

Edmonton Educational Daycare Group

Parent Handbook



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Welcome

Welcome to Edmonton Educational Daycare Group! This handbook is intended to answer any questions you may have about our Centers.

Mission Statement

Edmonton Educational Daycare Group is partnered with parents, educators and the community. We exist to provide a safe and developmentally appropriate environment for preschool and school age children. The basis of our program is creating an educational - learning through play environment. Our focus is to provide a stimulating early care and educational experience. This promotes each child's social, physical, intellectual, emotional and cognitive development. Our goal is to support children's desire to be life-long learners within a multicultural, diverse and stimulating childcare setting.



Philosophy

At Edmonton Educational Daycare Group we believe in the delivery of a high-quality childcare program; in support of families within a multicultural community. The program is geared towards providing the maximum opportunity for the child to develop in all areas of growth; physically, socially, emotionally and intellectually. The Center provides a safe nurturing environment for each child and acts as a supplement by providing loving care and protection similar to what their parents provide. All interactions between staff, children and their families are guided by mutual respect for individuals and their special qualities.

What Makes Educational Daycare Group Different?

Our program is intended to familiarize children of their feelings and means for expressing those feelings by the use of free choice and educational programming. Thus, providing an environment where the child learns to share and reflect on the needs and concerns of others. The program provides individual attention to each child's strengths and needs. We provide an opportunity to participate in the decision making process: to change the physical environment, decide where to go on fieldtrips, decide how food will be served or to plan his or her own part in the Center. Children are also encouraged to have a sense of autonomy and responsibility using a child-directed focus. Further, it also encourages parental participation or involvement in all aspects of the program. The staff set the stage carefully in this program, and then act as a resource to the children rather than initiator of the program. It is our belief that children need love and nurturing, in order for them to grow and become successful individuals in life.

Hours of Operation

Tipaskan Educational Daycare and Central Millwood's Daycare are open from 6:30 AM to 5:30 PM, Little Scholars Childcare EPCOR Tower is open from 7:30 AM to 5:30 PM Monday through Friday. All centers are closed on statutory holidays. A posted notice on the Parent Information Board in the front hallway or in the doorway entry will inform you of specific closure days.

Our Staff

The staff at Edmonton Educational Daycare Group is qualified; as required by Provincial Staff Qualifications of Alberta. Educational Daycare Group is family owned and operated. Our family has been in the childcare industry for over twenty-five (25) years. Our passion is to provide quality education and care for children while promoting self-esteem and empathy towards others. Our goal within all Center's is to take an educational approach to childcare while creating opportunities for developmental growth of children through play and theme based activities. All staff have their Child Development Assistant, Child Development Worker or Child Development Supervisor Certification and have recent police/security clearance checks, and are trained in Child Care First Aid and CPR. All staff are required to sign an agreement stating that they are willing to continue building and enriching the skills they have through education and/or monthly workshops. The experience and knowledge of the staff at Edmonton Educational Daycare Group comes together to create an enriching learning environment for all children.



Fee Policy

Monthly fees are set according to the fee schedule in effect and the age group being contracted for. Fees are due on the first (1st) of each month. Fees remain in effect regardless of absences due to illness or vacation. There is an additional cost of five dollars (\$5.00) per day, per child after the fifth (5th) of the month for any late payment of fees (unless prior arrangements have been made with the Director). Non-payment of fees will result in immediate dismissal from the Center. A current bank charge will be applied for any NSF or dishonored cheques plus a twenty-five dollar (\$25.00) handling fee.

A one-time *non-refundable registration fee* of one hundred and fifty dollars (\$150.00) is charged to every new parent that registers their child into our program. This fee covers the cost of all new materials that will be used to secure a spot for your child; including blankets, nap coverings, craft supplies, baskets for their cubby, etc. This fee also ensures that a spot will be held at our Center for your child.

Fees also apply if you pick your child up after 5:30 PM. One dollar (\$1.00) for every one (1) minute after 5:30 PM will be charged. These fees cover overtime wages for staff that remain to care for your child.

