

Crayon Academy INC

Mission Statement “Where we play to learn”

Our goals

In partnership with Family, Staff and our Community, we provide an environment of the highest quality care to our children. We strive to offer and maintain a high standard of child care during the delicate process of nurturing children.

Our Professional Code of Ethics

Child care practitioners work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibility to their children.

Child care practitioners promote the health and well being of all children.

Child care practitioners enable children to participate to their fullest potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.

Child care practitioners demonstrate caring for all children in all aspects of their practice.

Child care practitioners work in partnership with colleagues and other service providers in the community to support the well being of children and their families.

Child care practitioners work in ways that enhance dignity in trusting, caring and co-operative relationships that respect the worth and uniqueness of the individual.

Child care practitioners pursue on an ongoing basis, the knowledge, skill and self-awareness needed to be professionally competent.

Child care practitioners demonstrate integrity in all of their professional relationships.

Our Philosophy

Here at Crayon Academy your child is the most important part of our day. We strive to offer a safe, loving, respectful environment. Your child has the greatest opportunity and environment to grow and develop in our center. We strive to offer an enriching and supporting environment with endless possibilities for optimal development. Children need to feel comfortable in their environment in order to explore it.

The program at Crayon Academy provides a positive learning environment. In this environment, active learning will be encouraged to accommodate the whole child's optimal development of self and the confidence that is needed for further learning and skill building. The center will also provide a secure setting for social interaction between peers and appropriate peer modeling for special need children. We believe that children learn through play and play will be a big part of our day.

Our program content is guided by the principle of developmentally appropriate practice. Our staff embrace the view that each child is a unique person with an individual pattern and timing of social, emotional, physical, and intellectual development. Our center offers a "hands on" approach to learning. This style of early childhood education is designed to foster creativity and

expanded self-expression. We as providers have respect for children by encouraging them to think for themselves, make decisions, work toward their own solutions, and express their own ideas and feelings.

We here at Crayon Academy build our program on the belief that parents are the first and most important primary caregiver of their children. Parents are encouraged to participate in a variety of center activities, including birthday and holiday celebrations, walking trips, field trips, parent-child experiential evenings, fundraising events, and social activities. Parents are welcome visitors in the classroom at all times. We will also assist parents in understanding the developmental stages and behaviors of preschool aged children and strategies for developmentally appropriate experiences. Staff members work in partnership with the parents and families who have entrusted their children to our care and the children are the focus of all of our endeavors.

Crayon Academy offers a program that is play based. Play is the work of young children – the way in which they learn most easily and naturally, the way in which they come to understand how the world works and to gain a sense of how to control their environment. Through a variety of centers in our program, the children play at each center and develop social skills, language skills, articulation skills, and motor skills. Through play at the centers, children are encouraged to express their creativity and to develop emotionally in a safe and secure environment.

Crayon Academy is an inclusive environment in which there is acceptance and appreciation of diversity and respect for all children as individuals. The program incorporates planning, promoting, and provision of developmentally appropriate care for all children.

The program believes that feeling one is a part of the group is important to all children. Children with special needs have access to the same types of experiences as children without special needs. Children are treated equally regardless of their background, language, or culture.

Program Policies

These Policies apply to all Crayon Academy Inc Programs except where stated

Holidays & Operating hours

Crayon Academy is closed for all statutory holidays (**NO fee decreases for program closures.**)

We will be closed for the following Statutory and Non-Statutory Holidays

August and September long weekends, Thanksgiving Day, Remembrance Day (if it falls during a work week), Christmas Eve & Day, Boxing Day, New Years Eve and Day, Good Friday Easter and Easter Monday, May long weekend and Canada Day.

Stat holidays will be posted on our website and in the center. If a holiday falls on a weekend, we will close on the upcoming Monday. Please see the Newsletter and Calendar for scheduled operating days.

We will also be closing 1 or 2 days a year for staff to attend Professional Development Training or Workshops. These days will be emailed and posted for parents at least 90 in advance. These workshops are not offered on the weekends for staff to attend. We as a program feel it is in the best interest to keep with current best practice and emergent curriculum.

