payment fee that bank charges this facility.) It is the employee's responsibility to keep track of his/her paycheck and deposit within a reasonable amount of time.

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Administrative Pay Corrections

We take all reasonable steps to ensure that employees receive the correct amount of pay in each paycheque and that employees are paid promptly on the scheduled payday by the end of each individual employee's work day. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Director so that corrections can be made as quickly as possible.

Wages

Starting rate is \$15.00 or on experience. Once probation period is over and complete of Orientation course (level 1,2,3) wages goes up to an extra \$2.14 (Level 1) an hour (top-up wage) or more depending on education. Wages increase by educational completion and time put in. Wage increases are based on experience, education, job description, and performance every year during staff evaluation. There is no guarantee that staff will receive a wage increase every year.

Education

If continuing schooling in the child care field staff is able to apply for incentive to have help with payment of schooling. This is called professional development and each staff member is initialed to \$1000 a year to go towards schooling, workshops and anything related to the childcare field. After working in child care for a year staff is able to then apply for the staff incentive allowance, if furthering their education or is already educated. This is an incentive of \$2500 or if you are to leave the child care field for 6 months then come back (maternity leave not included) you can then apply for the \$5000 staff incentive allowance.

Vacation Pay

Vacation pay will be paid to each employee every month on their pay cheque. After 1 year of continued working staff are initialed to 1-week vacation. After 2 years of continued work staff are initialed to 2 weeks' vacation. After 5 years of continues work staff will be initialed to 3 weeks' vacation. Any days that are taken off must be approved by the office. All vacations must be requested on a leave authorization form and approved by the office.

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Statutory Holidays and Closers

The Daycare is closed on the following days:

New Year's Day	Family Day
Good Friday	Easter Monday (not paid)
Victoria Day	Canada Day
Civic Holiday (not paid)	
Labour Day	Thanksgiving
Remembrance Day	Christmas Eve 6:30 – 12:00 ½ day
Christmas Day	Boxing Day (not paid)
New Year's Eve 6:30 – 12:00 ½ day	

The above holidays the daycare will remain closed. There may be changes to the holiday structure, however parents and staff will receive 1 year prior notice or at the time of starting at the center.

Funeral leave

Bereavement time will be given to all full-time employees for up to 2 continuous days for scheduled time lost due to death of an immediate family member, including parent, spouse, child, brother, sister or a spouse's parent.

Use of Telephone/Cell Phones

Calls for or by you should be conducted either before or after a shift, or on a lunch break. Cell phones are NOT to be used in the classroom or on the playground. They should only be used on breaks when off the clock. In emergency situations, please advise the Director and she will be happy to make other arrangements. Note: This includes NO texting on the cell phone while in the classroom or while children are in your care. Personal use of telephone for long-distance and toll-free calls is Not permitted. There will be no personal phone calls while on duty at the Center. The Daycare phone is for business purposes only. Our children should have your full attention at all times. To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so. Please keep a record of all phone calls taken in the phone book.

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Meals

Your own meals are to be eaten in the staff room or in other areas where no children are present. You are to sign out for your lunch break unless otherwise authorized by the manager to work through the break. When the center is serving family style meals, staff is expected to participate by eating with the class during mealtime in order to model appropriate behavior, nutritional choices and manners. You are expected to only eat center food that is offered to all children in your care while in the presence of children. If you bring food from home or order out, please consume such food on your break away from the children. You would not want someone to eat something that smells delicious in your presence and not offer to share the food with you. Any beverages other than those being offered to children must be consumed from a sealed container. Absolutely NO HOT BEVERAGES must be taken into the classroom where children are present. (Please remember to keep respect for all of the children in your care.)

Staff Job Descriptions – Director/Assistant Director:

- The Director is expected to oversee the daily operations of the Centre.
- Addressing parental concerns.
- Addressing staffing issues.
- Working with licensing officers and meeting their requirements.
- Hiring, conducting staff evaluations and dismissing.
- Meeting staff/ child ratios when needed.
- Generating enrolment
- Administration at the Child Care Center.
- Fees, Banking and Payroll
- Accessing government and professional services
- Communicating with Public Schools, Catholic Schools and Others.