Subsidy is available for families who meet the criteria. If you have applied for subsidy and are not yet approved, half of the monthly fee will be charged until approval is obtained. You will be credited for the following month, as applicable. It is your responsibility to keep your subsidy up to date. If your subsidy expires and you do not renew it on time, you will be responsible for the full, non-subsidized fee. If your subsidy is renewed and backdated, your parent-portion will be credited.

Child Guidance Policy

Please note that this policy applies to the Toddler, Preschool, Kindergarten and OSC age groups.

Edmonton Educational Daycare Group provides a safe environment in which children are expected to be respectful of themselves and others. Providers must help children feel secure and loved by teaching them appropriate behavior management. Behavior management is the process by which a child is guided and encouraged to act in appropriate ways. Appropriate behavior management is used to guide, protect and enhance self-esteem. Preventive and intervention strategies are used to encourage positive behavior at the Center. Preventive methods begin by caregiver's role modeling this action-when caregivers are polite and understanding of others, they lead by example for everyone in the Center. The caregivers must also recognize individual needs, levels of development, family experiences, and cultures in order to encourage appropriate behavior. Consistency is the key when explaining logical consequences and setting limits. Staff will assist all of the children in dealing with their frustrations in a positive and constructive manner.

We strive to create an environment that fosters positive social behaviors, which is accomplished by these positive and preventative strategies:

- ❖ Use positive statements with children, directing them as to what they can do instead of what they cannot do.
- ❖ Provide appropriate choice opportunities to encourage independent decision making.
- ❖ Provide logical consequences to actions.
- ❖ Model appropriate ways of interacting.
- ❖ Model and teach problem solving skills.
- ❖ Involve children in establishing classroom rules and giving them ownership of logical and simple rules.
- ❖ Provide positive reinforcement for acceptable behavior.
- ❖ Be an active listener.
- ❖ Anticipate problem situations before they occur and make necessary changes.
- ❖ Structure the environment by providing a curriculum which is interesting and stimulating for the children.
- ❖ Provide predictable guidelines, routines and appropriate space for productive play.
- ❖ Give an advance time notice before changing activities.

When unacceptable behavior occurs, the following intervention strategies are implemented (not necessarily in order). At all times the child's dignity is kept intact:

- ❖ Gaining the child's attention in a respectful way; such as moving down to eye level contact of the child.
- ❖ Redirect the child to acceptable options when engaged in an unacceptable activity.
- ❖ Ask the child to try to use their words to explain how they feel about the situation.
- ❖ Kindly reminding children of classroom rules.
- ❖ Move close to the situation this helps the child re-establish self-control.
- ❖ Acknowledge the child's feelings.
- ❖ Ask the child what they think would solve the problem?
- ❖ Give suggestions and model problem solving skills as necessary.
- ❖ Redirect the child to another activity; removing the free play option.
- ❖ Direct the child to a place where they can "re-group".
- ❖ Provide opportunities for the child to make amends.

Please note that Edmonton Educational Daycare Group holds a *zero tolerance policy* with respect to violent behavior. Kicking, hitting, biting, pinching, etc. is not allowed and will result in immediate removal from the group or activity. Continued violent behavior will result in termination from Edmonton Educational Daycare Group, after discussion with the child's parents.

Infant Guidance Policy

Our goals for infants are the same as for other children in the Center: to develop the behavior necessary for successful living, including self-control and self-discipline. Due to the age and stage of understanding, strategies used in the infant room will vary somewhat from those indicated above. No infant "acts up" on purpose. Infants often communicate their needs through crying. Therefore staff must listen and watch for crying or other cues to evaluate the needs of the infant. Infants need to explore using their senses. They need to see, feel, taste, hear and smell the world around them. Consequently, the staff will ensure that safe opportunities to discover their world are provided. At the same time, infants can be over-stimulated by too much noise, action or color. Therefore it is also important for caregivers to engage in quiet time with infants whether it be holding them or rocking them in a rocking chair. It is typical for infants to experience separation or stranger anxiety, especially in the first weeks of care. Staff members



