

STAFF HANDBOOK

We Care Daycare & Out of School Care

120 – 5701 17 Avenue SE
Calgary, Alberta T2A 0W3
Phone: 403-828-4409

The Children's Centre Daycare & Out of School Care

3413 19 Avenue SE
Calgary, Alberta T2A 0W3
Phone: 403-828-4409

Revised: July 2026

Please read this Staff Handbook online at:

www.wecaredaycare.ca

www.thechildrenscentre.ca

Table of Contents

Section 1 – Welcome & About Our Centres

- Welcome
 - Mission
 - Vision
 - Philosophy
 - FLIGHT Framework
 - Core Values
 - Inclusion
 - Our Culture
-

Section 2 – Employment Policies

- Employment Relationship
 - Recruitment & Hiring
 - Orientation
 - Probation
 - Equal Employment Opportunity
 - Conflict of Interest
 - Good Faith Reporting
 - Outside Employment
 - Employee Responsibilities
-

Section 3 – Professional Standards, Ethics & Workplace Conduct

- Code of Ethics
- Professional Conduct
- Confidentiality
- Documentation Standards
- Professional Boundaries
- Gifts from Families
- Respectful Workplace
- Harassment

- Workplace Relationships
 - Appearance
 - Dress Code
 - Hygiene
 - Smoking/Vaping
 - Scent-Free Workplace
-

Section 4 – Child Safety, Health & Licensing Compliance

- Active Supervision
 - Ratios
 - Head Counts
 - Child Guidance
 - Child Abuse Prevention
 - Duty to Report
 - Medication
 - Medication Errors
 - Illness & Injury
 - Transportation
 - Bus Safety
 - Personal Vehicles
 - Emergency Procedures
 - Licensing Compliance
-

Section 5 – Employee Health, Wellness & Workplace Responsibilities

- OHS
- Workplace Injuries
- Employee Health
- Sick Leave
- Paid Sick Days
- Fitness for Duty
- Attendance
- Staff Wellness
- Staff Appreciation

Section 6 – Communication, Technology & Confidentiality

- Communication
- Parent Communication
- Documentation
- Artificial Intelligence (AI)
- Electronic Communication
- Email
- Cell Phones
- Photography
- Social Media
- Telephone
- Records Retention
- Teamwork

Section 7 – Human Resources, Payroll & Benefits

- Employment Records
- Scheduling
- Working Between Centres
- Payroll
- Wage Top-Up
- Benefits
- Child Care Discount
- Vacation
- Leaves
- Professional Development
- Resignation
- Exit Interviews

Section 8 – Training, Performance Management & Professional Development

- Orientation
 - Mandatory Training
 - CPR
 - Certification
 - Staff Meetings
 - Coaching
 - Mentoring
 - Performance Reviews
 - Career Development
 - Recognition
-

Section 9 – Daily Workplace Expectations

- Professional Appearance
 - Dress Code
 - Footwear
 - Hygiene
 - Jewellery
 - Personal Belongings
 - Cell Phones
 - Meals
 - Hot Beverages
 - Visitors
 - Housekeeping
 - Classroom Readiness
 - Daily Expectations
 - End-of-Day Responsibilities
-

Section 10 – Performance Management, Corrective Action & Discipline

- Coaching
- Corrective Action
- Progressive Discipline
- Workplace Investigations
- Administrative Leave
- Search Policy
- Reporting Concerns
- Serious Misconduct

- Return of Property
 - Continuing Obligations
-

Section 11 – Centre Operations

- Hours of Operation
 - Opening Procedures
 - Closing Procedures
 - Attendance
 - Arrival & Departure
 - Transportation
 - Field Trips
 - Playground Safety
 - Water Play
 - Severe Weather
 - Emergency Closures
 - Visitors
 - Security
 - Equipment
 - Maintenance
 - Housekeeping
 - Keys & Alarm Codes
 - Continuous Quality Improvement
-

Section 12 – Job Descriptions & Responsibilities

- Owner / Executive Director
- Director
- Assistant Director
- Floor Supervisor
- Early Childhood Educator
- Inclusion Educator
- Out of School Care Educator
- Cook
- Driver
- Students
- Volunteers
- Responsibilities of Every Employee

Section 13 – Appendices

- Emergency Procedures
- Opening Checklist
- Closing Checklist
- Cleaning Schedule
- Medication Procedures
- Incident Reporting
- Behaviour Documentation
- Program Planning Expectations
- Employee Acknowledgement
- Confidentiality Agreement
- Emergency Contact Numbers

SECTION 1

Welcome to Our Team

Welcome to **The Children's Centre Daycare & Out of School Care (TCC)** and **We Care Daycare & Out of School Care (WCD)**.

We are delighted to welcome you to our team. Whether you are joining us for the first time or have been with our Centres for many years, you are an important part of our success. Every employee contributes to creating a safe, nurturing, inclusive, and inspiring environment where children can learn, grow, and thrive.

At The Children's Centre and We Care Daycare, we believe children deserve educators who are compassionate, knowledgeable, professional, and committed to providing the highest quality of care. We recognize that our employees are our greatest asset, and we value the dedication, integrity, teamwork, and passion each team member brings every day.

This Employee Handbook has been developed to provide guidance regarding our policies, procedures, expectations, professional standards, and employment practices. It is intended to help ensure consistency throughout our Centres while maintaining compliance with Alberta Child Care Licensing, Alberta Employment Standards, Occupational Health and Safety legislation, privacy legislation, and other applicable laws.

Every employee is responsible for reading, understanding, and complying with the policies outlined in this handbook. While this handbook cannot address every possible situation, it provides the foundation for professional decision-making and serves as a valuable resource throughout your employment.

Should you have any questions regarding any policy or procedure, please speak with your Director, Executive Director, or a member of Administration. We are committed to supporting your success and helping you grow professionally throughout your employment.

We are excited to have you as part of our team and look forward to working together to provide exceptional early learning experiences for every child and family we serve.

Together, we create a place where children thrive, families feel supported, and educators are proud to work.

ABOUT OUR CENTRE

The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD) are licensed early learning and child care programs dedicated to providing high-quality, inclusive, and developmentally appropriate care for children from infancy through school age.

Our Centres provide safe, nurturing, engaging, and stimulating environments where children are encouraged to learn through play, exploration, creativity, and meaningful relationships. We recognize that every child is unique and capable, and we strive to provide opportunities that support each child's physical, cognitive, emotional, social, and language development.

We work in partnership with families, recognizing that parents and guardians are a child's first and most important teachers. Through open communication, mutual respect, and collaboration, we build strong relationships that support each child's growth and development.

We are proud to work alongside Alberta Child Care Licensing, Alberta Health Services, school boards, community agencies, therapists, and inclusion professionals to ensure children receive the highest quality care and support.

The Administrative Structure

Owner/Operator (Jason Puchyr WCD & TCC)

|

Executive Director (Asifa Hirji WCD & TCC)

|

Director (Lisa Evans WCD)

ASST. Director (Stephanie Hirji WCD)

|

Director (Ina Caka Berberi TCC)

ASST. Director (Rupinder Kaur TCC)

|

Floor Supervisors

Early Childhood Educator

|

Cook & Bus Drivers

|

Practicum Students/Substitutes//TA's/Volunteer

Our centers are For-Profit organization whose operation is overseen by their Owner/Operator and Executive Director.

OUR PHILOSOPHY

Children are part of a family, a community, and a diverse world filled with opportunities for learning and discovery. Our philosophy reflects the importance of developing meaningful relationships between children, families, educators, and the community while recognizing every child as a capable, competent, and confident learner.

Our curriculum is based on play, exploration, inquiry, and children's interests. We believe children learn best when they are actively engaged in meaningful experiences that encourage curiosity, creativity, problem-solving, communication, and collaboration.

Educators act as guides, facilitators, and co-learners, creating environments that encourage children to investigate, question, explore, and develop their own understanding of the world around them.

By providing a balance of structure, flexibility, and child-led learning opportunities, we help children develop the confidence and skills necessary for lifelong learning.

OUR MISSION

Our mission is to provide exceptional early learning and child care in a safe, inclusive, nurturing, and engaging environment where every child is respected, supported, and encouraged to reach their full potential.

We are committed to building strong partnerships with families by recognizing parents and guardians as a child's first and most important teachers. Through collaboration, open communication, and mutual respect, we create meaningful learning experiences that foster confidence, independence, creativity, curiosity, and a lifelong love of learning.

Vision

Our vision is to be recognized as a leader in early learning and child care by providing exceptional, inclusive, and innovative programs that support children, families, employees, and the community.

We aspire to create environments where children develop confidence, resilience, independence, and a lifelong love of learning; where families feel welcomed, respected, and valued; and where educators are empowered through continuous learning, teamwork, and professional excellence.

OUR CORE VALUES

Everything we do is guided by the following values:

Child First

Every decision we make places the health, safety, well-being, and best interests of the child first.

Respect

We treat every child, family, employee, volunteer, student, and community partner with kindness, dignity, fairness, and respect.

Integrity

We demonstrate honesty, accountability, professionalism, and ethical behaviour in every aspect of our work.

Inclusion

We celebrate diversity and are committed to creating welcoming environments where every child and family feels valued, respected, supported, and included.

Excellence

We continually strive to improve through ongoing learning, reflective practice, collaboration, and professional development.

Teamwork

We believe we are strongest when we support one another, communicate openly, and work together toward common goals.

OUR COMMITMENT TO INCLUSION

The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care are committed to providing an inclusive environment where every child has the opportunity to participate, learn, grow, and succeed.

We welcome children of all abilities, cultures, languages, religions, family structures, and backgrounds. We work collaboratively with families and community professionals—including speech-language pathologists, occupational therapists, behavioural consultants, psychologists, Alberta Health Services, Family Support for Children with Disabilities (FSCD), Inclusive Child Care, Providence, schools, and other support

agencies—to ensure each child receives individualized support based on their unique strengths and needs.

We believe every child deserves to feel accepted, respected, safe, and valued.

OUR CULTURE

At The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care, we believe that exceptional child care begins with exceptional people.

We are committed to creating a workplace built on professionalism, teamwork, respect, integrity, compassion, and continuous learning.

Every employee is expected to:

- Place children first in every decision.
- Demonstrate kindness, patience, and respect.
- Support coworkers and work as one team.
- Communicate honestly and professionally.
- Accept responsibility for their actions.
- Continue learning and growing professionally.
- Maintain the highest ethical standards.
- Build positive relationships with children, families, coworkers, and the community.
- Create welcoming, inclusive, and respectful environments where everyone feels valued.

We believe that when employees feel supported, respected, and appreciated, they are better able to provide outstanding care for the children and families we serve.

Together, we are building brighter futures—one child, one family, and one relationship at a time.

SECTION 2

EMPLOYMENT POLICIES

Employment Relationship

Employment with **The Children's Centre Daycare & Out of School Care (TCC)** and **We Care Daycare & Out of School Care (WCD)** is governed by the Alberta Employment Standards Code and all applicable provincial and federal legislation.

Nothing contained in this handbook creates an employment contract or guarantees employment for any specific period of time. The Centre reserves the right to amend, revise, suspend, or discontinue policies and procedures as operational needs, licensing requirements, or legislation change.

Employees are expected to perform their duties professionally, follow all Centre policies, licensing regulations, health and safety requirements, and actively contribute to maintaining a positive, respectful, and safe workplace.

Recruitment, Hiring and Onboarding

The Centre is committed to recruiting qualified, caring, and professional individuals who share our commitment to providing exceptional early learning and child care.

The hiring process may include:

- Application review
- Interview(s)
- Reference checks
- Criminal Record Check with Vulnerable Sector Search
- Verification of Alberta Early Childhood Educator Certification
- Verification of First Aid Certification
- Driver's Abstract (where applicable)
- Orientation
- Classroom observation
- Additional documentation required by Alberta Child Care Licensing

The Centre reserves the right to determine whether an applicant is suitable for employment based on qualifications, experience, references, professional conduct, and operational needs.

New Employee Orientation

All new employees are required to successfully complete the Centre's orientation program before assuming regular duties.

Orientation is designed to familiarize employees with:

- Centre philosophy and values
- Alberta Child Care Licensing requirements
- Health and Safety procedures
- Emergency procedures
- Child supervision expectations
- Positive child guidance
- Confidentiality
- Parent communication
- Documentation requirements
- Centre routines and programming
- Workplace policies and procedures

New employees will also receive mentoring and ongoing support throughout their orientation period.

Successful completion of orientation does not guarantee continued employment.

Probationary Period

All newly hired employees are required to complete a three (3) month probationary period.