Crayon Academy Inc Hours

Daycare SE, NE and SW Locations are open 6:30am to 6:00 pm

OSCNE 6:30am to 5:45pm

Registration, Enrollment Information & Wait List Policy

Crayon Academy will add families to a wait list after a tour of the program has taken place. During the tour, policies, fees and hours will be discussed. We will also ensure that our program is the right program for families. There is never a guarantee of a child care space opening up once a family is added to the waitlist. Crayon Academy will contact families once a space comes available. It is the responsibility of the family to update their contact information.

New Family Orientation & Enrollment Policy

The program offers an orientation to the parents in order to establish positive relationships between the child's family and the program. Parents are responsible to fill out all required information and provide program with all required documents before child care starts.

Each child is to have a package of forms filled out prior to entry into the program. This package is known as the enrollment package and consists of the following

Contract & consents
Time saver profile 2 copies
Deposit of \$50.00

Family Profile Sheet OSC

All enrollment information is to be kept in the child's file along with any reports (Ouch, OT, PT, speech reports) Parents have access to their child's file any time a request is made. Staff will provide the parents with the requested child's folder within 24 hours. All information in the enrollment package is necessary for care to commence. If a child is already in care without a complete enrollment package care may be suspended until information is provided. This is at the discretion of the Program Director.

Payments and Fees

1. Parents understand that all fees are paid up on the first of the month before 5 pm. Parents can provide cash, cheques, debit or credit card (no American Express) in the day care locations. NSF charges will be \$50.00 for all cheques and after this, no Cheques will be accepted. Current fees are posted on our website.

Fees are reviewed on an annual basis or on an as needed basis. At minimum 30 days will be posted or provided by email for a fee increases. Late fees will apply if you fail to contact the center for arrangements and if your child is picked up outside of your contracted hours. All over due accounts will be turned over to collections and interest rates will apply after 30 days.

Our fees cover the following: staffing costs, meals, art supplies, toys, books, operating costs. Fees are set around the operating costs of the center. Year end receipts will be issued by the last day in February each year.

2. Part time and Casual spaces will be billed at a daily rate. Once days are confirmed by parents, they will be responsible to submit payment on due dates. If parents are unable to keep their confirmed days, the center will try all attempts to cover the days in question. If we are unable to fill the space, the cancelling parent will not be credited or reimbursed. Subsidy will not cover these fees.

3. Days requested for casual and parttime care are to be handed in by the 15th of the current month in order to make all attempts to accommodate everyone's schedule. There is never a guarantee for casual care spaces. Once parents confirm the requested days, they will be responsible for the fees. Days are confirmed to parents by the 20th of the current month.

4. There is a non refundable registration fee of \$25.00 per family due at time of enrollment.

5. Parents must follow their contracted hours. Fees will apply outside of these hours and above 190 hrs starting at \$4.50 an hour.

6. Crayon Academy Inc does not make decisions regarding qualifications for subsidy. If you are using the Government Subsidy Program, make a note of your renewal well in advance. You can contact the local Child and Family Services office for more information. Parents are responsible for any fees that are not paid by subsidy on their behalf, or fees that have been taken back from the program at anytime.

7. Our program operates 6:30 am to 6:00pm, Parents are responsible to have their child picked up and leaving the building before 6:00pm. We are not a licensed program after 6:00 pm

Late Pick up Policy

If children are picked up late and outside of program hours, parents will be charged \$2 a minute. These fees will be invoiced out and due within 5 days. These fees will be paid to the staff or staff members that were affected by the late pick up. Take note of our Program hours to avoid these fees.

Full time Hours Policy

Full time contracts are to a maximum of 190 hours. Each additional outside of your contracted hours will be billed at a rate of \$4.50 an hour. These will be included on your next invoice and cannot be billed to subsidy.