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Program Coordinator:

- Developing, implementing and monitoring the program and assisting staff in programming. Designated time will be set aside for programming.
- Overall supervision of staff.
- Assisting with monitoring staff/ child ratios, attendance and incidents
- Assisting with covering staff breaks.
- Communicating on a daily basis with parents.
- Training of new staff and orientation.
- Ensuring a safe and friendly environment in the Centre.
- Maintaining breakfast lunch and PM snack supply inventory.
- Making sure toy supplies are kept in good condition and broken toys are removed and replaced.
- Maintaining the Child Care waiting list
- Ensuring all files are up to date and the information is correct.

Primary Staff:

- Meeting the developmental needs of the children in their direct care on a daily basis.
- Following policies and procedures and being aware of any changes to them.
- Seeing to the health and safety of the children.
- Responsible for developing and implementing the program.
- Responsible for effective room arrangement.
- Cleaning of toys and room on a daily, weekly, biweekly and monthly basis.
- Following the daily schedule
- Communicating with parents (verbally and written).
- Applying and implementing the guidance policy
- Providing a safe and supportive environment for the children to express their feelings

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- Staff rooms and times can be changed at any time to meet the needs of the children and the Center.
- Summer schedules, PD schedules and all holiday schedules staff shifts will change depending on Center needs.

Staffing Procedures and Orientation:

Stage 1 submit resume, complete an application for employment, check references, candidate interview

Stage 2 facility tour and introductions, introduction to the Staff File requirements, offer of employment

Stage 3 orientation to the Staff Handbook, the Program Plan, the Policy Manual and the Parent Informatory.

Stage 4 new employee shadows experienced staff, new employee's work partners mentorship term, 3-month probationary period

Stage 5 new employee becomes permanent staff

All staff employed by our center are required to have a current Criminal Record Check, including Vulnerable Sector search, dated earlier than 6 months prior to the date of employment commencement to be renewed every 3 years. No person will be employed at the center without this requirement.

All staff employed by our center will possess:

A valid child care certificate

A valid Criminal Record Check, including Vulnerable Sector search

A valid First Aid certificate (within 3 months of commencement of employment)

All adult volunteers will possess:

A valid Criminal Record Check, including Vulnerable Sector search

Child Guidance Policy:

Our goal is to help children develop self-control and learn appropriate social behavior's.

Methods of Guidance:

Use of positive reinforcement

- Support positive behavior by praising the child at all times
- Encourage self-control, self-respect and respect for others

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- Guide the children in a positive and gentle way
- Interact positively in response to conflict and inappropriate behaviors in order to help children to make proper choices
- Re-direction
- Give the child the time to calm down
- Set clear and simple limits
- Time away is used only if the child loses control and tries to harm him/her or others

If behavior concerns arise, staff will speak to the manager who will try to deal with the situation before addressing the issues to the parent. We believe that talking and listening to the children are also the most reliable ways to dealing with the behavior. A major influence that could affect the child's self-esteem is not feeling the support from the most important people that surround them.

Experiencing negative feedback from peers can be very negative on the child's self-esteem. As a result, consequences occur such as:

- Low social intersection skills
- Little or no effort towards realizing their projects or goals
- Irresponsible, shy
- Might become aggressive/hostile
- Unsure/anxious
- Lack of confidence on goals they achieve
- Poor performance
- Increase of the risk of depression

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By communicating positively with the children, they will be able to deal with positive and negative emotions, act independently, assume responsibility of their acts, take pride in their accomplishments and have high self-esteem.

Guide/Model Problem Solving:

- o Intervene when conflict is noticed
- o Identify and sum up the problem in a non-judgmental manner
- o Ask questions as some problems may require further investigation until a statement can be made that the children feel comfortable with
- o Decide on a mutually agreeable solution and follow through (this may involve notifying the parent of the conflict)

Facilitate Effective Problem Solving:

During the problem-solving process, the staff is expected to **stay calm** (it is difficult to solve problems when staff is emotional and owns the problem), **take time** (proper solving requires time and energy), **keep the child's perspective** (children's small problems and conflicts are important to them). We also use other methods to avoid conflict such as **redirection, offering choices and restructuring the environment**. Our Guidance philosophy is one which we feel best meets the needs of the children. We encourage children to talk about their feelings rather than to use aggressive behavior to express feelings of anger, hurt or confusion. We encourage children to independently deal with their conflicts and encourage them to reach a solution.