The probationary period allows both the employee and the Centre to determine whether the position is a suitable fit.

Performance will be evaluated based on:

- Attendance and punctuality
- Professionalism
- Ability to work as part of a team
- Communication skills
- Child supervision
- Compliance with licensing requirements
- Ability to follow Centre policies
- Initiative
- Reliability
- Interactions with children, families, and coworkers

The probationary period may be extended for up to an additional three (3) months if additional time is required to evaluate performance.

Successful completion of probation does not guarantee continued employment.

Equal Employment Opportunity

The Children's Centre (TCC) and We Care Daycare (WCD) are committed to providing equal employment opportunities and fostering a workplace that is inclusive, respectful, and free from discrimination.

All employment decisions—including recruitment, hiring, placement, promotion, compensation, training, professional development, discipline, and termination—are based on qualifications, education, experience, performance, merit, and operational needs.

The Centre does not discriminate on any protected ground under the **Alberta Human Rights Act**, including race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, physical disability, mental disability, age, marital status, family status, source of income, or sexual orientation.

Employees who believe they have experienced or witnessed discrimination, harassment, retaliation, bullying, workplace violence, unethical conduct, licensing concerns, child safety concerns, or unequal treatment are encouraged to report their concerns immediately.

All concerns will be investigated fairly, promptly, and confidentially to the extent reasonably possible.

No employee will be subject to retaliation for making a report in good faith or participating in an investigation.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

Conflict of Interest

Employees are expected to act honestly, ethically, and in the best interests of the Centre at all times.

A conflict of interest exists whenever an employee's personal interests interfere, or appear to interfere, with their responsibilities to the Centre.

Examples include, but are not limited to:

- Working for another licensed child care program that creates a conflict with Centre operations.
- Operating a competing child care business.
- Using Centre property, supplies, information, or equipment for personal gain.
- Soliciting Centre families for private businesses or services.
- Accepting gifts or financial benefits that may influence professional decisions.
- Using confidential Centre information for personal benefit.

Employees must immediately disclose any actual or potential conflict of interest to the Director or Executive Director.

Failure to disclose a conflict of interest may result in disciplinary action.

Good Faith Reporting (Whistleblower Policy)

The Centre encourages employees to report concerns involving:

- Child safety
- Licensing compliance
- Fraud
- Theft
- Policy violations
- Workplace misconduct
- Ethical concerns
- Health and safety hazards
- Harassment
- Discrimination
- Abuse or neglect
- Any activity that may place children, families, employees, or the Centre at risk.

Employees who make reports honestly and in good faith will not be subject to retaliation, intimidation, harassment, or adverse employment action.

All reports will be investigated promptly and handled confidentially whenever possible.

Employees are expected to cooperate fully with investigations.

Knowingly making false or malicious reports is considered serious misconduct and may result in disciplinary action.

Outside Employment

Employees may hold outside employment provided it does not:

- Interfere with their responsibilities at the Centre.
- Affect attendance, punctuality, or job performance.
- Create a conflict of interest.
- Compromise confidentiality.
- Compete directly with the Centre.

Employees must remain fit for duty and able to perform all assigned responsibilities while employed by the Centre.

The Centre reserves the right to require an employee to discontinue outside employment where a conflict of interest exists.

Employee Responsibilities

Every employee is expected to:

- Act professionally at all times.
- Maintain confidentiality.
- Comply with all Centre policies and procedures.
- Follow Alberta Child Care Licensing requirements.
- Promote a respectful workplace.
- Protect the health and safety of children.
- Support coworkers.
- Report concerns immediately.
- Represent the Centre positively both inside and outside the workplace.
- Participate in ongoing learning and professional development.
- Demonstrate honesty, integrity, accountability, and respect in every aspect of their work.

Failure to meet these expectations may result in coaching, corrective action, or disciplinary action, up to and including termination of employment.

SECTION 3

PROFESSIONAL STANDARDS, ETHICS & WORKPLACE CONDUCT

Code of Ethics

The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD) are committed to maintaining the highest standards of professionalism, integrity, and ethical conduct. Every employee is expected to uphold the values of the Early Learning and Child Care Association of Alberta (ELCCA) Code of Ethics while carrying out their responsibilities.

As educators, we are entrusted with the care, education, and well-being of children. This responsibility requires honesty, accountability, professionalism, and respect in every interaction with children, families, coworkers, students, volunteers, visitors, and community professionals.

Every employee is expected to:

- Place the health, safety, dignity, and best interests of every child first.
- Treat every child with kindness, patience, compassion, and respect.
- Build trusting and respectful relationships with families.
- Support children's individual strengths, abilities, interests, and developmental needs.
- Respect cultural diversity and individual differences.
- Maintain confidentiality.
- Demonstrate honesty and integrity.
- Work cooperatively with coworkers.
- Continue professional learning throughout their career.
- Follow all Centre policies and Alberta Child Care Licensing requirements.

Failure to uphold these professional standards may result in corrective action.

Professional Conduct

Employees represent both The Children's Centre and We Care Daycare at all times while at work, during field trips, training sessions, community events, and whenever representing the Centre.

Employees are expected to conduct themselves professionally by:

- Being courteous and respectful.
- Speaking professionally.
- Remaining calm during stressful situations.
- Working cooperatively with coworkers.
- Treating everyone fairly.

- Following Centre policies.
- Being dependable and reliable.
- Demonstrating integrity.
- Maintaining a positive attitude.

Employees are expected to avoid:

- Gossip
- Negative comments
- Yelling
- Arguing in front of children or families
- Profanity
- Bullying
- Intimidation
- Public criticism of coworkers
- Unprofessional behaviour

Professionalism is expected both inside and outside the workplace whenever an employee may reasonably be identified as representing the Centre.

Confidentiality

Maintaining confidentiality is one of the most important responsibilities of every employee.

Employees may have access to confidential information including:

- Children's records
- Parent information
- Medical information
- Behaviour documentation
- Assessments
- Incident reports
- Employee records
- Payroll information
- Centre financial information
- Licensing information
- Internal business operations

This information must never be shared with unauthorized individuals.

Employees shall not discuss confidential information:

- In hallways
- Parking lots
- Restaurants

- Social gatherings
- On social media
- With friends
- With family members
- With former employees
- With other parents

Confidential information may only be shared with individuals who have a legitimate professional need to know.

These confidentiality obligations continue after employment ends.

Any breach of confidentiality may result in disciplinary action, including termination of employment and, where appropriate, legal action.

Documentation Standards

All documentation completed by employees must be:

- Accurate
- Objective
- Professional
- Legible
- Timely
- Respectful

Documentation should describe only factual observations.

Employees must avoid:

- Personal opinions
- Assumptions
- Diagnosing children
- Speculation
- Emotional language
- Judgmental comments

Example:

✓ "Emma cried for approximately three minutes after her parent left."

Not:

✗ "Emma is spoiled."

Documentation may become part of licensing reviews, legal proceedings, insurance claims, or professional records and must always reflect professional standard.

Professional Boundaries

Employees are expected to maintain appropriate professional boundaries with children, families, coworkers, students, volunteers, and community professionals.

Employees shall not:

- Borrow money from families.
- Lend money to families.
- Become financially involved with families.
- Show favouritism.
- Share confidential information.
- Form relationships that interfere with professional responsibilities.
- Transport children in personal vehicles without written authorization.
- Exchange inappropriate personal gifts.
- Use Centre information for personal benefit.

Employees are expected to maintain professional relationships based on trust, respect, and appropriate boundaries.

Gifts from Families

The Centre recognizes that families may wish to express appreciation to employees.

Employees may accept modest tokens of appreciation that are voluntary and do not influence professional judgment.

Employees shall not:

- Request gifts.
- Solicit gifts.
- Accept gifts that could create a conflict of interest.
- Accept expensive gifts without notifying the Director.

Cash gifts should be reported to Administration.

Employees should never expect gifts from families.

Respectful Workplace

The Centre is committed to maintaining a respectful workplace where every employee feels safe, valued, and respected.

Employees are expected to:

- Treat others respectfully.
- Listen without interrupting.
- Value different opinions.
- Resolve disagreements professionally.
- Support teamwork.
- Promote inclusion.
- Maintain a positive work environment.

Disrespectful behaviour will not be tolerated.

Harassment, Bullying and Discrimination

The Centre has zero tolerance for:

- Harassment
- Bullying
- Discrimination
- Intimidation
- Retaliation
- Verbal abuse
- Physical abuse
- Sexual harassment

Any employee who experiences or witnesses inappropriate behaviour must immediately report the concern to the Director, Executive Director, or Owner.

All complaints will be investigated promptly and confidentially whenever reasonably possible.

Retaliation against an employee who reports concerns in good faith is strictly prohibited.

Workplace Relationships

Professional relationships among employees must not interfere with Centre operations.

Employees must not:

- Display inappropriate affection at work.
- Engage in behaviour that creates discomfort for others.

- Allow personal disagreements to affect children.
- Create conflicts within the workplace.

All employees are expected to maintain professional behaviour during working hours.

Appearance and Professional Image

Employees represent the Centre every day.

Employees are expected to:

- Dress professionally.
- Maintain good personal hygiene.
- Wear clean clothing.
- Wear clothing appropriate for working with young children.
- Wear safe footwear.
- Be prepared for indoor and outdoor activities.

Employees should present themselves in a manner that reflects positively on the Centre.

Fragrance-Free Workplace

Many children and employees have allergies, asthma, or sensitivities to fragrances.

Employees are asked to avoid excessive use of:

- Perfume
- Cologne
- Body spray
- Strong scented lotions
- Strong scented hair products

Employees who smoke should take reasonable steps to reduce third-hand smoke exposure before returning to work with children.

Smoking, Vaping and Cannabis

Smoking, vaping, cannabis use, nicotine products, and similar substances are prohibited:

- Inside Centre buildings.
- On Centre property.
- In Centre vehicles.
- During field trips.
- While supervising children.

Employees must never report to work impaired by alcohol, cannabis, illegal drugs, or any substance that affects their ability to safely perform their duties.

Employees taking prescription medication that may impair their performance must notify the Director so appropriate accommodations can be considered.

Our Professional Commitment

Every employee contributes to the reputation and success of The Children's Centre and We Care Daycare.

We are committed to providing a workplace where professionalism, integrity, compassion, teamwork, respect, and accountability guide every decision we make.

By working together and maintaining the highest professional standards, we create an environment where children thrive, families feel welcomed, and employees are proud to work.

SECTION 4

CHILD SAFETY, HEALTH & LICENSING COMPLIANCE

Our Commitment to Child Safety

The health, safety, and well-being of every child is the highest priority at The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD).

Every employee shares the responsibility of providing a safe, nurturing, inclusive, and developmentally appropriate environment where children are protected from harm and supported in their learning and development.

Child safety must always take priority over convenience, schedules, programming, or personal tasks.

Employees are expected to remain alert, engaged, and actively supervising children at all times.

Active Supervision

Children must be actively supervised at all times.

Active supervision means employees are:

- Watching children continuously.
- Listening to children.

- Positioning themselves to see and hear every child.
- Scanning the environment frequently.
- Anticipating potential hazards.
- Moving throughout the classroom and playground.
- Engaging with children during play.
- Counting children regularly.
- Knowing where every child is at all times.

Active supervision requires employees to remain fully focused on the children and avoid distractions.

Employees must never:

- Leave children unattended.
- Turn their backs on children for extended periods.
- Become distracted by conversations.
- Use personal cell phones while supervising.
- Leave classrooms without another qualified educator present.

Staff-to-Child Ratios

The Centre strictly follows Alberta Child Care Licensing staff-to-child ratios at all times.

Every educator is responsible for:

- Knowing the number of children in their care.
- Maintaining required ratios.
- Immediately informing the Director if additional support is needed.
- Never exceeding licensed capacity.

Children may never be left alone while waiting for another educator.

If an educator must leave the room for any reason, another qualified educator must assume supervision before they leave.

Head Counts

Head counts are completed frequently throughout the day to ensure every child is accounted for.

Head counts must be completed:

- Upon arrival.
- Before leaving a classroom.
- After entering another room.
- Before going outside.

- After returning indoors.
- Before boarding the bus.
- After boarding the bus.
- Before leaving any field trip location.
- Upon returning to the Centre.
- Before and after rest time.
- During emergency evacuations.
- Any time the group transitions to another area.

Employees are expected to know exactly how many children are in their care at all times.

Safe Environment

Employees are responsible for maintaining a safe environment throughout the Centre.