Attendance Policy

Regular attendance at the Daycare Centre is extremely important for your child to settle in well. Routine becomes part of your child's day. You are welcome to visit your child in the daycare at any time. Parents are responsible to notify the daycare staff by 9:00 am, if your child is not coming in for the day. All children must be in the center by 10:00am, unless arrangements have been made with Program Director. After 10:00 am staff and child ratios are adjusted. No outside shoes are allowed in the play rooms. Children are required to have a pair of indoor and outdoor shoes. All outdoor shoes must be removed at front doors.

Children are to arrive in care clean, fed breakfast and ready for their day. This includes dressed appropriate, sun and bug spray applied if arriving after 9 am, water bottle, hat, snow pants, boots, mitts and indoor shoes that are to be worn in the center. Sun and bug spray will only be applied before each outing. Parents are responsible to supply these items and provide consent. Please read the labeled directions on bug spray as some is not for children under 12 and we cant apply it.

Arrival

Upon arrival, parents must:

Sign in on timesheets before leaving the Centre

Put all diaper bags and extra clothing in the child's cubby or bin

Label soothers and put all bottles that need to be kept cold in the refrigerator

Talk to a staff member and relate how your child's night and morning went Take time to settle your child and say goodbye

Children must arrive in the center before 10 am and be ready for their day. After 10 am we adjust ratios and the doors are locked for the day. If you are running late or have an appointment, be sure to call and speak with staff!

Departure

Upon departure, parents must:

Sign their child out with time child is leaving

Make personal contact with a staff member

Termination of Child Care Policy

A months written notice or by email must be given to the center if you wish to have your child exit the program. Notice can be given dated the 1st of the month. Failure to do so will result in being charged your current monthly fee. Sibsidy will not cover this fee.

If in the event that Crayon Academy has to terminate child care services, we will provide the family with two weeks notice. In the event there is defult in pament or extraordinary circumstances that can't be resolved, child care can be terminated by the Director without notice to the family.

Crayon Academy may ask that families leaving the program to complete an exit survey.

Health & Safety Policies

All staff members demonstrate as positive role models to children, parents and co workers. They will encourage children to treat others with similar respect. Children will learn to cooperate and share with others. Our goal to is provide a positive learning environment, to encourage and enhance their growth and allow them to develop while in our care.

Child Guidance Techniques:

1. Active listening - encourages expressing a child's feelings.
2. Negotiation - helping children solve problems/conflicts.
3. Setting limits - keeps children safe and in bounds.
4. Modifying the environment - making changes when necessary.
5. Facilitating - helping children solve problems.
6. Positive Reinforcement - making children feel important and valued, telling them they did a good job/made a good choice.
7. Redirection - direct a child's attention to a different program activity.
8. Quiet Time - if a child's behavior remains inappropriate after several attempts to redirect, and then a staff member will remove the child from the situation and talk to them about appropriate behavior.

When aggressive behavior arises, it will be handled in a positive manner by working with the child and using the above referenced Child Guidance Techniques. Any disciplinary action taken must be reasonable in the circumstances.

Actions that are humiliating or frightening to a child are prohibited. Examples of prohibited actions include:

- Spanking, hitting, pinching, shaking, or inflicting any other form of corporal punishment.
- Verbal abuse, threats or derogatory remarks about the child or the child's family.
- Withholding or forcing meals, snacks, or naps.

Through the use of positive guidance, the program provides an enriching, safe and educational environment for the children, helping them develop self-control, self-esteem and respect for the rights of others. Staff is informed of the Child Guidance Policy through the Staff Handbook and during the staff meetings held throughout the year.

Diapering and Toileting Policy

As the diapering of infants and the toileting of toddlers involves close adult-child contact, the care providers will (whenever possible) be responsible for changing diapers and assisting with toileting. As this is an opportunity for one-to-one time with the child, the care providers will involve the child by explaining what is being done and encouraging the child to interact/help as much as possible

Cloth Diapers

We welcome cloth diapers into our program. Parents are responsible to work with staff and show them the packed bag at drop off. We require sufficient amount of liners, shells, extra clothes, wet bag and dirty bags.

Napping & Rest Policy

Infants and toddler all come with their individual sleeping patterns. We will try to meet the patterns while getting them into the routine of the daycare.