- Disciplinary action is to be reasonable given the particular circumstances.
- Under no circumstances can the following actions be employed or applied:
 - physical punishment, restraint, confinement or isolation
 - verbal or physical degradation
 - emotional abuse
- staff must not deny or threaten to deny any basic necessity.

Bullying Policy:

We have a No Bully Zone. We take this very seriously. At a low level, our staff will immediately interrupt the bullying situation and follow our guidance policy. At a high level, the child who is bullying will be removed from the situation and will shadow a staff

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member until the parent(s) arrives. The parent will be appraised regarding the bullying event and sign an incident report. Please note that ongoing bullying can be grounds for termination of child care services at our center.

Child Abuse Protocol:

Any suspected abuse of a child confirmed by the child will immediately be reported to Children's Services. There shall be no exceptions.

Police Clearance and First Aid:

A valid Criminal Record Check including Vulnerable Sector search is required to work at the center. This can be obtained from Calgary Police Services or the RCMP. Valid First Aid certification must be obtained as soon as possible after employment begins.

Arrival and Departure Policy:

This policy is in place to ensure the safety of the children when entering and leaving the Centre. This should be an enjoyable and productive time for parents, staff and children. Older children are encouraged not to bring their own toys from home. It can become a frustration if toys are lost, misplaced or unwillingly "shared". Also, some toys are not appropriate for Child Care use and may pose a safety risk to the other children in our care. If toys are brought, ensure they are age appropriate.

Arrivals:

- o The parent(s) and child(ren) should be greeted warmly upon entering the center
- o Information from parents to staff or vice-versa can be exchanged at this time.
- o Staff should help any child having trouble separating from parents to adjust to the Child Care setting.

Departures:

- o Staff must ensure the pick-up person is authorized to do so.
- o Staff will relay any relevant information about the child's day to the parent(s).
- o Staff will remind parents about any special event the next day.
- o Staff will give a warm good bye.

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When Children Leave:

When parents come to pick-up children, it is useful to have a conversation about the child's day (good things and not so good things). It is also a good time to remind parents of any special things the child may need. If possible, have all the children's belongings gathered and, in the child's cubby.

Parent Questions and Concerns:

Primary staff members in each room are responsible for answering parent questions and concerns. If the staff member cannot answer the question or concern adequately, please direct the parent to the Director. If the Director is unavailable, please see the Coordinator. All questions and concerns must be noted in the Communication Book.

Planning:

Planning is done on a weekly basis or as necessary, and is the responsibility of all members of the team. Planning should be primarily based on the interests of the children you are working with. Children's interests are always changing, so by changing planning weekly you are better meeting the needs of the children. Planning sheets are to be given to the Director every Thursday for revision and placed on the board by Friday for the following week. Planning sheets, when not in use, will be filed.

Staff are provided program planning time to complete their planning. Staffs get weekly appropriate work time to complete their task and carry out responsibilities etc. e.g. program planning, cleaning organizing or washing toys, children observations. Staff have the opportunity to go into each other rooms to observe or provide support and help with QEP tasks.

Confidentiality:

We ensure that family, staff, children and business-related issues are treated with confidentiality. Only if the personal safety of a child, staff or parent is in jeopardy should confidential information be shared. Only if the knowledge is necessary to better help the child, should the information be shared with fellow team members. All sharing of information must take place with the greatest respect for the privacy and dignity of all involved. Gossiping will not be tolerated. All employees are required to sign the Confidentiality Agreement. Infractions of confidentiality can result in employment termination.

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Please remember that any staff discussing confidential information out of context in reference to Center information, personal information, or any related office information will be held in breach of Confidentiality Policy. Staff will immediately terminated & Legal Suit may follow depending on severity of breach.