This includes:

- Daily classroom safety inspections.
- Playground inspections.
- Removing damaged toys.
- Reporting hazards immediately.
- Cleaning spills immediately.
- Keeping exits clear.
- Ensuring gates remain secured.
- Monitoring playground equipment.
- Maintaining safe sleep environments.
- Following sanitation procedures.

Unsafe conditions must be reported immediately to management.

Child Guidance

The Centre believes children learn best through positive guidance, encouragement, and respectful interactions.

Employees will:

- Redirect behaviour.
- Teach problem-solving skills.
- Encourage independence.
- Model respectful communication.
- Reinforce positive behaviour.
- Help children identify emotions.
- Support self-regulation.
- Employees shall never:

- Shame a child.
- Humiliate a child.
- Threaten a child.
- Use corporal punishment.
- Withhold food.
- Withhold sleep.
- Use inappropriate language.
- Yell at children.
- Use fear as discipline.

Every child deserves to be treated with dignity and respect.

Child Abuse Prevention

The Centre maintains zero tolerance for child abuse, neglect, exploitation, or inappropriate conduct toward children.

Employees must provide care in a manner that protects children physically, emotionally, and psychologically.

The Centre maintains an open-door policy and encourages transparency in all interactions with children.

Employees must never:

- Strike a child.
- Shake a child.
- Pinch a child.
- Push a child.
- Humiliate a child.
- Threaten a child.
- Use degrading language.
- Leave children unsupervised.

Any employee found engaging in abusive behaviour will be removed from duty immediately and appropriate authorities will be contacted.

Duty to Report

Under Alberta law, every person has a legal duty to report if they have reasonable and probable grounds to believe a child is being abused, neglected, or is otherwise in need of intervention.

This duty belongs to each individual employee and cannot be delegated to another person.

Employees must immediately report concerns involving:

- Physical abuse.
- Sexual abuse.
- Emotional abuse.
- Neglect.
- Exposure to domestic violence.
- Sexual exploitation.
- Human trafficking concerns.
- Serious supervision concerns.
- Any situation where a child may be in danger.

Employees must immediately notify the Director while also fulfilling their legal obligation to report directly to the appropriate authorities when required by law.

Making a report in good faith will never result in retaliation.

Failure to report suspected abuse may result in disciplinary action and may constitute an offence under Alberta legislation.

Medication Administration

Medication will only be administered when:

- Written parental authorization has been received.
- Medication is in its original container.
- Medication has the child's name clearly labelled.
- Medication has not expired.
- Administration instructions are clear.

Every administration of medication must be documented immediately.

Medication Errors

If a medication error occurs, including:

- Wrong medication.
- Wrong child.
- Wrong dose.
- Missed dose.
- Incorrect administration time.

Employees must immediately:

1. Ensure the child is safe.
2. Notify the Director immediately.

3. Contact the parent or guardian.
4. Seek medical advice when appropriate.
5. Complete all required documentation.
6. Review procedures to prevent recurrence.

Medication errors must never be concealed.

Illness and Injury

Any illness, injury, accident, or medical concern must be reported immediately.

Employees are expected to:

- Provide appropriate first aid.
- Comfort the child.
- Notify the Director.
- Contact parents when required.
- Complete an Incident Report.
- Monitor the child throughout the day.

Emergency medical services will be contacted whenever necessary.

Transportation & Bus Safety

The safety of children during transportation is a shared responsibility.

Employees are responsible for:

- Completing head counts.
- Checking attendance before departure.
- Ensuring every child is properly seated.
- Using appropriate child restraints where required.
- Supervising children while boarding and exiting.
- Conducting a complete bus sweep after every trip.
- Never leaving a child unattended on a bus.
- Following all transportation policies.

The bus must always be checked from front to back before being locked.

Personal Vehicles

Employees may not transport children in personal vehicles unless specifically authorized in writing by the Executive Director or Owner and all legal, insurance, licensing, and parental authorization requirements have been met.

Emergency Procedures

All employees are expected to be familiar with the Centre's emergency procedures.

These include:

- Fire
- Medical Emergency
- Missing Child
- Lockdown
- Shelter in Place
- Evacuation
- Natural Disaster
- Utility Failure
- Bus Breakdown
- Severe Weather

Emergency drills will be conducted regularly in accordance with Alberta Child Care Licensing requirements.

Licensing Compliance

Every employee is responsible for ensuring the Centre remains in compliance with Alberta Child Care Licensing regulations.

Employees are expected to:

- Follow Centre policies.
- Maintain accurate documentation.
- Participate in licensing inspections.
- Cooperate with licensing officers.
- Report licensing concerns immediately.
- Maintain required certifications.
- Complete required training.
- Support continuous quality improvement.

Failure to comply with licensing requirements may result in disciplinary action.

Our Commitment

Every employee shares the responsibility of protecting the children entrusted to our care.

By maintaining active supervision, following licensing regulations, communicating openly, and placing children's safety first in every decision, we create an environment where children can learn, grow, and thrive safely.

The safety and well-being of children will always remain our highest priority.

SECTION 5

EMPLOYEE HEALTH, WELLNESS & WORKPLACE RESPONSIBILITIES

Commitment to a Safe Workplace

The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD) are committed to providing a safe, healthy, respectful, and supportive workplace for employees, children, families, volunteers, students, and visitors.

Every employee shares responsibility for maintaining a safe work environment by following all Centre policies, Occupational Health and Safety (OHS) requirements, Alberta Child Care Licensing regulations, and safe work practices.

Employees are expected to immediately report unsafe conditions, hazards, accidents, injuries, illnesses, or concerns to the Director or Executive Director.

Workplace Injuries

All workplace injuries, accidents, illnesses, or near misses—regardless of how minor they appear—must be reported immediately to the Director or designated supervisor.

Employees are responsible for:

- Reporting the incident immediately.
- Completing all required incident documentation.
- Cooperating with any investigation.
- Seeking medical attention when necessary.
- Following return-to-work plans where applicable.

If required, the Centre will complete all necessary Workers' Compensation Board (WCB-Alberta) documentation.

Failure to report an injury promptly may delay benefits and may result in corrective action.

Occupational Health & Safety

Every employee is responsible for working safely.

Employees must:

- Follow safe work procedures.

- Use equipment properly.
- Report hazards immediately.
- Participate in safety training.
- Follow emergency procedures.
- Cooperate with workplace inspections.
- Help maintain a safe environment for everyone.

Employees have the right to refuse unsafe work in accordance with Alberta Occupational Health and Safety legislation. Any concerns should be reported immediately to management.

Employee Health

Because employees work closely with young children, maintaining good health is essential.

Employees are expected to:

- Practice good hand hygiene.
- Follow infection prevention procedures.
- Stay home when ill.
- Wear appropriate protective equipment when required.
- Maintain current immunizations where recommended.
- Follow Public Health recommendations during outbreaks.

Employees experiencing symptoms of a communicable illness should notify management immediately.

Sick Leave

Employees who are unable to work due to illness must notify the Director or designated supervisor as soon as possible.

Whenever possible:

- Notify the Centre the evening before your shift.
- If illness develops overnight, notify the Centre before **5:00 a.m.**
- Speak directly with management whenever possible.
- Text messages alone are not sufficient unless acknowledged.

A medical note may be requested for extended absences or when management considers it necessary.

Employees should not report to work while experiencing symptoms that may place children or coworkers at risk.

Paid Sick Days

Eligible employees receive paid sick leave in accordance with Centre policy and applicable legislation.

Paid sick days:

- Are intended for the employee's own illness or injury.
- Cannot be transferred.
- Have no cash value.
- Are not paid out upon resignation or termination.
- May require supporting medical documentation.

The Centre reserves the right to review attendance patterns where excessive absenteeism occurs.

Fitness for Duty

Employees are expected to report to work physically and mentally capable of safely performing their duties.

Employees must notify management if:

- They are taking medication that may impair their performance.
- They have restrictions affecting their work.
- They require temporary workplace accommodations.

The Centre will make reasonable accommodations where required by law.

Drug, Alcohol & Substance Use

Employees must report to work fit for duty.

Employees must not:

- Report to work under the influence of alcohol.
- Report to work impaired by cannabis.
- Use illegal drugs.
- Consume alcohol during work hours.
- Use cannabis during work hours.
- Possess illegal drugs on Centre property.

Employees taking prescription medication that may affect alertness or judgment must notify management so appropriate accommodations can be considered.

Violations may result in disciplinary action.

Smoking, Vaping & Nicotine Products

Smoking, vaping, cannabis use, and nicotine products are prohibited:

- Inside Centre buildings.
- On playgrounds.
- In Centre vehicles.
- During field trips.
- While supervising children.

Employees who smoke during scheduled breaks must:

- Smoke only in designated legal areas away from the Centre.
- Wash their hands before returning.
- Minimize third-hand smoke exposure.
- Ensure clothing does not carry excessive smoke odour.

Scent-Free Workplace

Many children and employees experience allergies, asthma, or sensitivities to fragrances.

Employees are asked to avoid excessive use of:

- Perfume
- Cologne
- Body sprays
- Strong scented lotions
- Strong hair products

Maintaining a scent-conscious workplace helps create a healthier environment for everyone.

Attendance & Punctuality

Reliable attendance is essential to maintaining licensing ratios and ensuring high-quality care.

Employees are expected to:

- Arrive on time.
- Be prepared to begin work at their scheduled start time. (10 MIN PRIOR/10 MIN AFTER)
- Notify management of delays immediately.
- Remain until the end of their scheduled shift unless otherwise approved.

Repeated lateness, absenteeism, or failure to notify management may result in corrective action.

Opening & Closing Responsibilities

Employees assigned to opening or closing shifts play an important role in the daily operation of the Centre.

Opening staff are responsible for:

- Arriving early enough to prepare classrooms.
- Completing safety checks.
- Preparing learning environments.
- Ensuring classrooms are ready before children arrive.
- The opening shift is a critical position that ensures the Centre is prepared to safely receive children at the start of each day. Employees who accept an opening shift must be able to **consistently arrive on time** and fulfill the responsibilities associated with opening the Centre.
- Employees should only accept an opening shift if they can reliably commit to arriving at work on time. Repeated lateness, absenteeism, or failure to follow the Centre's attendance and call-in procedures may result in the employee being removed from the opening shift schedule.
- Any illness, emergency, or absence must be reported in accordance with the Centre's Attendance and Sick Leave Policy. Employees are expected to provide as much notice as possible so appropriate staffing arrangements can be made.
- Management reserves the right to permanently reassign or remove an employee from opening shifts if they are unable to consistently meet the reliability and attendance expectations required for this position.
- Reliable attendance and punctuality are essential requirements for employees assigned to opening shifts and are necessary to ensure the Centre operates safely, efficiently, and in compliance with licensing requirements.

Closing staff are responsible for:

- Cleaning classrooms.
- Sanitizing toys and equipment.
- Securing doors and windows.
- Completing closing checklists.
- Ensuring the Centre is left safe and organized for the following day.

Detailed opening and closing procedures are provided in the handbook appendices.

Professional Development & Wellness

The Centre believes that supporting employee wellness contributes to high-quality care.

Employees are encouraged to:

- Maintain a healthy work-life balance.
- Ask for help when needed.
- Participate in professional learning.
- Support coworkers.
- Take scheduled breaks.
- Communicate concerns respectfully.
- Practice self-care.

Management is committed to fostering a supportive, respectful, and collaborative workplace where employees can grow professionally.

Staff Appreciation

The Centre recognizes the dedication and commitment of its employees.

Throughout the year, management may recognize employees through appreciation initiatives, including:

- Staff appreciation events.
- Recognition awards.
- Professional development opportunities.
- Small tokens of appreciation.
- Early leave with pay (where operationally possible).
- Other recognition programs determined by management.

These programs are discretionary and may change based on operational needs.

Our Commitment

Every employee contributes to creating a healthy, safe, and supportive workplace.

By working together, following safe work practices, maintaining professionalism, and supporting one another, we create an environment where employees feel respected and children receive the highest quality care.

Healthy employees help create healthy environments for children to learn, grow, and succeed.

SECTION 6

COMMUNICATION, TECHNOLOGY & CONFIDENTIALITY

Communication

Open, honest, respectful, and professional communication is essential to providing high-quality care and maintaining positive relationships with children, families, coworkers, and the community.

Employees are expected to communicate respectfully at all times and contribute to a workplace built on trust, teamwork, and collaboration.

Effective communication helps ensure:

- Children's health and safety.
- Consistency in programming.
- Positive relationships with families.
- Teamwork among employees.
- Compliance with licensing requirements.
- Efficient Centre operations.

Every employee is responsible for sharing important information promptly and professionally.