Each day after lunch will be rest time. The length of naps depends on the individual child. Other naps are on a as needed basis. During the nap, infants will sleep on their backs until they can reposition themselves during sleep.

Blankets, Teddy Bears and other comfort items may be brought from home to be used at nap time to help a child adjust to the centre.

Naps are not mandatory. Children who have outgrown naps will have quiet time, read books, do puzzles or other appropriate activities.

Potential Health Risk Policy

Staff will contact the parent or legal guardian of the child to request that they remove their child from the program immediately if the child appears to be suffering from any signs or symptoms as listed below. The program will ensure that the child's parent arranges for the immediate removal of the child from the program and that the child does not return to the program until the program is satisfied that the child no longer poses a health risk to persons in the program.

Parents of a child with a diagnosed contagious condition are asked to notify Crayon Academy Program Director or Program Supervisor as soon as possible. The Program Director will alert other parents to watch for symptoms in their own children. Children suffering from these conditions must be kept at home until the infectious stage has passed as directed by their physician. The program will be responsible to report any such communicable diseases to the local health authority. Staff will monitor all children throughout the activities of the day, if a child is suspected of being ill, they will monitor signs and symptoms. We use ear thermometers to assess temperatures.

An illness log will be started, this includes informing the other staff about their concerns for the child and documenting time, signs and symptoms and of course child complaints of injury or illness. The program has the illness policy in the sign in binder, on the website and in the parent handbook to communicate with the parents about the programs actions when dealing with illness. If your child is out due to illness, it is your responsibility to inform the center immediately. This is for the safety of all center staff and children. Certain illnesses have to be reported to Local Health officials.

Children will not be able to attend and will be immediately removed from the program if they have any the following conditions:

1. Fever 38 degrees Celsius or higher
2. Nausea or vomiting.
3. Diarrhea and/or
4. A new or unexplained rash or cough.
5. Sore throat, loss of voice, hacking or continuous coughing.
6. Runny nose with colored discharge.
7. Runny or crusty eyes - watery, matted, red or pink eyes.
8. Excessive crankiness - child is irritable, excessive whining or crying, wants to be constantly held.
9. Lice - may not return to program until completely cured.
10. Other communicable diseases (including but not restricted to the following) Chicken Pox, Mumps, Measles, Flu, baby measles, and Conjunctivitis (pink eye).

11. A child that requires greater care and attention that can be provided without compromising the care of the other children in the program.

Once sent home from the child care program, the child will not be able to return until the program receives a note from your child's pediatrician that the child is able to return into a day care setting and is not contagious or the child has been symptom free for 24 hours. In an outbreak state with Alberta Health Services, the Medical Officer of Health can overturn this policy.

The center will be responsible to track illness on the created form. This will document the child's name, illness, time observed, staff who observed, staff who contacted parent, time of contact with parent and removal of child, the date the child returned into care, any medication that the child has taken or is required to take and any other required information from the program or the parent. This is a policy with the Alberta Government and Child Care Licensing Act.

Parents are responsible to pick up their children promptly from the daycare. Staff have to sit with the child waiting to be picked up and this affects our ratios. If you are unable to pick up your child within a reasonable time, please send your emergency contact.

Medication/ Herbal Remedy Policy

Where it is absolutely necessary for children to take medication at the Center, the Program Director must receive signed parental consent. Only staff with a current first aid certification is allowed to administer medication.

The Medication Administration Form is to be completed and signed by the parent/guardian prior to the administration of any medication or herbal remedy. When the medication is no longer required, the form is to be placed in the child's file and any unused medication is to be returned to the parent/guardian. The Medication Administration form ensures that the following information is recorded: the name of the medication, the time of administration, the amount administered, and the initials of the person who administered the medication

All medication must be stored in a locked container that is inaccessible to the children. Emergency medication may be store in a place unlocked but that is still inaccessible to the children. Any discrepancies must be reported to the Program Director or Program supervisor and they will follow up with the parent or doctor before any medication can be administered.