Menu:

Our center is responsible for providing breakfast, lunch and an afternoon snack. A fridge and microwave are available. Healthy nutrition is outlined by the Canada Food Guide. In the case that a child's daily nutritional requirements are not met. Good nutrition is one of the fundamentals of child development. A child must be well fed to attain their full potential. A child's special dietary needs will be observed, as per instruction from the parents. Our center is a "Nut Free Zone". Staff will ensure snacks and meals contain no peanuts. This caution pertains also to "Special Occasion" treats provided to the Centre. We also provide a HALAL and NON-VEG menu.

**Please note: Children will be seated while eating.
No beverages will be provided to napping children.**

Hand-washing Policy:

Staff wash their hands...

1. Before and after eating
2. Before and after food preparation and handling
3. Before and after feeding children
4. Before and after giving medication
5. Before and after diapering and toileting
6. Before and after wiping noses
7. Whenever hands are soiled

Children wash their hands...

1. Before and after eating
2. Before and after food handling
3. After diapering and toileting
4. After playing in the sand
5. After sneezing, coughing and wiping noses
6. Whenever hands are soiled

Our Open-Door Policy:

Parents are welcome to enter the Centre to participate with their child(ren) and the

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Program at any time. We welcome queries, comments and suggestions from parents and other individuals. We recognize that communication between all stakeholders, including the children, is essential. Please note that all adult volunteers must produce a Criminal Record Check, including a Vulnerable Sector search.

Emergency Procedures:

Our center follows emergency procedures as prescribed by our Emergency Evacuation Plan and are clearly marked on a diagram in each room. Emergency procedures are practiced as per our centers FIRE DRILL PROCEDURE. Emergency procedures are recorded by the Director on a monthly basis.

Emergency Evacuation:

If evacuation of our center proves necessary, children will be evacuated to Brother Kutz 5315 17 Ave SE, Calgary, Alberta T2A 0W2. Parents will be contacted and notified as soon as it is possible. In the case of emergency, staff must take children's portable records, First Aid kits and a cellular phone. Additional adults, to meet or exceed the required ratio, must accompany the group. Our staff will direct the accompanying adults in supervision of the children with an emphasis on safety and keeping the children together as a group.

Emergency Evacuation Plan

1. DIRECTOR OR ASSISTANT CALL 911
1. Infant room: Staff take all babies to the front exit located by the infant room. Early staff will take Emergency Bag, Portable Records and Sign in Book. Staff & cook will help in evacuating babies. Walk down to Brother Kutz in the next Plaza.
2. 3-4 Years Room: Staff & Director will take all children to front exit located by the baby room. Staff will take Emergency Bag, Portable Records and sign in Book. Walk down to Brother Kutz in the next Plaza.
3. Toddler Room: Staff take all toddlers along with Emergency Bag, Portable Records and Sign in Book through the Exit at the back of the room. Proceed out the gate, turn right, walk down the alley. Watch for traffic, pass gas station, go to the side walk to Brother Kutz in the next Plaza.

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4. 3-5 Years Room: Staff take all toddlers along with Emergency Bag, Portable Records and Sign in Book through the Exit at the back of the room. Proceed out the gate, turn right, walk down the alley. Watch for traffic, pass gas station, go to the side walk to Brother Kutz in the next Plaza
5. BAS/ECS: Staff take all children along with Emergency Bag, Portable Records and Sign in Book through the front door. Walk down to Brother Kutz in the next Plaza.
6. Assistant will help with children evacuation while the Director will be the last staff to leave the building after checking all the rooms, bathrooms, kitchen, and office.
7. Director will take office Emergency Bag, and Master Portable Records closing doors as she leaves.
8. Once the children are safely at Brother Kutz wait until it is safe to return to the center or until parents are notified to pick up their children.

Off-site Excursion Policy and Procedure:

To ensure a safe and useful off-site excursion, staff are required to produce a written proposal to the Director. All parents are welcome to join us on any excursions. Field trips are booked according to children's interests, parental input, as well as available community resources.