Professional Communication

Employees are expected to communicate professionally with:

- Children
- Parents and guardians
- Coworkers
- Directors
- Volunteers
- Students
- Visitors
- Community professionals
- Licensing representatives

Professional communication includes:

- Speaking respectfully.
- Listening actively.
- Remaining calm.
- Using positive language.
- Being courteous.

- Maintaining confidentiality.
- Addressing concerns appropriately.

Employees must never:

- Gossip.
- Speak negatively about children.
- Speak negatively about families.
- Speak negatively about coworkers.
- Argue in front of children or parents.
- Raise their voices.
- Use inappropriate language.
- Discuss confidential information in public.

Communication with Families

Families are valued partners in every child's development.

Employees are expected to develop positive, respectful, and collaborative relationships with families by:

- Greeting families warmly each day.
- Sharing important information about the child's day.
- Communicating honestly and professionally.
- Maintaining confidentiality.
- Listening respectfully to parent concerns.
- Referring concerns to management when appropriate.

Employees should never argue with parents.

If a disagreement or concern cannot be resolved respectfully, employees must involve the Director or Executive Director immediately.

Parent Concerns

Parents are encouraged to discuss questions or concerns with the Centre.

Employees should:

- Listen carefully.
- Remain calm.
- Avoid becoming defensive.
- Gather accurate information.
- Notify management promptly.
- Document concerns when required.

Employees should never promise outcomes or make decisions beyond their authority.

Confidential Information

Employees may only access confidential information required to perform their duties.

Confidential information includes, but is not limited to:

- Children's records.
- Medical information.
- Behaviour documentation.
- Parent information.
- Employee information.
- Payroll information.
- Financial records.
- Licensing documentation.
- Incident reports.
- Internal Centre operations.

Employees shall not disclose confidential information without authorization unless required by law.

Confidentiality continues after employment ends.

Documentation Standards

Documentation completed by employees becomes part of the Centre's professional records.

Documentation must always be:

- Accurate.
- Objective.
- Professional.
- Respectful.
- Complete.
- Timely.
- Factual.

Employees should record what they observed—not opinions or assumptions.

Example:

✓ "Jackson cried for approximately five minutes after separation."

Not:

X "Jackson is spoiled."

Professional documentation protects children, families, employees, and the Centre.

Artificial Intelligence (AI)

Artificial Intelligence (AI) tools may assist employees with generating ideas for:

- Lesson planning.
- Programming inspiration.
- Classroom activities.
- Newsletters.
- General educational resources.

Employees **must never** enter confidential information into public AI platforms.

This includes:

- Children's names.
- Parent names.
- Medical information.
- Incident reports.
- Behaviour documentation.
- Assessments.
- Photographs.
- Videos.
- Confidential Centre information.
- Employee information.

Any use of AI must protect confidentiality and comply with privacy legislation and Centre policies.

Electronic Communication

The Centre communicates using approved methods including:

- Telephone
- Email
- Parent communication applications
- Text messaging (when authorized)
- Newsletters
- Centre website
- Official social media platforms

Employees are expected to check Centre communications regularly and remain informed of:

- Staff meetings.
- Schedule changes.
- Licensing updates.
- Policy changes.
- Emergency notifications.
- Training opportunities.

Employees are responsible for keeping their contact information current.

Email

Centre email accounts are provided for business purposes.

Employees are expected to:

- Write professionally.
- Respond promptly.
- Maintain confidentiality.
- Proofread messages before sending.
- Use respectful language.

Employees must not send confidential information to unauthorized individuals.

Cell Phones & Personal Devices

The children's safety always comes first.

Personal cell phones, smart watches, earbuds, tablets, or similar devices must not interfere with supervision.

Employees may not:

- Text while supervising children.
- Browse social media.
- Make personal calls.
- Watch videos.
- Play games.
- Wear earbuds while working with children.

Personal devices may only be used during scheduled breaks unless authorized by management.

Photography & Video

Employees may only use owned devices to photograph or record children for daycare use and delete immediately.

Personal devices are strictly prohibited for photographing or recording children for personal use.

All photographs and videos must comply with:

- Parent consent.
- Privacy legislation.
- Centre policies.

Employees may never:

- Store Centre photos on personal devices.
- Share photographs privately.
- Upload photographs to personal social media.

Social Media

Employees are ambassadors of the Centre.

Employees are expected to use social media responsibly and professionally.

Employees shall not:

- Post confidential information.
- Post photographs of children.
- Discuss Centre business publicly.
- Criticize children, families, or coworkers online.
- Represent personal opinions as Centre opinions.

Employees should avoid engaging in online discussions that may negatively affect the Centre's reputation.

Personal Social Media & Families

To maintain professional boundaries:

Employees should not:

- Accept friend requests from current families.
- Follow current families on personal social media.
- Message parents through personal accounts.
- Share personal contact information unless approved.

All communication regarding Centre business must occur through approved Centre communication methods.

Telephone Etiquette

Employees answering the telephone are expected to:

- Answer promptly.
- Identify the Centre professionally.
- Speak clearly.
- Record accurate messages.
- Maintain confidentiality.
- Be courteous and respectful.

Professional telephone etiquette reflects the Centre's commitment to excellent customer service.

Records Retention

Employees are responsible for maintaining accurate records.

Centre records include:

- Attendance.
- Medication forms.
- Incident reports.
- Injury reports.
- Child observations.
- Emergency contacts.
- Licensing documentation.
- Staff records.

Employees must never remove Centre records without authorization.

Records must be stored securely and retained in accordance with applicable legislation and Centre policy.

Our Commitment

Communication is the foundation of positive relationships.

By communicating respectfully, protecting confidentiality, maintaining accurate documentation, and using technology responsibly, employees help create an environment built on trust, professionalism, and collaboration.

Every interaction reflects our commitment to providing exceptional care for children and outstanding service to families.

★ **NEW POLICY – Working Together as One Team**

We believe that every employee contributes to the success of our Centres.

Employees are expected to:

- Help coworkers whenever possible.
- Offer assistance during busy times.
- Support classrooms when needed.
- Share ideas respectfully.
- Communicate openly.
- Assume positive intentions.
- Work together to solve problems.
- Celebrate each other's successes.
- Treat coworkers with kindness and respect.

No classroom operates independently. We are one Centre and one team.

Working together strengthens our programs, supports our children, and creates a positive workplace for everyone.

SECTION 7

HUMAN RESOURCES, PAYROLL & EMPLOYEE BENEFITS

Employment Records

The Centre maintains confidential employment records for each employee in accordance with applicable legislation.

Employee files may include, but are not limited to:

- Employment application
- Resume
- Interview documentation
- Criminal Record Check with Vulnerable Sector Search
- Alberta Early Childhood Educator Certification
- First Aid & CPR Certification
- Driver's Licence (where applicable)
- Driver's Abstract (where applicable)
- Employment Agreement
- Performance evaluations
- Training records

- Payroll information
- Emergency contact information
- Disciplinary documentation
- Professional development records

Employees are responsible for ensuring their information remains current throughout their employment.

Changes to Personal Information

Employees must notify Administration immediately if there are changes to:

- Home address
- Telephone number
- Email address
- Emergency contacts
- Banking information
- Legal name
- Certification status
- Driver's licence
- Immigration or work authorization status

Keeping employee information current ensures accurate payroll, emergency communication, licensing compliance, and employment records.

Hours of Work

The Centre operates Monday through Friday from **6:30 a.m. to 6.00 p.m.**

Employees are scheduled according to the operational needs of the Centre.

Work schedules may vary depending on:

- Children's attendance
- Licensing ratios
- Staff availability
- Vacation schedules
- Field trips
- Professional development
- Operational requirements

Employees are expected to report to work on time and be prepared to begin work at their scheduled start time.

Scheduling

Schedules are prepared based on operational needs and may change from time to time.

Employees may be required to:

- Change classrooms
- Adjust start or finish times
- Assist another classroom
- Support field trips
- Cover employee absences
- Work additional hours when required
- Reduce hours when child enrollment decreases

The Centre will make every reasonable effort to provide advance notice whenever schedule changes are necessary.

Working Between Centres

The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care operate as one organization under common ownership and administration.

Employees may occasionally be assigned to work at either location based on operational needs, including:

- Staffing shortages
- Licensing ratios
- Children's enrollment
- Vacation coverage
- Sick leave coverage
- Professional development
- Field trips
- Special events
- Emergency situations

Employees are expected to remain flexible and cooperative when temporary assignments are required.

Management will provide as much notice as reasonably possible.

Attendance

Reliable attendance is essential for maintaining licensing ratios and providing consistent care.

Employees are expected to:

- Report to work on time. (10 MIN PRIOR / 10 MIN AFTER)

- Notify management immediately if unable to attend work.
- Remain at work until the end of their scheduled shift.
- Follow attendance procedures.

Repeated lateness or absenteeism may result in corrective action.

Timekeeping

Employees are responsible for accurately recording all hours worked.

Employees must:

- Record their own hours.
- Record breaks where required.
- Review time records for accuracy.
- Report payroll errors immediately.

Employees must never:

- Record time for another employee.
- Alter attendance records.
- Falsify time records.

Falsification of time records is considered serious misconduct.

Overtime

Overtime must be approved in advance by the Director or Executive Director.

Employees should not work beyond their scheduled hours unless authorized.

Approved overtime will be compensated in accordance with Alberta Employment Standards legislation.

Breaks

Employees are entitled to meal and rest breaks in accordance with Alberta Employment Standards and Centre policy.

Employees must:

- Take breaks only when relieved by another employee.
- Sign out when required.
- Return promptly from breaks.
- Remain available in the event of emergencies if requested.

Children must never be left without appropriate supervision while an employee is on break.

Payroll

Employees are paid by direct deposit.

Payroll is processed monthly.

Employees are encouraged to review each pay statement and report discrepancies immediately.

Payroll questions should be directed to Administration.

Wage Top-Up

Eligible Early Childhood Educators who qualify under the Government of Alberta Wage Top-Up Program will receive wage enhancements in accordance with current government guidelines.

Employees are responsible for:

- Maintaining valid certification.
- Providing updated certification documentation.
- Informing Administration of any certification changes.

Government funding changes may affect wage top-up amounts.

Employee Benefits

Eligible employees may participate in the Centre's employee benefit program after completing one (1) year of continuous employment.

Participation is voluntary.

The Centre currently contributes **50%** of the employee's monthly premium.

Employees are responsible for the remaining **50%**.

Employees who choose to enroll agree to remain enrolled for a minimum of one (1) year unless otherwise permitted by the insurance provider. If an employee voluntarily resigns or their employment is terminated before completing the one-year enrollment period, the employee will be responsible for reimbursing the Centre for the remaining employer-paid (50%) portion of the premiums for the balance of the one-year commitment, to the extent permitted by applicable law. Where legally permitted, any outstanding amount may be deducted from the employee's final pay. If the final pay is insufficient to cover

the amount owing, the employee remains responsible for paying the outstanding balance.

Employees on extended unpaid leave who wish to continue coverage remain responsible for paying their portion of the premiums.

Child Care Discount

Employees with children enrolled at the Centre receive a **50% discount on the parent portion of child care fees**, subject to Centre policy.

Employees remain responsible for paying all fees by the required due dates.

Outstanding balances may be deducted from payroll only where permitted by law and authorized in writing by the employee.

Vacation

Vacation entitlement is provided in accordance with Alberta Employment Standards and Centre policy.

Vacation requests should:

- Be submitted in writing.
- Be submitted at least four (4) weeks in advance whenever possible.
- Receive written approval before any travel arrangements are finalized.

Vacation approval is based on:

- Operational needs.
- Staffing levels.
- Children's enrollment.
- Licensing ratios.

Management will make every effort to accommodate vacation requests fairly while ensuring the safe and effective operation of the Centre.

Employees who request vacation or an unpaid leave of absence that exceeds their vacation entitlement under Alberta Employment Standards do so at their own request and subject to management approval. Approval of extended time away is not guaranteed.

Please note that if an employee chooses to take an extended leave of absence beyond their entitled vacation period, the Centre cannot guarantee that their position or employment will be available upon their return. Depending on operational requirements,

staffing needs, and licensing requirements, the employee may be required to reapply for employment if a suitable position is available.

Leaves of Absence

Employees may request leaves of absence for reasons including:

- Medical leave
- Bereavement
- Family responsibilities
- Jury duty
- Maternity leave
- Parental leave
- Compassionate leave
- Other legislated leaves

Leaves will be administered in accordance with Alberta Employment Standards legislation.

Paid Sick Days

Employees become eligible for **three (3) paid sick days per calendar year** after completing **one (1) year of continuous employment** with the Centre.