Staff will have clear communication with parents to ensure they are aware of when medications or herbal remedies were administered to the child prior to arriving at the facility. Parents will provide staff with information regarding any potential side effects of medications or herbal remedies. Staff will model good hygiene before and after the medication has been given. Staff will observe children very carefully after administrating medications and be alert for possible allergic reactions. A list of children's allergies including which children use emergency medication, where the medication is stored, and how to administer the medication is posted in the classroom in a place easily accessible to staff. These procedures will be communicated to staff during the staff orientation and via the staff handbook. These procedures will be communicated to parents via the parent handbook.

Prescription medication to be given in the preschool must:

- Be in the original labeled container,
- Have the child's full name listed.
- Have the name of the drug and the dosage listed,
- Have the time the drug is to be administered listed.
- Have the physician's name listed.
- The medication must be administered according to the labeled directions.
- When medication is administered to a child, the following information must be recorded:
- Name of the medication.
- The time of administration.
- The amount administered.

- The initials of the person who administered the medication.
- The initials of the staff who checked and confirmed the dose to be given, the label information and the child's information.
- Except in the case of emergency medications, medications and herbal remedies will not be store at the center for "in case of need" situations
- Medication will be taken home each day with the parent

Injury/Accident of Children

- Crayon Academy strives to provide a safe environment for all children; however, there may be circumstances where children become ill or injured.
- Injured children shall not be left unsupervised. Children who become ill or injured during the program day arrangements will be made to have the immediate removal of the child from the program. Once a child is sent home from the child care program, they will not be able to return until the program receives a note from the child's physician or the child has been symptom free for at least 24 hours. The program will first contact the parent. If the parents are unavailable, the emergency contact person will be contacted via the telephone.
- Awaiting pick up by a parent or emergency contact they will be supervised by a staff member. The child will be supervised at all times by a staff member. In the event that a staff is not available, the child will be segregated from the other children within the program.
- If the child has suffered a minor injury (small cut or scrape, small bumps and bruises), staff will administer first aid. Only a staff member with a current first aid certificate will provide the first aid.
- If a child has had an accident and is seriously injured while attending our program, we will call 911, contact the parents or the child's emergency contact, if we are unable to we will make arrangements for the 911 dispatcher to make the contact for us, and we will report the injury to our local Child and Family Services Authority (CFSA). The CFSA may also contact the parent as part of their investigation into the incident. If an ambulance is required to transport a child, the expense will be the responsibility of the parents.
- Blows to the head or abdominal area may not result in readily observable injury; however, such blows must always be treated as potentially serious. Children who have received such blows are to be kept under continuous careful observation until medical attention is obtained for the child. The parent or legal guardian will be advised of the situation and of action taken.
- If, in the judgment of a staff member, it is necessary for a child to obtain the services of a medical practitioner, the staff member shall attempt to contact the parent or emergency contact person immediately.
- Consent for medical treatment shall only be given by the parent or legal guardian. This is in our registration forms and on our emergency cards.
- The center will record all occurrences of accidents and illnesses on the created forms. These will be stored at the program. All incidents will be analyzed annually and reported using the form " Incident Reporting Annual Summary and Analysis Report."

Allergies Policy

Parents/guardians need to inform the daycare staff if their child has any allergies.

1. Required forms will be provided by staff as soon as an allergy is reported.
2. Allergies will be posted in the kitchen and classrooms for all staff to see.

3. Parents will be informed immediately of any allergy attack and the steps taken.

Nutrition Policy

Proper nutrition is essential to a child's health, learning, and growth. A healthy diet makes children more settled, attentive and ready to learn and play. Our Centre has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities and needs of all children. Our goal is to promote good health, safety and nutrition. Eating nutritious food is an important part of each child's day. Food provided by the Centre will be selected in accordance with Canada's Food Guide requirements. We offer a clean, well-maintained, safe environment with nutritious food for snacks and lunch.

All snack and meals meet the requirements of Canada's Food Guide. We encourage parents to offer the same. We serve 2 snacks and lunch at the day care centers. Our menu posted on site daily. We follow Canada's food guide and recommended serving sizes. You are welcome to send in special snacks for events in the center as long as they are store bought, nut free and have listed ingredients.