will likely need to spend a lot of time in close contact with infants in order for them to settle in. As well, an infant who is going through a stage where they are anxious around strangers will need additional attention when they are participating in playgroups or other activities. Infants are always talked to and encouraged in a positive manner. Staff will promote the use of eye contact and positive statements to promote learning and independence. Infants love to make messes, throw food, bang cups and may even "explore" others through pinching, biting and pulling hair. Occurrences

of misbehaviour are a very normal part of a child's development. Positive child guidance requires the use of methods that guide rather than punish. The goal of discipline is to help children build their own self-control, not to have them behave through adult-imposed control. Redirection is a technique that is most effective if used in a way that maintains or enhances the child's self-esteem.

Redirection

Infants are usually fairly easy to distract. Giving a child something interesting to look at or do will usually stop unwanted behavior. For instance, an infant who is throwing blocks can be redirected by the caregiver by giving them some direction to put the blocks into a basket. A staff member can also remove an infant from a situation in which he or she may be harmed or may harm others. For instance, if an infant is biting another infant the caregivers can pick up the infant and redirect him or her to another activity.

Nutrition Program

Edmonton Educational Daycare Group provides a nutritious lunch program for thirty dollars (\$30.00) per month. The children are encouraged to try each type of food in order to develop a taste for a variety of foods. We choose to serve many different foods from many different cultures. You may choose not to participate in the lunch program and send a lunch from home with your child. Menus for lunch are created with Canada's Food Guide in mind. *Please do not send gum, candy, pop etc. as we promote healthy choices for children.* Portion control is practiced, in accordance with the Canada Food Guide. Every effort is made to ensure lunches are healthy and nutritious. The weekly menu is posted on the parent information board in the front hallway. If your child is an infant it is your responsibility to supply their snacks. Children as well as caregivers must be calm and seated at the table before eating their snacks or meals. All children's hands are washed before and after they eat any meals at the Center. All of the lunch and snack dishes are returned to the kitchen for washing and sterilizing. All children's cups, bottles and water bottles are clearly labeled with each child's name and are sent home with the child at the end of the day.

Illness Policy

If your child becomes ill while at the Center, they will be isolated from the other children. A staff member will call you to arrange for your child to be taken home or to a doctor. The Center may ask for a note confirming that your child is healthy and not contagious. If your child is school aged and they become ill while at school; you must pick your child up from the school and contact the Center to let us know that your child will not be in attendance. We do not allow children to come to the Center from the school to await arrival of their parent.

Your child will be excluded from the Center if they display any of the following (provided by Alberta Health Services):

- ❖ Nausea, vomiting and/or diarrhea.
- ❖ Fever of 38°C or higher.
- ❖ Infected discharge from the nose (yellow or green mucous).
- ❖ Persistent coughing (e.g. 3 - 5 times per hour); especially if producing yellow or green mucous.
- ❖ Communicable disease (pink eye, strep throat, etc).
- ❖ Persistent pain.
- ❖ Unexplained tiredness that is not typical for the child.
- ❖ Undiagnosed skin rash.

❖ Head lice.

Your child may return to the Center when the symptoms subside for a period of 24 hours (without the use of medication) or when your child has received antibiotic therapy (if applicable) for 24 hours. In the case of vomiting or diarrhea, the symptoms must be gone for 48 hours before your child returns to the Center. In the case of more serious illnesses (including but not limited to: chicken pox, measles, hand, foot and mouth disease, etc.) your child may be required to be away from the Center for up to two weeks. The Director will inform you of your required absence based on the illness and severity.

Edmonton Educational Daycare Group will keep on file:

- ❖ Your name, home and work number or any other number at which you can be reached
- ❖ Name and phone number of a family member or friend who can be reached during the day and is prepared to pick up your child on short notice.
- ❖ Your child's Alberta Health Care Insurance number.
- ❖ Name and phone number of your child's family physician or pediatrician.
- ❖ Details of any chronic condition, allergies or illness and any special needs your child may have.