The following conditions apply:

- Employees are entitled to a maximum of **three (3) paid sick days per calendar year**.
- Sick days are intended to be taken **one (1) day per quarter** whenever possible to promote fair and consistent use throughout the year.
- More than one sick day may be taken consecutively **with prior management approval** and may require a **medical note** confirming the employee is unable to work.
- The Centre reserves the right to request a medical note for any sick leave when considered appropriate.
- Paid sick days **cannot be carried over** into the next calendar year.
- Unused paid sick days **have no cash value** and will **not be paid out** upon resignation, termination, retirement, or at year-end.
- Paid sick days are intended solely for the employee's personal illness or injury and may not be used for any other purpose.

- Employees must notify management as soon as possible if they are unable to report to work due to illness, in accordance with the Centre's attendance and call-in procedures.

Professional Development

The Centre supports continuous learning.

Employees are encouraged to participate in:

- Workshops
- Conferences
- Online learning
- Licensing training
- Inclusion training
- Behaviour guidance training
- Health and safety education

Professional development strengthens the quality of care provided to children and families.

Employee Recognition

The Centre values employee contributions and believes recognition is an important part of maintaining a positive workplace.

Recognition may include:

- Staff appreciation events
- Certificates
- Professional development opportunities
- Small appreciation gifts
- Early leave with pay
- Other recognition determined by management

Recognition programs are discretionary and may change at any time.

Wage Increases

The Centre is committed to recognizing and rewarding employees who consistently demonstrate excellence in their work. Wage increases are **not automatic** and are **not based solely on length of service or annual employment anniversaries**.

Employee compensation is reviewed periodically at the discretion of management. Wage increases are considered based on a combination of factors, including:

- Overall job performance.
- Attendance, punctuality, and reliability.
- Professionalism, teamwork, and positive attitude.
- Ability to follow Centre policies, procedures, and licensing requirements.
- Initiative, leadership, and willingness to accept additional responsibilities.
- Quality of care and interactions with children, families, and co-workers.
- Education, training, and professional development.
- Operational needs and the Centre's financial position.

The Centre believes employees who consistently exceed expectations and make meaningful contributions to the success of the Centre should be recognized. Employees who go **above and beyond** their regular job responsibilities and demonstrate exceptional dedication, initiative, and commitment may be considered for a wage increase.

Completing a certain period of employment does **not** automatically entitle an employee to a wage increase. All wage increases are at the sole discretion of management and are determined based on individual merit, overall performance, contributions to the Centre, and the operational needs and financial position of the Centre.

Payroll

Employees are paid **once per month**.

- The payroll period runs from the **25th of one month to the 24th of the following month**.
- Payday is **on or about the 30th of each month**. If the 25th falls on a weekend or statutory holiday, payroll will be processed on the nearest business day whenever possible.
- All wages are paid in accordance with applicable Alberta Employment Standards legislation, and all required statutory deductions will be made.
- Employees are responsible for reviewing their pay statements and reporting any payroll discrepancies to management as soon as possible.
- Employees must ensure that their banking information, mailing address, and other personal information remain current to avoid delays in payment.

Payroll Confidentiality

The Centre treats all payroll records and compensation information maintained by the Centre as confidential.

Employees are expected to conduct themselves professionally and respectfully regarding compensation matters. While employees may choose whether or not to share their own compensation, the Centre expects employees to refrain from engaging in gossip, rumours, or discussions that create conflict, disrupt the workplace, damage morale, or interfere with a positive and respectful work environment.

Any employee who uses payroll or compensation discussions to intimidate, harass, bully, create workplace conflict, or otherwise engage in unprofessional conduct may be subject to disciplinary action, up to and including termination of employment, depending on the seriousness of the conduct.

The Centre is committed to maintaining a respectful, professional, and collaborative workplace, and all employees are expected to contribute positively to that environment.

Resignation

Employees who choose to resign are requested to provide a minimum of **two (2) weeks written notice**.

Providing adequate notice assists the Centre in maintaining continuity of care for children and families.

Upon resignation, employees must return all Centre property, including:

- Keys
- Access cards
- Centre equipment
- Electronic devices
- Documents
- Uniforms (if applicable)

Final pay will be issued in accordance with Alberta Employment Standards legislation.

Exit Interviews

The Centre may request an exit interview when employment ends.

The purpose of the interview is to:

- Obtain employee feedback.
- Identify opportunities for improvement.
- Ensure Centre property has been returned.
- Review ongoing confidentiality obligations.

Participation is encouraged but voluntary.

Our Commitment

The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care are committed to maintaining fair, consistent, and transparent employment practices.

We value our employees and strive to provide a respectful, supportive, and rewarding workplace where individuals are encouraged to grow professionally while providing exceptional care to the children and families we serve.

★ **Employee Success Philosophy (NEW)**

We believe every employee has the ability to succeed when provided with:

- Clear expectations
- Ongoing coaching
- Respectful communication
- Professional development
- Supportive leadership
- Constructive feedback
- Recognition for achievements

Our goal is not simply to supervise employees—it is to help every employee become the best educator they can be.

By investing in our employees, we strengthen our programs, support our families, and create brighter futures for the children in our care.

SECTION 8

TRAINING, PERFORMANCE MANAGEMENT & PROFESSIONAL DEVELOPMENT

Our Commitment to Professional Growth

At The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD), we believe that learning never stops.

We are committed to providing employees with opportunities to develop their knowledge, skills, and confidence through ongoing education, mentoring, coaching, and professional development.

By investing in our employees, we strengthen our programs, improve outcomes for children, and create a positive workplace culture built on continuous improvement.

Orientation

Every new employee must complete the Centre's orientation program before working independently with children.

Orientation includes, but is not limited to:

- Centre philosophy
- Employee Handbook
- Parent Handbook
- Alberta Child Care Licensing requirements
- Health and Safety
- Emergency procedures
- Active supervision
- Child guidance
- Confidentiality
- Documentation
- Daily routines
- Classroom expectations
- Programming
- Cleaning and sanitizing procedures
- Medication procedures
- Playground supervision
- Transportation procedures (where applicable)

Employees are encouraged to ask questions throughout the orientation process.

Mandatory Training

Employees are required to participate in mandatory training as determined by the Centre.

Training may include:

- First Aid & CPR
- Child Care Licensing updates
- Occupational Health & Safety
- Emergency procedures
- Child abuse recognition and reporting
- Behaviour guidance
- Active supervision
- Inclusion and diversity
- Infection prevention and control
- Safe sleep practices
- Playground safety
- Transportation safety
- Food safety

- Privacy and confidentiality
- Workplace harassment
- WHMIS
- Fire safety
- Evacuation procedures

Attendance at mandatory training is a condition of employment.

CPR & First Aid Certification

Employees working directly with children must maintain valid First Aid and CPR certification that meets Alberta Child Care Licensing requirements.

Employees are responsible for:

- Monitoring certificate expiry dates.
- Renewing certification before expiry.
- Providing updated certificates to Administration.

Failure to maintain valid certification may result in removal from the work schedule until certification requirements are met.

Alberta Early Childhood Educator Certification

Employees must maintain the Alberta Early Childhood Educator Certification required for their position.

Employees are responsible for:

- Keeping certification current.
- Reporting any changes to certification status.
- Providing updated documentation.

Any change affecting certification eligibility must be reported immediately.

Staff Meetings

Staff meetings are an important part of communication, collaboration, and professional development.

Meetings may include:

- Licensing updates
- Programming
- Child development
- Behaviour guidance

- Health and Safety
- New policies
- Upcoming events
- Classroom planning
- Professional learning
- Team discussions

Attendance at mandatory meetings is expected.

Employees unable to attend must review meeting minutes and obtain any information they missed.

Professional Development

Employees are encouraged to participate in ongoing professional development throughout the year.

Examples include:

- Conferences
- Workshops
- Webinars
- College courses
- Government training
- Inclusion training
- Behaviour support training
- Leadership development

Continuous learning helps ensure high-quality care and supports professional growth.

Coaching

Coaching is intended to support employee success.

Employees may receive coaching regarding:

- Classroom management
- Child supervision
- Parent communication
- Documentation
- Programming
- Professionalism
- Teamwork
- Leadership
- Time management

Coaching is an opportunity to learn and improve.

Employees are encouraged to actively participate and ask questions.

Mentoring

New employees may be paired with experienced educators during their orientation and transition period.

Mentors provide guidance by:

- Demonstrating best practices.
- Answering questions.
- Providing encouragement.
- Assisting with classroom routines.
- Supporting professional growth.

Mentoring helps new employees build confidence and successfully integrate into the Centre.

Performance Evaluations

Performance evaluations help employees recognize strengths and identify opportunities for growth.

Evaluations may include:

- Child supervision
- Programming
- Communication
- Professionalism
- Attendance
- Teamwork
- Initiative
- Reliability
- Leadership
- Documentation
- Compliance with Centre policies

Performance reviews may occur:

- At the end of probation.
- Annually.
- As needed.
- Following coaching or performance improvement plans.

Employees are encouraged to participate openly in the evaluation process.

Performance Improvement Plans

Where performance concerns exist, management may implement a Performance Improvement Plan (PIP).

A PIP is designed to:

- Clearly identify concerns.
- Establish expectations.
- Provide coaching.
- Offer additional support.
- Establish timelines for improvement.

The Centre is committed to helping employees succeed whenever possible.

Failure to demonstrate improvement may result in further corrective action.

Career Development

The Centre encourages employees to pursue career advancement.

Employees interested in future leadership opportunities are encouraged to discuss career goals with management.

Leadership opportunities may include:

- Room Lead
- Floor Supervisor
- Assistant Director
- Director
- Special project leadership
- Mentoring new employees

The Centre values internal promotion whenever possible.

Continuous Improvement

Every employee is encouraged to contribute ideas that improve:

- Programming
- Safety
- Communication
- Parent satisfaction
- Staff morale

- Efficiency
- Quality of care

Suggestions are always welcome.

The Centre believes continuous improvement benefits children, families, and employees alike.

Employee Accountability

Professional development is a shared responsibility.

Employees are expected to:

- Participate in required training.
- Maintain certifications.
- Accept feedback professionally.
- Demonstrate a willingness to learn.
- Apply new knowledge in daily practice.
- Support coworkers.
- Model professionalism.

Employees who refuse mandatory training or repeatedly fail to meet professional expectations may be subject to corrective action.

Recognition of Excellence

Management believes outstanding performance deserves recognition.

Employees demonstrating exceptional professionalism, leadership, initiative, teamwork, innovation, and dedication to children and families may be recognized through:

- Staff appreciation awards
- Leadership opportunities
- Professional development sponsorship
- Special projects
- Public recognition
- Additional responsibilities
- Other recognition determined by management

Recognition programs are intended to celebrate employee contributions and encourage continued excellence.

Our Commitment

The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care are committed to fostering a culture of learning, collaboration, and professional excellence.

By investing in our employees, supporting continuous improvement, and recognizing success, we create a workplace where educators thrive and children receive exceptional care.

★ Learning Philosophy (NEW)

We believe every day presents an opportunity to learn.

Whether through formal education, coaching, reflection, collaboration, or experience, every employee has the ability to grow professionally.

We encourage curiosity, innovation, and lifelong learning while maintaining the highest standards of professionalism and child care.

When educators continue to learn, children benefit the most.

SECTION 9

DAILY WORKPLACE EXPECTATIONS

Our Expectations

Every employee contributes to creating a safe, welcoming, and professional environment for children, families, coworkers, and visitors.

Employees are expected to conduct themselves professionally at all times and demonstrate respect, integrity, accountability, and teamwork in every aspect of their work.

Our expectations apply while:

- Working at either Centre.

- Supervising children.
- Attending meetings or training.
- Participating in field trips.
- Representing the Centre within the community.
- Communicating electronically regarding Centre business.

Employees are expected to remember that they are role models for children every day.

Professional Appearance

Employees are expected to present a clean, neat, and professional appearance that reflects positively on the Centre.

Clothing should be:

- Clean.
- Neat.
- Appropriate for working with young children.
- Comfortable enough to actively participate in indoor and outdoor activities.
- Safe for lifting, bending, sitting on the floor, and playground supervision.

Employees should always dress in a manner that reflects professionalism while allowing them to safely perform all job responsibilities.

Dress Code

Employees are expected to wear clothing that is appropriate for an early learning environment.

Clothing must:

- Cover the chest, midriff, and back.
- Be free from offensive language or graphics.
- Allow safe movement throughout the day.
- Be appropriate for indoor and outdoor play.