Provide a comfortable and relaxed environment for the children & parents. Encourage children to eat a variety of foods but be sensitive to individual food preferences and cultural preferences. Post children's allergies in the kitchen. Parents are responsible to make staff aware of any food allergies. We will inform parents of any significant changes in the eating habits of their child. Staff will model healthy attitudes towards food and meal times, model healthy attitudes towards washing hands before and after meals. Staff will allow children time to eat and drink at their own pace and allow children to throw away food on their plate if they are full.

We are NUT FREE at both Day care locations. We have children with life threatening nut allergies and dairy allergies.

It is very important for all parents to hand any breakfast items such as dairy items that you send with your child directly to staff in the classroom.

Meal Time

At this time, staff, volunteers and children sit together, eat the same food and talk to one another. All food served is nutrition food low in fat, sugar, and salt.

Parties/Special Events/Celebrations:

We will promote and encourage parents that sign up to provide party foods to supply nutritional snacks for parties, special events and celebrations. Eating candy and non-nutritional foods will be discouraged. The Fun Lunch on our menus will include healthy choices from the four food groups. Parents requesting to bring in a food item from the room must have permission from the director, the item must be store bought, sealed container and list ingredients.

Children are encouraged to pass and serve food, pour their own milk and water, use proper table manners, learn to try new foods and help with clean up.

Food Substitution policy

Because of the high number of special diet requests we are receiving, in order for our cook and our staff to keep track of each child's individual substitutes, Crayon Academy Inc. requires everyone to present their child's snack and/or meal in the same way. Crayon Academy Inc posts the menu monthly. Parents that are bringing in substitutes are asked to follow the above policies. Crayon Academy looks out for each individual child and their safety, we have put these guidelines in place to reduce the

increasing amount of time staff are spending tracking down menu substitutes. We thank you for your understanding in this matter as we only aim to provide the highest quality in child care to all of the children in our programs.

Please bring your child's snack and/or meal in the following manner:

- **Substitute Snack-** brought in a baggie or other suitable container, labeled with child's name on it, designated for a.m. or p.m. snack
- **Substitute Meals-** brought ready to serve in a plastic container that can be heated if needed. (No canned foods.) Label with your child's name and any instructions written clearly for staff to read and follow.
- **Substitute Milk Products:** Has to be brought in a container and should be no more than 5 days worth. Container must be clearly labelled with child's name.
- **All Substitutes:** need to be taken directly to the kitchen and left with a staff member. Advise room staff that there are substitute items in the kitchen. Parents are responsible to take home and wash personal dishes that come with the children.

Items parents are responsible to supply:

A labeled bag/backpack is required for each child to ensure all belongings are kept together. Your child will need a complete change of clothes at the centre. Accidents occur such as: paint spills, snack and lunch spills, your child being ill, bathroom accidents or wet and muddy playground accidents. If a change of clothes is not available, the parent may be called as the centre does not always have spare clothes. Any clothing borrowed from the Centre should be laundered and returned promptly. We engage in messy play, and are not responsible for clothing that becomes stained or wrecked. Please ensure your child wears appropriate play clothing and comfortable footwear. In outfitting your child, keep in mind the changeable weather and your child's comfort. Runners are required to be worn in the center.

Label all clothing to avoid confusion. Children will be provided with space for their belongings. The Centre will not accept responsibility for damaged, lost or stolen items. Parents must supply diapers, pull ups, diaper cream, infant foods and formula, bottles and water bottles for the summer months.

Parent involvement Policy

Parents sign their children in and out of the program each day. This provides an opportunity for the parents to discuss any concerns with the Program Director or providers and a chance for the staff to give quick updates on their child. On the sign in and sign out sheet there will be a space for staff to write comments "had a good day", had fun cutting and gluing etc. Each day, providers will write notes to the parent on the child's daily progress in communication books. The parents are then encouraged to write back any information that may be pertinent for the Providers to know.

Parent newsletters detailing special events and themes in the classroom are sent out or posted monthly.