The proposal must include:

1. Location of the field trip
2. Method of transportation
3. Adult ratio required for field trip
4. Date of the trip
5. Time of departure and arrival
6. Cost of field trip
7. Reason for this particular field trip
8. What the children will be doing on this field trip

In case of emergency, staff must take children's portable records, First Aid kits and a cellular phone. Additional adults, to meet or exceed the required ratio, must accompany the group. Our staff will direct the accompanying adults in supervision of the children with an emphasis on safety and keeping the children together as a group. One adult will

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be responsible for accompanying single children or pairs away from the group to the washroom.

We may take children on an off-site excursion activity only when the child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and the child's parent has consented in writing to the child's participation in the excursion activity. Parents are always welcome to join us on off-site activities. Please let a staff member know as soon as possible if you will be joining us.

Volunteer Policy:

We encourage our parents, families and friends to volunteer. Volunteer assistance is particularly helpful when children are involved in an off-site excursion. To participate as a volunteer, a copy of a current Criminal Record Check with included Vulnerable Sector clearance must be given to the Director before participating in programming.

Portable Records:

Each room maintains portable records of the children's Emergency Information. This binder is to be taken out of the room during off site activities and Emergency Evacuations. All basic and important information about the children enrolled in our center is maintained in that binder and is placed in the children's individual rooms. Staff readily have access to this binder at all times including field trips, off site activities and while being transported to and from school. There is a backpack located in each room which will be used by staff to carry each room portable records. Emergency information must be kept complete and current. New emergency information sheets are provided to parents and asked to be returned on a regular basis. If, however between times there are any changes to your child's information sheet please see the office ASAP. Please remember it is the parent's responsibility to keep information on your status as well as your child's status up to date.

Health Care Policy:

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All staff maintain a first aid certificate. Our staff will provide first aid treatment as is necessary. Otherwise, health care will only be provided by staff if written consent has been obtained from the child's parent(s).

Accident and Injury:

In the case of an accident, the nature and degree of severity of the child's injury will be assessed to the best of the staff's ability. A qualified staff member, with a current First Aid Certificate, may administer first aid. If the child's injury requires non-emergency medical treatment, the child will be taken to the nearest Medical Centre, accompanied by a staff member. Parents will be contacted. In the event that emergency medical attention is required, an ambulance will be called and the child will be transported to the nearest Hospital. Parents will be contacted immediately. If parents cannot be located, emergency contacts listed on the registration form will be contacted. A staff member will remain with the child at all times until a parent or the emergency contact person arrives.

Illness:

Children should be kept at home if they:

- o Have a temperature over 38 degrees Celsius
- o Have a communicable disease
- o Are vomiting or have diarrhea
- o Feel too unwell to participate in the usual daily activities (including outdoor play)
- o Have an undiagnosed skin rash
- o Have persistent pain
- o When their nasal discharge is thick and yellow or green, and has been persistent
- o a severe or persistent cough.

Children may return to the Centre when:

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(For communicable diseases)

- o stages of contagion for specific diseases have passed
- o they have been under medical care and have written permission to return
- o they feel well enough to participate in the Daycare routine

(For common disease)

- o fever has been absent for 24 hours
- o nausea and vomiting or diarrhea have subsided for 12 hours
- o the recommended dosage for prescription medication has been followed for 24 hours
- o they feel well enough to participate in the daily Daycare routine.

Illness and Supervision:

If a child becomes ill while at the Centre, the parents will be contacted. An entry will be made in the Communication Binder indicating the child's name and the date and time of the illness, the name the staff member who identified the child was ill, when parents were notified and by whom, the time the child was removed from our center and the date when the child returned to the program. As is practicable, we will make every attempt to keep the child comfortable and separated from the other children under staff supervision until the child is removed from the Centre. In the event of an emergency, the child will be taken to the nearest Hospital and parents will be notified immediately. If caregivers suspect a child has developed a communicable disease parent will be contacted immediately. When a communicable disease is confirmed in the Centre, all recommendations of the Health Authority will be followed. Parents will be informed.