The following are **not** appropriate for work:

- Clothing that is excessively revealing.
- Transparent clothing without appropriate layering.
- Clothing displaying offensive language, alcohol, drugs, violence, or inappropriate images.
- Clothing that presents a safety hazard.

Management reserves the right to determine whether attire is appropriate.

Employees arriving in inappropriate attire may be asked to return home to change.

Footwear

Because employees spend much of the day walking, lifting, playing, and supervising children, appropriate footwear is essential.

Employees are expected to:

- Wear clean, supportive shoes.
- Have separate indoor and outdoor footwear whenever possible.
- Wear shoes suitable for playground supervision and emergency evacuations.

Open-toed shoes or footwear that creates a safety risk should be avoided.

Personal Hygiene

Employees are expected to maintain a high standard of personal hygiene.

Employees should:

- Practice regular hand washing.
- Maintain good oral hygiene.
- Wear clean clothing daily.
- Use deodorant or other appropriate hygiene products.
- Keep fingernails clean and appropriate for working with children.

Good hygiene promotes health, professionalism, and positive role modelling.

Jewellery

Jewellery should not interfere with the safe supervision of children.

Employees should avoid:

- Long necklaces.
- Large hoop earrings.
- Sharp jewellery.
- Accessories that children can easily grab.

The Centre is not responsible for lost or damaged personal jewellery.

Dress For Weather

Employees are expected to maintain a clean, neat, professional, and appropriate appearance at all times while representing the Centre.

As childcare is an active profession, staff are expected to dress in clothing that allows them to safely supervise, participate in activities, and interact with children throughout the day.

Employees are required to go outdoors with the children **every day**, weather permitting, in all seasons. Staff must arrive at work dressed appropriately for the weather and prepared to spend extended periods of time outside.

This includes, but is not limited to:

- **Summer:** Comfortable clothing, sun hat or cap, sunscreen, and appropriate closed-toe footwear.
- **Winter:** Warm winter coat, snow pants, winter boots, hat, mittens or gloves, and clothing suitable for cold weather.
- **Spring/Fall:** Weather-appropriate layers, rain jacket, waterproof footwear, and other clothing necessary for changing weather conditions.

Open-toed shoes, flip-flops, high heels, or clothing that restricts movement or creates a safety hazard are not permitted while working with children.

Employees who arrive unprepared for outdoor supervision may be required to obtain appropriate clothing before beginning their shift or may be subject to corrective action if the issue continues.

Maintaining appropriate attire is a condition of employment, as outdoor supervision is an essential responsibility of all childcare staff.

Personal Belongings

Employees are encouraged to bring only items necessary for work.
Personal belongings should be stored in designated staff areas.
The Centre is not responsible for lost, stolen, or damaged personal property.
Employees should avoid bringing valuable items whenever possible.

Cell Phones & Personal Devices

Children deserve employees who are fully engaged and actively supervising.

Personal electronic devices must not interfere with supervision.

Employees may not:

- Text while supervising.
- Browse social media.
- Watch videos.
- Play games.
- Wear earbuds while working.
- Take personal phone calls during programming.

Personal devices may only be used during scheduled breaks unless authorized by management.

Emergency calls should be discussed with the Director beforehand whenever possible.

Meals & Breaks

Employees are entitled to meal and rest breaks in accordance with Alberta Employment Standards and Centre policy.

Employees are expected to:

- Take breaks only when relieved by another qualified employee.
- Return promptly from breaks.
- Remain available in emergencies if requested.

Children must never be left without appropriate supervision.

Eating Around Children

Employees are role models during meal times.

Employees should:

- Encourage healthy eating habits.
- Model respectful table manners.
- Support positive conversations.

Employees may only consume personal meals during scheduled breaks.

Food intended for children is for children unless management has approved otherwise.

Hot Beverages

For the safety of children:

Hot beverages, including coffee, tea, and hot chocolate, are not permitted in:

- Classrooms.

- Playgrounds.
- Centre vehicles.
- During field trips.
- Any area where children are present.

Hot beverages may only be consumed in designated staff areas during scheduled breaks.

Visitors

All visitors must report to the office immediately upon entering the Centre.

Visitors must:

- Sign in.
- Wear identification when required.
- Be escorted when appropriate.
- Follow Centre policies.

Employees should politely direct unknown individuals to the office.

Any suspicious activity must be reported immediately.

Staff Visitors

Personal visitors are discouraged during working hours.

If necessary:

- Visits should occur during breaks.
- Visitors must remain in approved areas.
- Visitors may not interfere with Centre operations.

Children's supervision always takes priority.

Personal Telephone Calls

Personal calls should be limited to emergencies.

Employees expecting an emergency call should notify the Director before their shift begins.

Use of Centre Property

Employees are expected to use Centre property responsibly.

This includes:

- Equipment.
- Furniture.
- Toys.
- Vehicles.
- Technology.
- Supplies.

Employees must report damaged equipment immediately.

Intentional misuse of Centre property may result in disciplinary action.

Housekeeping Responsibilities

Every employee shares responsibility for maintaining a clean, organized, and welcoming Centre.

Employees are expected to:

- Clean throughout the day.
- Sanitize toys and equipment.
- Disinfect high-touch surfaces.
- Sweep and mop as required.
- Empty garbage.
- Restock supplies.
- Organize classrooms.
- Report maintenance concerns.

A clean environment supports children's health and safety.

Classroom Readiness

Employees are expected to prepare classrooms before children arrive.

Classrooms should be:

- Safe.
- Clean.
- Organized.
- Inviting.
- Developmentally appropriate.
- Fully supplied.

Learning materials should be accessible and ready before programming begins.

Professional Teamwork

Employees are expected to work cooperatively with one another.

This includes:

- Helping coworkers.
- Offering assistance.
- Sharing responsibilities.
- Respecting different opinions.
- Communicating professionally.
- Being flexible.
- Supporting other classrooms when required.

No employee should ever say:

"That's not my job."

Every employee contributes to the success of the Centre.

Daily Professional Expectations

Employees are expected to:

- Smile and greet every child and family.
- Be punctual.
- Maintain professionalism.
- Follow Centre policies.
- Demonstrate patience.
- Protect confidentiality.
- Keep children safe.
- Communicate respectfully.
- Be positive role models.
- Leave each classroom better than they found it.

End-of-Day Responsibilities

Before leaving each shift, employees are expected to:

- Complete assigned cleaning.
- Finish documentation.
- Update communication books or apps.
- Restock classroom supplies.
- Sanitize equipment.
- Organize learning materials.
- Communicate important information to the next educator.

- Ensure classrooms are prepared for the following day.

Our Commitment

Professionalism is demonstrated not only by what we do, but by how we do it.

Every interaction, every conversation, and every decision contributes to the quality of care we provide and the reputation of our Centres.

By working together, maintaining high standards, and supporting one another, we create an environment where children thrive, families feel welcomed, and employees are proud to work.

★ Centre Standard of Excellence (NEW)

At The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care, we strive for excellence every day.

Excellence means:

- Doing the right thing, even when no one is watching.
- Treating everyone with dignity and respect.
- Taking pride in your classroom.
- Being dependable and accountable.
- Supporting your team.
- Putting children first.
- Looking for ways to improve.
- Representing the Centre with professionalism and integrity.

Excellence is not one action—it is the standard we strive to achieve every day.

SECTION 10

PERFORMANCE MANAGEMENT, CORRECTIVE ACTION & DISCIPLINE

Our Philosophy

The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD) believe that employees are most successful when expectations are clear, communication is open, and coaching is provided in a supportive and respectful manner.

Whenever possible, the Centre will work with employees to resolve concerns through coaching, mentoring, education, and performance improvement.

However, employees are expected to accept responsibility for their actions and make reasonable efforts to correct performance concerns.

The Centre reserves the right to determine the appropriate level of corrective action based on the seriousness of the situation.

Corrective Action

Corrective action is intended to improve performance, promote accountability, and maintain a safe and professional workplace.

Corrective action may include, but is not limited to:

- Verbal coaching
- Verbal warning
- Written warning
- Performance Improvement Plan (PIP)
- Suspension with or without pay, where permitted by law
- Demotion (where appropriate)
- Termination of employment

The Centre is not required to follow each step in order and may proceed directly to a higher level of corrective action depending on the seriousness of the conduct.

Coaching

Coaching is often the first step in addressing performance concerns.

Coaching is intended to:

- Clarify expectations.
- Improve performance.
- Provide guidance.
- Support employee success.
- Prevent future concerns.

Employees are expected to actively participate in coaching discussions and make reasonable efforts to improve.

Performance Improvement Plan (PIP)

Where performance concerns continue, the Centre may implement a Performance Improvement Plan.

A Performance Improvement Plan may include:

- Areas requiring improvement.
- Specific performance expectations.
- Coaching and support.
- Timelines for improvement.
- Follow-up meetings.

Successful completion of a Performance Improvement Plan does not prevent future corrective action if concerns reoccur.

Workplace Investigations

The Centre is committed to conducting workplace investigations fairly, respectfully, and confidentially.

Investigations may occur when concerns involve:

- Child safety.
- Licensing compliance.
- Workplace misconduct.
- Harassment.
- Discrimination.
- Theft.
- Fraud.
- Violence.
- Policy violations.
- Confidentiality breaches.
- Professional misconduct.

Employees are expected to:

- Cooperate honestly.
- Provide accurate information.
- Maintain confidentiality.
- Avoid discussing investigations with others unless authorized.

Failure to cooperate with an investigation may result in corrective action.

Administrative Leave

Where appropriate, an employee may be placed on administrative leave while an investigation is conducted.

Administrative leave is not disciplinary action and does not indicate wrongdoing.

The purpose is to:

- Protect children.
- Protect employees.
- Protect the integrity of the investigation.
- Ensure licensing compliance.

Employee Rights During Investigations

Employees involved in workplace investigations will be treated fairly and respectfully.

Whenever appropriate, employees will have an opportunity to:

- Explain their perspective.
- Provide relevant information.
- Respond to concerns.
- Ask questions regarding the investigation process.

The Centre will make every reasonable effort to complete investigations promptly.

Search of Centre Property

The Centre reserves the right to inspect Centre-owned property when there is a legitimate business, licensing, health and safety, or security reason to do so.

This may include:

- Lockers provided by the Centre.
- Desks.
- Filing cabinets.
- Centre computers.
- Centre email accounts.
- Centre-issued electronic devices.
- Centre vehicles.

Personal belongings will not be searched unless permitted by law or with the employee's consent, except where immediate safety concerns or legal obligations require otherwise.

Reporting Concerns

Employees have a responsibility to report concerns involving:

- Child safety.
- Licensing compliance.
- Workplace violence.
- Harassment.
- Bullying.

- Theft.
- Fraud.
- Unsafe practices.
- Ethical concerns.
- Serious policy violations.

Reports made honestly and in good faith will not result in retaliation.

Progressive Discipline

Depending on the circumstances, progressive discipline may include:

Step 1

Verbal Coaching

Step 2

Verbal Warning

Step 3

Written Warning

Step 4

Performance Improvement Plan

Step 5

Suspension (where appropriate)

Step 6

Termination

The Centre reserves the right to bypass any step depending on the seriousness of the misconduct.

Serious Misconduct

Some conduct is considered sufficiently serious that it may result in immediate suspension or termination.

Examples include, but are not limited to:

- Child abuse or neglect.
- Failure to report suspected abuse.
- Leaving children unsupervised.
- Physical punishment.
- Falsification of records.
- Theft.

- Fraud.
- Breach of confidentiality.
- Reporting to work impaired.
- Violence or threats of violence.
- Harassment.
- Possession of illegal drugs.
- Possession of weapons.
- Intentional damage to Centre property.
- Serious licensing violations.
- Dishonesty during an investigation.
- Repeated insubordination.
- Sleeping while supervising children.
- Unauthorized use of children's photographs or confidential information.
- Serious breach of professional boundaries.

This list is not exhaustive.

Resignation

Employees choosing to resign are requested to provide a minimum of two (2) weeks written notice.

Providing adequate notice allows the Centre to maintain continuity of care for children and families.

Employees remain responsible for performing their duties professionally during their notice period unless otherwise directed by management.

Return of Centre Property

Before employment ends, employees must return all Centre property, including:

- Keys.
- Key fobs.
- Identification cards.
- Centre credit cards.
- Uniforms (if applicable).
- Electronic devices.
- Documents.
- Classroom materials.
- Any confidential records.

Employees must not retain copies of confidential Centre information after employment ends.

Exit Interviews

The Centre may request an exit interview before an employee leaves.