Medication Policy

Medication will only be administered to your child if you complete and sign the medication form located by the sign in sheets. If you do not complete (with a specific time of administration) and sign the medication form, the medication will not be administered to your child. The form must be filled out each day that you require a caregiver to administer medication to your child. The caregiver that administers the medication to your child will sign the form each time they give the medication to your child. All medication, including over-the-counter medication, must be brought to the Center with its original packaging and labels (including dosing instructions). Medications will be stored in a lock-box in the top baby room cupboard or in the kitchen refrigerator (if the medication requires refrigeration). The kitchen area is always monitored and children are not left unattended in the kitchen at any time. Medications will be returned to you when the authorization ends. Caregivers will monitor your child for any uncommon reactions to the medication after it is administered. All caregivers that administer medication have their current first-aid certification.

Injuries or Critical Illness

In the event of an emergency or medical crisis involving your child the Director (or room staff in her absence) will notify you and if you cannot be reached, the emergency contact listed in your child's file. If you or the emergency contact is not immediately available or for serious incidents: emergency medical services will be initiated by staff. You are responsible for any costs incurred for an ambulance. The Director or room staff will transport your child to the nearest medical facility. The caregiver will keep in touch with you regarding your child's condition. An Incident/Accident Form will be completed by the attending employee, it must be signed by you and then it will be kept in your child's file at the Center. We do not see every injury that the children receive, especially when a child does not draw our attention to the injury. If you have concerns, please bring them to our attention. Emergency numbers are kept in each of the rooms and are kept in the Center's main office. When children and staff go outside, the cards in the rooms are taken out as well.

Biting

If biting occurs at Edmonton Educational Daycare Group a caregiver will follow the Child Guidance Policy to redirect the child. The child that has been bitten will be given first aid and will be comforted. The parents of both children involved will be notified of the incident by the use of a written Incident Report. The identity of each child will be kept confidential. If any child is involved as a biter three (3) times they may be removed from the program. This will be done on a case-to-case basis. Serious instances of more severe injuries will be judged on an individual basis and can lead to immediate removal from Center. Caregivers will work with all of the children to prevent biting.

Incident/Accident Reports

If your child requires first aid or if an incident occurs that the staff thinks that you should be aware of; you will be required to sign an Incident/Accident Report. These reports will be kept in your child's file.



Promoting a Safe and Healthy Environment

Center-Wide Policies:

- ❖ The Center is inspected annually by the Health Inspector and for licensing renewal
- ❖ Monthly fire drills are practiced
- ❖ Children are supervised and accounted for at all times throughout the day by the use of sign-in sheets and head counts
- ❖ When caregivers are taking children outside they take a list of names with them and leave a list with all names with the daycare
- ❖ All appliances are kept in good repair
- ❖ Toxic materials are stored out of children's reach
- ❖ The use of aerosols is avoided
- ❖ The use of pesticides is avoided. If necessary, pesticides are used only when the children are not present at the Center and are used in a manner that their effect wears off before the children return. If this is not possible, children are kept away from where pesticides are used until the effect of the pesticide wears off
- ❖ Caregivers remove any safety hazards immediately such as broken glass, toys or equipment. If they cannot be removed by the caregiver they are reported to the Director. The appropriate person/s will be contacted in order to remove the safety hazard as soon as possible.
- ❖ Smoking is prohibited in the building at all times and outside when children are present. There is no smoking outside in the playground or in front of the daycare.
- ❖ Weekly planning positively reflects diversity
- ❖ Photos of children are only taken and used with parental consent
- ❖ Daily use of videos is prohibited. Any videos used are previously viewed by staff to ensure that they are age appropriate, educational, and theme related. Children are supervised during periods of time when videos are used. Alternate activities for children not watching a video are always available.