Incident Reporting Policy:

In the case of the following, our center will immediately report to the regional child care office using the prescribed form: an emergency evacuation, unexpected program closure, an intruder on the premises, any illness or injury to a child that requires emergency care or hospitalization, an error in administering medication that requires first aid, emergency care or hospitalization, the death of a child, a child's unexpected absence from the Program, a child removed from the Program by a non-custodial parent or guardian, an allegation of abuse or neglect of a child by staff or a volunteer, the commission by a child of an offence under an Act of Canada or Alberta, a child left on the premises outside the Program's operating hours. All such incident reports are kept by our center and reviewed annually. An annual report using the prescribed form is submitted to the regional child care office.

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Potential Health Risk Policy:

An ill child is defined as a child who:

- o Is vomiting, has a fever, diarrhea, a persistent cough or an unexplained rash
- o Requires greater attention than can be provided without compromising the care of the other children in the Program
- o Displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children, staff or others.

In the case of any of the above, our staff will administer an under-arm thermometer to ascertain the child's temperature. A parent will be contacted if the child's temperature is above 38C to arrange for the child's removal from the program. A child may return with written notice from a physician indicating the child poses no health risk, or if the license holder is satisfied that the child poses no health risk. If a child becomes ill while at the Centre, the parents will be contacted. An entry will be made in the Communication Binder indicating the child's name and the date and time the child was observed to be ill, the name the staff member who identified the child was ill, when parents were notified and by whom, the time the child was removed from our center and the date when the child returned to the program. As is practicable, we will make every attempt to keep the child comfortable and separated from the other children under staff supervision until the child is removed from the Centre. In the event of an emergency, the child will be taken to the nearest Hospital and parents will be notified immediately. If caregivers suspect a child has a communicable disease, parents will be contacted immediately. When a communicable disease is confirmed in the Centre, all recommendations of the Health Authority will be followed. Parents will be informed.

Communicable Disease:

If a staff member believes that a child may have a communicable disease parents will be contacted immediately and asked to remove the child from the Centre. Health Services will be notified, as will Licensing Staff or Regional Office. Only with a doctor's written orders may a child resume attendance at our center.

Administration of Medicine:

staff is allowed to administer medication when the following have been satisfied:

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1. Parents must sign a written consent form which includes the name of the child, the name of the medication (in its original labelled container), and the time and amount of the medication to be administered (according to labelled directions).
2. Staff will initial the medical form after each and every medication administration.
3. Medication is stored in a locked, refrigerated container.

Emergency medication will be placed in a location easily accessible to staff.

In the case of minor injury, staff with first aid qualifications may administer appropriate care. All medications must be handed by a parent on arrival to staff; to keep in a locked container. The medication must:

1. Be in its original package
2. Have a pharmacy label with the child's name, the name of the medication, date, prescribing doctor, name of the pharmacy and directions marked clearly on the container.

A medication administration form must be completed and signed by the parent/ guardian before medication will be administered.

Staff will NOT administer any:

1. herbal remedies (please see office)
2. anything with an expiry date that has passed
3. medication without a pharmacist's label on the container.

The license holder will ensure proper documentation to include the name of the child, the name of the medication, time of administration, the amount of medication and the initials of the administering agent. Emergency medication will be kept in a readily accessible location known to all staff.

Used Medications:

staff must ensure that medications are returned to parents when the period of authorized use has ended. Additionally, we will ensure that staff who are administering health care are trained to do so.

Smoking:

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There is no smoking 5m on or around daycare grounds including our premises and surrounding green space. Additionally, no employee will smoke at any time or place where child care is being provided.

Nutrition:

We are responsible for providing breakfast, lunch and an afternoon snack. A fridge and microwave are available. Healthy nutrition is outlined by the Canada Food Guide. In the case that a child's daily nutritional requirements are not met, we will supplement as necessary.

Personnel Policy:

Our center treats each employee with respect, and in a fair and just manner. In keeping with this policy all persons will be considered for employment, promotion or training on the basis of qualification without regards to race, age, handicap, color, creed, sex or national origin. We guarantee fair treatment of all employees. We strive to maintain a work environment in which all staff are free from harassment and expressly prohibits any form of unlawful harassment of employees and co-workers. However, all employees must be physically able to safely supervise young children.