Exit interviews provide an opportunity to:

- Discuss the employee's experience.
- Identify opportunities for improvement.
- Review confidentiality obligations.
- Confirm return of Centre property.
- Ensure a professional transition.

Participation is voluntary.

Continuing Obligations After Employment

Even after employment ends, former employees remain responsible for:

- Maintaining confidentiality.
- Protecting children's privacy.
- Protecting employee information.
- Protecting Centre business information.
- Respecting intellectual property.
- Complying with any employment agreements signed during employment.

Confidentiality obligations continue indefinitely unless disclosure is required by law.

Our Commitment

The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care are committed to managing performance concerns fairly, consistently, and respectfully.

Whenever possible, our goal is to support employee success through coaching, communication, education, and collaboration.

When corrective action is necessary, it will be administered professionally, consistently, and in accordance with applicable legislation and Centre policy.

★ Workplace Excellence Commitment (NEW)

Every employee contributes to the success and reputation of our Centres.

We believe that accountability, professionalism, honesty, and continuous improvement create an environment where:

- Children receive exceptional care.
- Families feel confident and respected.

- Employees feel valued and supported.
- Teams work collaboratively.
- High standards are consistently maintained.

By accepting feedback, supporting one another, and striving for excellence every day, we strengthen our Centres and create the best possible environment for children, families, and employees.

SECTION 11

CENTRE OPERATIONS

Hours of Operation

The Children's Centre Daycare & Out of School Care (TCC) and We Care Daycare & Out of School Care (WCD) are open:

Monday through Friday
6:30 a.m. – 5:45 p.m.

The Centre closes promptly at **5:45 p.m. (We are open till 6pm in case parents are delayed late fees after 6 p.m.)**

Employees are expected to report to work on time and remain at work until the end of their scheduled shift unless otherwise approved by management. (10 MIN PRIOR AND 10 MIN AFTER)

Employees should be prepared to begin work immediately at the start of their scheduled shift.

Opening Procedures

Employees assigned to opening shifts are responsible for ensuring the Centre is safe, clean, and ready before children arrive.

Opening duties include:

- Unlocking designated entrances.
- Completing a visual safety inspection.
- Turning on lights where required.
- Checking classrooms.
- Preparing learning environments.
- Completing required safety checks.
- Ensuring emergency exits remain accessible.

- Preparing attendance materials.
- Preparing classroom activities.
- Ensuring washrooms are stocked.
- Reporting concerns immediately.

Children should never enter an unprepared classroom.

Closing Procedures

Employees assigned to closing shifts are responsible for ensuring the Centre is secure before leaving.

Closing duties include:

- Completing classroom cleaning.
- Sanitizing toys and equipment.
- Securing confidential records.
- Turning off lights where appropriate.
- Locking windows and doors.
- Completing final safety checks.
- Emptying garbage where assigned.
- Reporting maintenance concerns.
- Ensuring no child remains in the building.
- Activating security systems where applicable.

A final walk-through should be completed before leaving.

Attendance

Accurate attendance records are required by Alberta Child Care Licensing.

Employees are responsible for ensuring:

- Every child is signed in.
- Every child is signed out.
- Attendance records remain accurate.
- Head counts match attendance records.
- Parents sign children in and out where required.

Attendance records are legal documents and must never be altered or falsified.

Arrival & Departure Procedures

Children must be received by a staff member before responsibility transfers from the parent or guardian to the Centre.

At departure:

- Children will only be released to authorized individuals.
- Identification may be requested.
- Staff will ensure the child leaves safely.

Employees should immediately report any concerns regarding custody or unauthorized pick-up attempts to management.

Transportation

The Centre may provide transportation for field trips, school transportation, and approved activities.

Employees involved in transportation are responsible for:

- Completing attendance checks.
- Conducting head counts.
- Supervising children while boarding and exiting.
- Ensuring every child is accounted for.
- Following all transportation safety procedures.

The bus must always be inspected after every trip to confirm that no child remains on board.

Field Trips

Field trips provide valuable learning experiences for children.

Employees participating in field trips are expected to:

- Maintain active supervision.
- Carry emergency information.
- Carry first aid supplies / emergency medication as needed
- Conduct frequent head counts.
- Follow transportation procedures.
- Ensure children remain with the group.
- Wear Centre identification where required.

Child safety remains the highest priority during all outings.

Playground Safety

Employees supervising outdoor play are responsible for:

- Inspecting playground equipment before use.

- Monitoring children continuously.
- Positioning themselves throughout the playground.
- Conducting regular head counts.
- Reporting hazards immediately.
- Following active supervision practices.
- Engaging play with children

Children should never be left unsupervised outdoors.

Water Play

Water play is an enjoyable activity that also requires increased supervision.

Employees must:

- Maintain constant supervision.
- Follow approved staff-to-child ratios.
- Ensure children use appropriate swimwear or clothing as directed by the Centre.
- Follow Centre water play procedures.
- Monitor children closely for safety.

Children must never be left unattended during water activities.

Severe Weather

Outdoor play may be modified or cancelled due to:

- Extreme heat.
- Extreme cold.
- Poor air quality.
- Severe storms.
- High winds.
- Other hazardous weather conditions.

Management will determine whether outdoor activities should proceed based on current weather conditions and applicable health recommendations.

Inclement Weather & Emergency Closures

The Centre will make every reasonable effort to remain open during adverse weather conditions.

However, the Centre may close or delay opening due to:

- Severe weather.
- Power outages.

- Flooding.
- Fire.
- Natural disasters.
- Building emergencies.
- Public health emergencies.
- Other circumstances affecting the safety of children or employees.

Employees will be notified as soon as reasonably possible through approved communication methods.

Visitors

All visitors must report directly to the office upon arrival.

Visitors may include:

- Families.
- Licensing officers.
- Therapists.
- Contractors.
- Community professionals.
- Volunteers.
- Students.

Visitors must follow all Centre policies while on the premises.

Employees should politely escort unknown individuals to the office.

Security

Employees play an important role in maintaining Centre security.

Employees are expected to:

- Ensure exterior doors remain secured / locked between 9 am to 3 pm.
- Prevent unauthorized entry.
- Challenge unfamiliar individuals respectfully when appropriate.
- Report suspicious activity immediately.
- Protect confidential records.
- Secure classrooms at the end of the day.
- ID anyone who is unfamiliar.

Child safety must always remain the highest priority.

Centre Equipment

Employees are expected to care for Centre property responsibly.

Equipment should be:

- Used safely.
- Cleaned regularly.
- Stored properly.
- Reported if damaged.

Employees should never remove Centre property without authorization.

Employees are expected to treat all Centre property, equipment, furniture, toys, learning materials, technology, vehicles, and supplies with care and respect.

Normal wear and tear is expected and is considered part of the regular operation of the Centre. Employees will not be held responsible for damage resulting from ordinary use.

However, employees may be held responsible for damage or loss resulting from negligence, misuse, reckless behaviour, intentional damage, or failure to follow Centre policies and procedures.

Any damaged, broken, or missing Centre property must be reported to the Director or Executive Director immediately.

Where damage is determined to have resulted from negligence, misuse, or intentional misconduct, the Centre will investigate the circumstances and may take appropriate corrective action. Where permitted by law and with the employee's written authorization, the Centre may seek reimbursement for the cost of repair or replacement. Any deductions from wages will only be made in accordance with Alberta Employment Standards legislation.

Employees are expected to help protect Centre property by using equipment properly, reporting maintenance concerns promptly, and taking reasonable care of all Centre resources.

Maintenance Requests

Employees should immediately report:

- Broken equipment.
- Damaged furniture.
- Plumbing issues.
- Heating or cooling concerns.
- Playground hazards.
- Electrical concerns.
- Water leaks.

- Safety hazards.

Prompt reporting helps maintain a safe environment for everyone.

Employees are responsible for maintaining and caring for all Centre property, equipment, furniture, toys, learning materials, and supplies assigned to their classroom or work area.

All equipment and materials must be used appropriately, kept clean, stored properly, and reported to management if damaged, missing, or in need of repair.

Employees are expected to take reasonable care to prevent unnecessary damage through negligence, misuse, or intentional acts.

Normal wear and tear is expected and will not be the responsibility of the employee. However, if Centre property or equipment is damaged, lost, or destroyed as a result of an employee's negligence, misuse, or intentional misconduct, the employee may be held responsible for the replacement or repair costs, to the extent permitted by applicable law.

Failure to properly care for Centre property may also result in disciplinary action.

Housekeeping

Every employee shares responsibility for maintaining a clean Centre.

Daily responsibilities include:

- Cleaning classrooms.
- Sanitizing toys.
- Cleaning tables.
- Sweeping floors.
- Organizing learning materials.
- Emptying garbage.
- Restocking supplies.

A clean environment supports children's health, safety, and well-being.

Centre Keys & Security Codes

Employees issued keys, fobs, alarm codes, or access cards are responsible for maintaining their security.

Employees must not:

- Share access codes.

- Lend keys.
- Duplicate keys.
- Permit unauthorized access.

Lost keys or security devices must be reported immediately.

Emergency Contacts

Emergency contact information must remain accurate and readily available.

Employees should know where emergency information is stored and how to access it during emergencies.

Emergency contact information must remain confidential.

Continuous Quality Improvement

The Centre is committed to continually improving programs, policies, and services.

Employees are encouraged to:

- Share ideas.
- Recommend improvements.
- Participate in Centre initiatives.
- Support licensing improvements.
- Contribute to positive change.

Continuous improvement benefits children, families, employees, and the community.

Our Commitment

The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care are committed to providing safe, organized, and efficient operations that support exceptional care for children and families.

Every employee contributes to the daily success of the Centre by maintaining high standards, following policies, working collaboratively, and placing children's health, safety, and well-being first.

★ Operational Excellence (NEW)

Excellence in child care is built on consistency.

By arriving prepared, maintaining safe classrooms, following procedures, communicating effectively, and working together, we create an environment where children feel secure, families feel confident, and employees take pride in their work.

Every task—whether supervising children, preparing activities, cleaning classrooms, or supporting coworkers—contributes to the success of our Centres.

Professionalism, teamwork, and consistency are the foundation of exceptional early learning and child care.

SECTION 12

JOB DESCRIPTIONS, ROLES & RESPONSIBILITIES

Purpose

Job descriptions provide employees with a general overview of their responsibilities and performance expectations. They are intended to clarify roles while supporting teamwork and accountability.

Due to the nature of child care, employees may occasionally be asked to perform duties outside their primary job description that are consistent with their qualifications and the operational needs of the Centre.

All employees are expected to work cooperatively, maintain professionalism, and place the health, safety, and well-being of children first.

Owner / Executive Director

Position Summary

The Owner/Executive Director is responsible for the overall leadership, strategic direction, financial management, licensing compliance, and daily operation of The

Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care.

Responsibilities

- Ensure compliance with Alberta Child Care Licensing, Employment Standards, Occupational Health and Safety, Public Health, and all applicable legislation.
- Oversee the daily operation of both Centres.
- Develop and implement Centre policies and procedures.
- Ensure children's health, safety, and well-being.
- Maintain licensing requirements and capacity.
- Manage budgets and financial operations.
- Recruit, hire, and retain qualified staff.
- Conduct employee evaluations.
- Support professional development.
- Foster positive relationships with families and community partners.
- Respond to parent concerns and complaints.
- Oversee investigations and serious incidents.
- Ensure continuous quality improvement.
- Represent the Centres professionally within the community.

Director

Position Summary

The Director is responsible for the day-to-day operation of the Centre and provides leadership, supervision, coaching, and support to employees while ensuring compliance with licensing requirements and Centre policies.

Responsibilities

- Supervise employees.
- Maintain licensing compliance.
- Ensure staff ratios are maintained.
- Support classroom programming.
- Complete employee observations and evaluations.
- Provide coaching and mentoring.
- Communicate with families.
- Conduct tours.
- Monitor child development.
- Ensure accurate documentation.
- Respond to emergencies.
- Coordinate field trips.
- Promote teamwork.
- Support a positive workplace culture.

Assistant Director

Position Summary

The Assistant Director supports the Director in the daily operation of the Centre and assumes leadership responsibilities in the Director's absence.

Responsibilities

- Support classroom operations.
- Assist with scheduling.
- Monitor attendance.
- Support licensing compliance.
- Assist with parent communication.
- Support staff orientation.
- Complete observations.
- Assist with programming.
- Help organize Centre events.
- Support employee development.
- Perform administrative duties as assigned.

Floor Supervisor / Room Lead

Position Summary

The Floor Supervisor provides leadership within their assigned classroom while supporting educators, ensuring licensing compliance, and maintaining a safe, engaging learning environment.