Hand-washing, Toileting and Diapering

- ❖ Children wash their hands before and after lunch, snacks and any cooking activities. They also wash their hands after outdoor play, toileting, contact with garbage, sneezing or coughing and whenever they appear dirty.
- ❖ Caregivers wash their hands before handling food, sick children, administering first aid and giving medication. All staff washes their hands after toileting or assisting with toileting, handling toxic materials and handling anything potentially infectious, such as nasal discharge, vomit, feces, wounds, infected eye discharge or after contact with animals.
- ❖ Diaper changing surfaces are cleaned and sanitized after every use.
- ❖ Paper towels are kept in a dispenser near the sinks.
- ❖ Dirty diapers are wrapped tightly in a plastic bag and then put into closed garbage containers. These garbage bags are disposed of twice daily.
- ❖ Toilets, sinks, faucets and door handles are sanitized at the end of each day.

Outdoor Play Space

- ❖ Outdoor play structures comply with Canadian Standards Association (CSA).
- ❖ Outdoor play space is checked for safety hazards and tidied of garbage before the children use the space.
- ❖ The outdoor playground is protected by a six foot fence with a gate that is locked. The gate is always kept closed.
- ❖ No toxic plants grow in the outdoor play space.
- ❖ There is a shed that used for storage of tricycles, push toys and trucks that children can ride.
- ❖ There is a school field behind the Center which is great for older children to enjoy a variety of sports and other games that require a large amount of free space.



Indoor Play Space

- ❖ No toxic plants are kept in the indoor play space.
- ❖ Garbage is kept in closed garbage containers and is disposed of twice daily.
- ❖ Cords to blinds are secured and out of children's reach.
- ❖ Electrical outlets are covered with childproof outlet guard covers when not in use.
- ❖ Kitchen appliances are supervised at all times in the presence of children.
- ❖ *Hot* liquids (coffee, tea, soups, etc.) are not allowed in the playrooms.
- ❖ Heating appliances and pipes are not accessible to the children.
- ❖ Children are permitted entrance to the kitchen only under supervision of a caregiver.
- ❖ Air Conditioning used as needed during the summer.
- ❖ Sinks and counter tops are kept tidy and clean.
- ❖ Play areas are brightly lit. Napping areas are dimly lit and calming music is played.
- ❖ Floors are swept and mopped after snacks and other activities. Carpet is vacuumed on a daily basis and as needed.
- ❖ Tables are sanitized before and after snack, lunch or when having other activities at the table. They are also sanitized at the end of the day.
- ❖ Each child's bed and blanket are labeled with his or her number and is stacked in separate bags so that each child's bedding is kept separately.
- ❖ Bed covers and blankets are laundered weekly and the mat underneath is sanitized
- ❖ Cubbies are kept free of clutter and are labeled with each child's name.
- ❖ Toys are washed routinely and on a as needed basis. Each play room has its own toy cleaning checklist that must be dated and initialed by the staff member and is double checked by them Director.
- ❖ Sterilized play beads are used in the sensory tables
- ❖ Water tables are emptied, disinfected and refilled twice daily.
- ❖ Non-toxic, water soluble art and craft supplies are used.

Child's Play Space

Our facility includes spacious playrooms with bathroom access in each. We have a fully equipped kitchen and spacious outdoor play area. Our license is issued to us based on the number of children, which may be accommodated in the measured area. We allow three square meters per daycare child and 2.5 square meters per out-of-school care child; not counting hallways, storage, space behind the doors, kitchen or office space. This area unit is maintained at all times. During nap time, the children's beds are placed 0.5 meters apart for ample space.

Field Trips and Outings

- ❖ Field trips are a part of the Center's enhanced programming component for your child.
- ❖ A consent form must be signed by the parent that would like their child to attend the field trip.
- ❖ Children are prepared before every outing: reminding them of the rules, the adults in charge and emergency procedures.
- ❖ Parents may be required to contribute to field trip costs.
- ❖ Parents are welcome to volunteer on any of the programs field trips.

First Aid Training

- ❖ All staff must obtain an up-to-date Child Care First Aid and CPR Certification or higher within (6) months of employment
- ❖ A fully equipped first aid kit is kept in every room.
- ❖ A first aid kit and emergency contact cards for each of the children are taken on all outings; including field trips, walks to and from the school and outdoor play at the Center's playground.