Annual Vacations:

All full-time employees will receive monthly vacation pay on their pay cheques every month. Other vacation times can be arranged with the Director. Please note that vacation time must be approved by the Director. Extended vacation may be means of termination. PLEASE NOTE THAT BAS STAFF MAY NOT TAKE VACATION DURING JULY & AUG. Please also note that staff that have been working under 1 year may not take vacation without special permission from the director. At no time will 2 staff be able to take vacation at the same time, working in the sae room.

Performance Evaluations:

The Director shall observe staff on a continual basis and offer informal appraisal and suggestions. Formal evaluations will be conducted by the Director every year and will include a pre- and post-evaluation session. Staff may ask for a formal evaluation at any time and will be arranged between the staff member and Director.

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Staff Files:

Staff Files will be updated every year. If there are any changes prior please advise the office ASAP.

Supervision Policy and Practices:

We ensure a strict adherence to staff/child ratios. Staff are expected to observe children's play at all times. This is to ensure proper supervision and also as a planning requisite. The Director will tour new staff throughout the Centre to include indoor and outdoor environments. Staff are held accountable with the importance of accounting for all children at all times and recording children's arrival and departure times. Our center provides transportation to and from schools for ECS and BAS children. In the case that a child fails to arrive at an arranged pick-up time or location, the child's parents and the Director will be contacted immediately. If so advised, available supervisors will search for the child. If the child is not located, 911 will be called for assistance. Communication between those involved will be facilitated by the Director. An unexpected absence incident report will be forwarded to the Licensing Officer as soon as possible. As a matter of practice, our staff are committed to the following:

- monitoring and supervising the children at all times
- knowing where emergency medications, scheduled medications, first aid kits, and emergency contact numbers are kept or stored
- being aware of all emergency procedures
- conducting regular and scheduled safety checks of our premises and equipment
- knowing which individuals are authorized to pick-up a child in the place of a parent
- recording when children arrive and leave the Out of School Program

Visitors:

A variety of visitors enter our building all day. All visitors must report in the office upon arrival in the front door. It is important for all employees to present a warm, welcoming

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and professional impression at all times. To ensure a safe environment for the children, employees should notice that all visitors are present and warranted. Suspicious persons or activities should immediately be brought to the attention of the Director.

Telephone/Cell Phone:

Cell phones are not to be used in the class room or the playground by unauthorized staff. They should only be used for emergency purposes. Personal use of telephone or long distance is prohibited. There will be no personal calls at the center while on duty. The daycare phone is for business use purposes only. If staff are answering the phone, please be courteous and professional. Please keep a record of all calls. Staff who do have authorized permission to have their cell phones are only permitted to use them for work purposes. Any authorized staff caught using their cell phone for personal use during work time will lose their privileges.

Staff Discount – Children:

Staff may request that their own children attend the center. This request can be denied depending on each individual situation. This will be discussed between you and the Director. Please remember that if you are absent from the center then you must discuss with the center Director if your children can attend the center on your absent days. This will be left upon the discretion of the center Director. At no time will staff and children be allowed to work in the same room unless deemed by the Director. Staff will receive a discounted rate after 6 months' probation of 50% either on the full fee or the subsidy portion. Staff have 2 options to pay fees. 1) E-transfer or cash by 3rd of the month or We Care can withdraw amount from your pay chq. If your payment is delayed the amount will automatically be withdrawn from your pay chq to cover the fee amount. Please remember by signing the Handbook you are giving permission to We Care to withdraw this amount from your pay chq.

Gossiping Policy:

Gossip is not tolerated at We Care Daycare. Employees that participate in or instigate gossip about the company, an employee, or parent will receive disciplinary action. Gossip is an activity that can drain, corrupt, distract and down-shift the company's productivity, moral, and overall satisfaction. It has the potential to destroy an individual and is counterproductive to an organization. Most people involved in gossip may not intend to do harm, but gossip can have a negative impact as it has the potential to destroy a person's or organization's reputation and credibility.