Responsibilities

- Supervise classroom operations.
- Support educators.
- Maintain classroom organization.
- Ensure ratios are maintained.
- Monitor child safety.
- Support programming.
- Complete observations.
- Communicate with families.
- Mentor new employees.
- Maintain documentation.
- Ensure classrooms remain clean and organized.

Early Childhood Educator

Position Summary

Early Childhood Educators provide safe, nurturing, developmentally appropriate care while supporting children's learning through play, exploration, and positive relationships.

Responsibilities

- Supervise children at all times.
- Maintain active supervision.
- Plan and implement engaging programming.
- Complete observations.
- Support children's development.
- Maintain positive relationships with families.
- Complete daily documentation.
- Ensure children's health and safety.
- Maintain classroom cleanliness.
- Attend meetings and training.
- Follow Centre policies.
- Work cooperatively with coworkers.

Inclusion Educator

Position Summary

The Inclusion Educator provides additional support to children requiring individualized programming while promoting inclusion within the classroom.

Responsibilities

- Support children with diverse needs.
- Follow individual support plans.
- Work collaboratively with therapists and specialists.
- Maintain confidentiality.
- Complete observations.
- Support classroom educators.
- Promote independence.
- Encourage inclusion.
- Document progress.
- Communicate professionally with families and specialists.

Out of School Care Educator

Position Summary

Out of School Care Educators provide a safe, engaging, and enjoyable environment for school-age children before school, after school, and during school breaks.

Responsibilities

- Supervise children.
- Maintain active supervision.
- Plan age-appropriate activities.
- Support homework when appropriate.
- Conduct attendance and head counts.
- Supervise transportation.
- Support field trips.
- Promote positive behaviour.
- Maintain safety.
- Build positive relationships with children and families.

Cook / Kitchen Staff (If Applicable)

Position Summary

Kitchen staff prepare nutritious meals and snacks while maintaining food safety standards and accommodating dietary requirements.

Responsibilities

- Prepare meals.
- Follow Canada Food Guide recommendations where applicable.
- Maintain food safety.
- Monitor allergies.
- Maintain kitchen cleanliness.
- Record temperatures.
- Manage food inventory.
- Follow Public Health requirements.

Bus Driver (If Applicable)

Position Summary

Bus Drivers safely transport children while ensuring all transportation policies are followed.

Responsibilities

- Conduct vehicle inspections.
- Maintain required licences.
- Follow traffic laws.
- Complete attendance.
- Conduct head counts.
- Inspect the bus after every trip.

- Report maintenance concerns.
- Communicate with staff.
- Ensure child safety at all times.

Students & Practicum Students

Position Summary

Students provide additional support while completing educational requirements under the supervision of qualified educators.

Responsibilities

- Follow Centre policies.
- Maintain confidentiality.
- Participate in programming.
- Assist educators.
- Complete assigned learning activities.
- Accept feedback.
- Maintain professionalism.
- Never be left alone to supervise children unless permitted under legislation and Centre policy.

Volunteers

Position Summary

Volunteers assist employees by supporting classroom activities and daily routines under the direct supervision of Centre staff.

Responsibilities

- Follow Centre policies.
- Maintain confidentiality.
- Support educators.
- Interact positively with children.
- Maintain professionalism.
- Follow staff direction.
- Never replace qualified employees.
- Never be left alone with children.
- Follow Alberta Child Care Licensing regulations
- Must provide Police Clearance / Vulnerable Sector Search

Responsibilities of Every Employee

Regardless of position, every employee is expected to:

- Place children's health, safety, and well-being first.
- Maintain active supervision.
- Follow Alberta Child Care Licensing regulations.
- Must provide Police Clearance / Vulnerable Sector Search
- Follow Centre policies.
- Protect confidentiality.
- Work respectfully with coworkers.
- Maintain positive relationships with families.
- Complete documentation accurately.
- Maintain professional boundaries.
- Report concerns immediately.
- Participate in ongoing learning.
- Maintain required certifications.
- Support a positive workplace culture.
- Represent the Centre professionally at all times.

Flexibility of Duties

Child care is a team environment.

Employees may occasionally be required to assist in other classrooms, support different age groups, perform cleaning and organizing duties, assist with transportation or field trips, or complete other reasonable tasks related to the operation of the Centre.

Employees are expected to demonstrate flexibility and teamwork while ensuring all assigned duties remain within their qualifications, training, and applicable licensing requirements.

Performance Expectations

Successful employees consistently demonstrate:

- Professionalism.
- Reliability.
- Accountability.
- Respect.
- Compassion.
- Teamwork.
- Initiative.
- Flexibility.
- Integrity.
- Excellent communication.
- Commitment to children's learning and development.
- A positive attitude.

These qualities contribute to the success of our Centres and the high-quality care we provide.

Our Commitment

Every position within The Children's Centre Daycare & Out of School Care and We Care Daycare & Out of School Care plays an important role in creating a safe, inclusive, and engaging environment where children can learn, grow, and thrive.

By working together as one team, maintaining high professional standards, and placing children first in every decision, we fulfill our shared commitment to providing exceptional early learning and child care for every child and family we serve.

SECTION 13

APPENDICES

The following appendices form part of this Employee Handbook. Employees are expected to become familiar with these procedures and follow them as required.

The Centre reserves the right to update or revise these appendices as legislation, licensing requirements, or operational needs change.

APPENDIX A

Emergency Procedures

The safety of children, employees, families, and visitors is our highest priority.

Every employee must be familiar with all emergency procedures before working independently.

Emergency procedures include, but are not limited to:

- Fire
- Medical Emergency
- Missing Child
- Lockdown
- Hold and Secure
- Shelter in Place
- Evacuation
- Severe Weather
- Utility Failure
- Gas Leak
- Flood
- Bus Breakdown

- Serious Injury
- Community Emergency

Emergency evacuation maps are posted throughout the Centre.

Employees are responsible for:

- Remaining calm.
- Supervising children at all times.
- Bringing attendance records and emergency information.
- Conducting head counts.
- Following directions from emergency personnel.
- Reporting missing children immediately.
- Completing required documentation following any emergency.

Fire and emergency drills will be conducted in accordance with Alberta Child Care Licensing requirements.

APPENDIX B

Opening Checklist

Opening employees are responsible for ensuring the Centre is safe and ready before children arrive.

Daily opening duties include:

- ☐ Unlock designated entrances.
- ☐ Disarm alarm system (where applicable).
- ☐ Turn on lights.
- ☐ Complete classroom safety inspection.
- ☐ Inspect playground (if used immediately).
- ☐ Ensure emergency exits are clear.
- ☐ Check bathrooms.
- ☐ Stock paper towel, soap and toilet paper.
- ☐ Prepare activities.
- ☐ Complete attendance materials.

- ☐ Ensure first aid supplies are available.
- ☐ Check medication storage.
- ☐ Ensure classrooms are clean and organized.
- ☐ Report maintenance concerns immediately.

APPENDIX C

Closing Checklist

Closing employees are responsible for ensuring the Centre is secure before leaving.

Daily closing duties include:

- ☐ Complete classroom cleaning.
- ☐ Sanitize toys.
- ☐ Clean tables and chairs.
- ☐ Sweep and mop floors.
- ☐ Empty garbage.
- ☐ Restock classroom supplies.
- ☐ Secure confidential information.
- ☐ Lock windows.
- ☐ Lock exterior doors.
- ☐ Complete final head count.
- ☐ Ensure all children have been picked up.
- ☐ Turn off lights where appropriate.
- ☐ Set alarm system (if applicable).
- ☐ Report concerns to management.

APPENDIX D

Cleaning & Sanitizing Schedule

Maintaining a clean environment protects children, employees, and families.

Employees are expected to follow the Centre's cleaning schedule.

Daily:

- Tables and chairs
- Washrooms
- High-touch surfaces
- Toys used that day
- Floors
- Door handles
- Cubbies (as needed)
- Walls
- Doors

Weekly:

- Shelving
- Dramatic play equipment
- Windows (interior)
- Classroom storage bins
- Cot storage areas

Bi-Weekly:

- Toy rotation and deep cleaning
- Classroom organization
- Outdoor equipment
- Storage areas
- Deep Clean Walls (as needed)
- Deep Clean Doors (as needed)

Monthly:

- Deep classroom cleaning
- Large equipment
- Inventory review
- Maintenance inspection
- Sleeping Beds

Cleaning schedules may be adjusted during outbreaks or public health recommendations.

APPENDIX E

Medication Administration Procedure

Before administering medication, employees must ensure:

- ☐ Parent authorization has been completed.
- ☐ Medication is in original container.
- ☐ Child's name is on medication.
- ☐ Medication has not expired.
- ☐ Dosage instructions are clear.

Immediately after administration:

- ☐ Record medication.
- ☐ Record date and time.
- ☐ Initial medication log.
- ☐ Return medication to secure storage.

If an error occurs:

- ☐ Notify Director immediately.
- ☐ Contact parent.
- ☐ Seek medical advice if necessary.
- ☐ Complete Incident Report.

APPENDIX F

Incident & Injury Reporting

Whenever an incident or injury occurs employees must:

1. Ensure child safety.

2. Provide First Aid if required.
3. Notify Director.
4. Contact parent when appropriate.
5. Complete Incident Report before the end of the shift.

Incident reports should contain:

- Date
- Time
- Location
- Objective description
- First Aid provided
- Witnesses
- Parent notification
- Employee signature

Documentation should always be factual and objective.

APPENDIX G

Behaviour Documentation

Behaviour documentation assists employees in identifying patterns and developing appropriate support strategies.

Documentation should include:

- Date
- Time
- Location
- Trigger
- Behaviour observed
- Staff response
- Outcome
- Follow-up required

Documentation should never include:

- Opinions
- Labels
- Assumptions
- Diagnoses

Only factual observations should be recorded.

APPENDIX H

Program Planning Expectations

Programming is completed on a weekly basis and is the shared responsibility of the classroom team.

Planning should:

- Reflect children's interests.
- Support all areas of development.
- Include indoor and outdoor experiences.
- Encourage exploration and creativity.
- Follow the FLIGHT Framework.
- Reflect observations completed throughout the week.

Planning sheets:

- Must be submitted to the Director every **Thursday** for review.
- Must be posted in the classroom by **Friday** for the following week.
- Will be filed after use.

Employees are provided with planning time during working hours whenever operationally possible.

Planning time may also be used for:

- Observations.
- Toy washing.
- Classroom organization.
- Documentation.
- Classroom preparation.
- Supporting other classrooms as directed.

APPENDIX I

Employee Acknowledgement

I acknowledge that I have received a copy of **The Children's Centre Daycare & Out of School Care / We Care Daycare & Out of School Care Employee Handbook**.

I understand that it is my responsibility to read, understand, and comply with all policies, procedures, and expectations contained within this handbook and any future revisions issued by the Centre.

I understand that failure to comply with Centre policies may result in corrective action, up to and including termination of employment.

I further acknowledge that this handbook is intended as a guide and does not constitute a contract of employment.

Employee Name: _____

Employee Signature: _____

Date: _____

Director/Witness: _____

APPENDIX J

Confidentiality Agreement

I understand that during my employment I may have access to confidential information regarding:

- Children
- Families
- Employees
- Financial information
- Licensing matters
- Business operations
- Medical information
- Assessments
- Incident reports

I agree that I will not disclose confidential information during or after my employment except as required by law or authorized by the Centre.

I understand that failure to maintain confidentiality may result in disciplinary action, including termination of employment and possible legal action.

Employee Name: _____

Employee Signature: _____

Date: _____

APPENDIX K

Important Contact Numbers

Include current contact information for:

- Executive Director
- Director
- Assistant Director
- Alberta Child Care Licensing
- Child Care Connect
- Children's Services
- Child Intervention
- Alberta Health Link (811)
- Poison Centre
- Police
- Fire Department
- EMS
- Utility Providers
- Building Maintenance
- Security Company
- WCB Alberta
- Occupational Health & Safety

Review and update this list annually or whenever contact information changes.

★ FINAL PAGE

Our Commitment to Excellence

At **The Children's Centre Daycare & Out of School Care** and **We Care Daycare & Out of School Care**, we believe that exceptional child care is built on strong relationships, professionalism, integrity, and a shared commitment to excellence.

Every employee plays an essential role in creating an environment where children feel safe, valued, respected, and inspired to learn.

By working together, supporting one another, embracing continuous learning, and always placing children first, we strengthen our Centres and the communities we serve.

We thank you for your dedication, compassion, and commitment to making a positive difference in the lives of children and families every day.

Together, we are shaping brighter futures—one child, one family, and one meaningful relationship at a time.