Daily Routines

Each room has a daily routine which show how the children's day is structured. These routines are used as guidelines that are flexible to the children's needs. The routines of each room are posted on a poster inside the room. Weather permitting, outdoor play and exercise is part of every routine in the Center. The children are able to enjoy fresh air, sunshine and are able to develop their gross motor skills through lots of outdoor activities. You must send clothing that is suitable for the weather. Children are provided with a variety of activities to do outside. Push toys, tunnels and fixed climbers are provided along with bikes and cars that can be ridden. There are also a variety of different toys in the outdoor storage shed that are at the children's disposal. Behind the Center there is an elementary school playground and an open field where we often play organized games with all ages of children. There is also nearby playgrounds and parks that we walk to with the older children to ensure a diverse and enriching outdoor play experience. In the summer, indoor activities are often done outside if possible, books, blocks, art and manipulative toys are moved from inside to an outdoor shady area. Water and sand play is also an integral part of the play at our Center; we incorporate sensory activities into the program daily.

Communication with Families

At Edmonton Educational Daycare Group we have an 'Open Door Policy'. Parent and staff communication is extremely important for each child's health and happiness. Please speak to your child's caregivers regularly to compare what is happening at home and at the Center. Parents are also welcome to speak to the Director if they have any questions, comments or concerns. It is imperative that we learn from each other. Parents are invited and encouraged to participate in the program by volunteering or visiting the Center at any time. Notices and special messages are posted in each of the rooms and as well as on the parent information board in the front hallway. Newsletters are distributed every three months (seasonally) or when there is an important notice. Please take the time to read the newsletters, as they contain important and informative information. New policies are often communicated via our newsletters and it is your responsibility to familiarize yourself with any new policies. The Director is often available throughout the day but if you have any questions, comments, concerns, or kudos you can contact them during regular office hours which are between 9:00 AM to 11:30 AM, Monday through Friday by calling 780-757-9622. For more pressing concerns feel free to call at any time. Families that wish to have a tour of the Center prior to enrolment must schedule an

appointment, to ensure that all rooms remain in ratio during visits.

When you bring your Child to the Center please...

- ❖ Make sure your child is wearing comfortable and washable play clothes. The children take part in daily activities that may involve paint, dirt, sand, glue, crayons, felts, etc. While we use non-toxic, water based art and craft supplies, we cannot guarantee that everything that ends up on your child's clothes will come out in the wash. If you do not want a certain outfit to get dirty and possibly not come clean, do not send your child to the Center in that outfit. The Center will not be responsible for any stained or wrecked clothing.
- ❖ Bring a complete change of clothing for your child as well as outdoor clothing and footwear that is appropriate for the weather because we go out daily as long as the weather is permitting. As well, messes are a normal part of a child's development.
- ❖ Bring a pair of indoor shoes or slippers for your child in order to keep the children's play area clean. Outdoor shoes are not permitted in the Center.
- ❖ Leave all toys and other games at home (except for items brought on a show and tell day which still must be labeled clearly with the child's name), as these often get misplaced by the child and may be difficult to find after the fact. Children can also bring books or other quiet activities from home for use if they do not nap. The Center will not be held responsible for lost or stolen items.
- ❖ In summer, send sunscreen, a hat, a water bottle and insect repellent. In the winter, send boots, mittens, a hat and snow pants.
- ❖ Please send a supply of diapers and wipes if your child. The child's caregiver will notify you when your supply is almost depleted.
- ❖ Send a nutritious packed lunch and snacks (refer to the 'Nutrition Policy').
- ❖ Send a sippy cup with your child that is clearly labeled with his or her name. All dishes and sippy cups will be returned to your child's lunch kit or back pack to be taken home and washed by a parent.
- ❖ Please label all clothing and belongings so that we can make sure things go home in the correct backpacks!



We Expect Parents To...