The policy defined gossip as:

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- Talking about a person's personal life when they are not present;
- Talking about a person's professional life without his/her supervisor present;
- Negative, or untrue, or disparaging comments or criticisms of another person or persons;
- Creating, sharing, or repeating information that can injure a person's credibility or reputation;
- Creating, sharing, or repeating a rumor about another person; or
- Creating, sharing or repeating a rumor that is overheard or hearsay.
- Talking about a person in another language;

Violations of the policy called for a written warning, with further disciplinary action—including suspension without pay and or termination if further incidents occurred.

Grievance Policy:

Employees of the center shall have the right to express any grievances relating to their employment. The purpose of the following grievance procedure is to provide a formal method for an individual employee to take up a complaint or concern with the center.

The grievance procedure shall be followed if an employee feels that s/he has a grievance against the operations or decisions of the center or another employee, which affects his/her ability to perform his/her job satisfactory.

The aim of the grievance procedure is to enable fair and quick resolution of any problems or grievances an employee may have relating to his/her employment. The center shall endeavor to ensure that all grievances are dealt with without undue delay and at the earliest possible stage of the procedure.

Employees are expected to make every effort to resolve grievances firstly with the person (s) concerned.

Professional Development Policy:

Note

All staff must read the Parent Handbook to familiarize themselves with Center Policies and Procedures. If any staff wish to have input or discussions around policies and procedures, please see the Director. All inputs are welcomed and will be taken into serious consideration.

Staff also must attend all workshops organized by the Center. This is an integral part of Professional Development and learning. Certificates will be issued after every workshop attended. (This is mandatory)

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There is also a STAFF SUGGESTION BOX for staff to have input on any daycare situations. Suggestions can be anonymous.

Pregnancy Policy:

Women should not suffer negative consequences in the workplace simply because they are **pregnant**. Job functions and workplace **rules** may affect a **pregnant** employee differently than other employees. ... Employers have a legal obligation to accommodate **pregnancy**-related needs unless the accommodation will cause undue hardship. Please be considerate and inform us of your pregnancy. If you have any issues and problems we are here to help. Communication is the key to success.

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Acknowledgment

I _____ have read all policies and the employee/parent handbook. I agree and understand what they stand for. As a staff member of We Care Daycare and Out of School Care I hereby will show and establish the listed policies and abide by them. Under no circumstances shall I not follow policies and if broken I understand it is subject for dismissal.

Staff Signature _____ Date Signed _____

Owner Signature _____ Date Signed _____

I _____ understand the confidentiality policy as well as confidentiality of all records and observations sustained at the Daycare. Under no circumstances shall I be subject to discuss them with anyone outside the establishment. I understand that subjects discussed at the Center are to not leave the premises unless they are to be reported for misconduct to outside means.

Staff Signature _____ Date Signed _____

Owner Signature _____ Date Signed _____

If I have a child attending this center, I have understood the **Staff Discount – Children: Policy**. Under no circumstances shall I be subject to discuss them with anyone inside/outside the establishment. I understand that subjects discussed at the Center are to not leave the premises unless they are to be reported for misconduct to outside means. If my child's attendance interferes with my job performance, I will have to find outside child care for my child.

Staff Signature _____ Date Signed _____

Owner Signature _____ Date Signed _____

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I _____ also understand The Outside Employment Policy. If I am terminated, I quit my position at the Daycare or I am on a leave of absences etc. I will not be allowed to contact any parent for personal employment and I will not be able to open my own Center accepting We Care Daycare children within a 20KM radius for a period of 2 years. If the above is known to management after termination or quitting or on leave, criminal charges will be filed against you. Please also be aware that after termination or quitting Confidential Policy is still in effect.

Staff Signature _____ Date Signed _____

Owner Signature _____ Date Signed _____

Pay Scale

Level 1 \$15.00 + \$2.14

Level 2 \$15.00 + \$4.05

Level 3 \$15.00 + \$6.62

Wage depending on experience.

Assistant Director/Floor Director \$16.00 + Top up + Bonus at year end based on experience.