- ❖ Notify a staff member when your child arrives and when your child leaves the Center. You must print the time you sign your child in and out (round to the nearest 5 minutes) and initial at the end of each day. *In addition, at the end of each week you must sign your full signature.* We use the attendance sheets as a part of our head-count process to ensure we account for all children in each room on a regular basis. Also, Alberta Children's Services checks the attendance sheets during their monitoring visits; we appreciate your help with ensuring everything is complete.
- ❖ Please drop off and pick up your child during regular operating hours (6:30 AM to 5:30 PM), call the Center if you will be delayed. If your child is not picked up by 5:30 PM and we have not heard from you, staff will call the contact or emergency numbers on your child's registration form. Any late pick-ups will be charged one dollar (\$1.00) per every one (1) minute after 5:30 PM.
- ❖ Inform the Director or your child's caregiver if another person will be picking up your child. Children are not released to any person other than those indicated on the authorized pick-up list on the registration form. Please inform any new pickup persons to bring one (1) piece of government issued picture I.D.
- ❖ Let your child's caregivers know of any situations at home that may cause your child to behave differently than usual (lack of sleep, a parent out of town, death in the family).
- ❖ Please notify the Center if your child will be absent or arriving later than usual. It is very important that you drop your child off at the center before 10:00 AM to account for lunch and staff ratios. If you arrive late and haven't advised us we may be forced to turn you away if we do not have enough caregivers on site to accommodate the child-to-staff ratio required for your child's age group.
- ❖ If your child will be away from the Center for an extended period of time please let us know at least one week in advance. Fees remain in effect regardless of absences due to illness or vacation.
- ❖ Please fill out all forms accurately so that we may reach you if necessary. It is very important that we are aware of any changes-such as change in address, contact numbers, emergency contact, etc.



Child Abuse Policy

Under the provision of the Child Welfare Act, any person who suspects, or is party to any conversation or behavior that leads them to suspect that a child may be abused or neglected has a moral, ethical and legal obligation to report the matter immediately to Child Welfare Services. The person does so by calling the district office of Children's Services listed in the telephone directory under Government of Alberta, Family and Social Services or by dialing "0" and asking for the Child Abuse Hot Line. Further information is available in "Guidelines for Handling Child Abuse and Neglect in Day Care Services" published by Family & Social Services.

Emergency Evacuation

Once a month, a surprise fire drill is conducted. The Childcare Educators assisted by other Center staff have an established Evacuation and Fire Drill Procedure. At least once a year, an inspector from the City of Edmonton Fire Prevention Division checks that the drills are done on a monthly basis, that the correct procedures are followed, that the staff are aware of their duties and that all electronics are functioning properly. In the case of an emergency evacuation we will immediately walk the children to the corresponding muster point. Each Center's muster point and fire evacuation procedure is posted in your child's room. Parents will be contacted as soon as possible.

Termination of Enrolment

Should it appear that Edmonton Educational Daycare Group is not the Center for your child, we will strive to help you and your child find alternate care. Please be assured that one month's

notice will be given if we are unable to provide services for your child. The registration fee of one hundred and fifty dollars (\$150.00) will not be refunded.

Immediate Termination

Immediate termination from the Center will take place under the following circumstances:

- ❖ Written, verbal or physical abuse against staff or children in the Center.
- ❖ Non-payment of fees. Immediate termination will take place after prior notice is given and the efforts to receive payment fail.

Thank You!

Thank you for registering your child with Edmonton Educational Daycare Group. Please let us know if you have any questions, or if you need further information. We look forward to lots of enjoyment and educational enrichment with your child!

Tipaskan Educational Daycare & OSC

3216 82 Street

Edmonton, Alberta

T6K 3Y3

Phone: (780) 757-9622 Fax: (780) 757-9621

Central Millwood's Daycare

2825 Millwood's Road,

Edmonton, Alberta

T6K-4A9

Phone: (780) 463-9622 Fax: (780) 485-9665

Little Scholar's Childcare

Suite 220-10423 101 St NW,

Edmonton, Alberta

T5H 0E7

Phone: (780) 425-9688 Fax: (780) 425-9677