We will have a personal enrollment done, with each child enrolled. This allows parents to familiarize themselves with the school, classroom, and resources; get to know the Program Director and assistants; and ask any questions they may have.

Families are invited to attend any special events or fieldtrips. In addition, parents are invited to attend holiday parties in the classroom (Valentine's Day, Easter, and Christmas).

Parents are encouraged to provide feedback about the program as needed. At the end of the year, parents are given a survey to evaluate the program as a whole. If you are interested in volunteering please book a time to meet with an administrator. Please note all volunteers are required to have a child welfare check as well as a police record check. You will require a letter from the school.

Utilization of community resources

Community resources will be accessed periodically as part of Crayon Academy. Local facilities, such as Echo Dale Park, the Medicine Hat College Theatre, the Esplanade, the Medicine Hat Public Library, local police station, and fire halls will be used by the program during off-campus field trips.

In the registration package, parents are required to sign general field trip consent. Parents are provided with details of each specific field trip well in advance of the particular field trip in newsletters and in person. The Program Director will carry a cell phone and carry the Portable Emergency Information Record when outside the building, in order to notify parents in the case of an emergency. This Portable Record also has the phone numbers for emergency and safety contacts. When children are off the premises, staff is still following the child: staff ratio as set out by the Alberta Government.

Confidentiality Policy

Information concerning your family is kept by us in the strictest confidence. Access to information, verbal or written, regarding children or their family will not be released to anybody other than the legal guardians of the child. We will only release information in your child's file with your written consent. In the case of an emergency or injury to your child, information may be released to the police authorities, medical staff attending the child, or Child and Family Services.

If your child has been assessed by a medical professional or by another agency, we would very much appreciate you sharing this with us. This information will remain in the child's confidential file. Upon enrollment, you will receive a copy of our Privacy Policy.

Children's Records Policy

Records of evaluation, attendance, and other pertinent information are kept for all children enrolled in Crayon Academy. Crayon Academy maintains accurate and current records on each child in their program. Crayon Academy places a high priority on the confidentiality of children's records.

Children's records shall be stored in a secure location and accessible only to the child's parents or legal guardians, the staff members, and/or the licensing officer. They are stored on TimeSavr.

Each child's record includes a registration form containing the following info:

- The child's legal name, date of birth and home address. The address provided must be for the child's primary residence.
- The parent's legal name, home address, and telephone number. The address provided must be for the parent's primary residence and the telephone number must allow the program to reach the parent during the time their child is in attendance at the program. Signed written consent of the parent on the contract form, this includes, sun screen, bug spray, walking in the community, general field trip, pictures of the children can be used by the center and contracted hours of care.
- The name, address, and telephone number of a person who can be contacted in case of an emergency. The address provided must be for the emergency contact's primary residence and the telephone number must allow the program to reach the emergency contact during the time their child is in attendance at the program. The emergency contact must be able to contact the parent or arrange to have the child picked up from the program when the parent cannot be reached.
- The details about any medical conditions and health care required by the child including if the child is immunized, completed medication forms and allergies.
- The details of the daily attendance of each child including arrival and departure times will be recorded in the binder and stored monthly on site.

Inclusion Policy

Our Principals:

- We believe that inclusive child care programs are quality programs
- As a center we feel that children have the right to attend quality child care within their community of choice
- We welcome all children into our program and accept the values they contribute
- We see every child as an individual and with their own unique qualities and values

-We are a center that is responsive to the needs of our community and our families within our programs. We actively encourage community, families and staff suggestions to further our inclusive care

-Crayon Academy offers great programming that can only be provided by dedicated staff who are flexible in their approach and who are continually educating themselves with learning opportunities whenever presented

Our statement:

Here at Crayon Academy we welcome all children into our fun filled learning environment. We offer a fully inclusive program that is play based assisting children to reach their full cognitive, emotional, and physical developmental potential. We see each child as an individual who is unique. This with a strong dedicated partnership with parents, staff and our community resources we are committed to meeting the developmental and educational needs of all children. We have a hand in hand relationship with community resources to enhance our ability to support children with special individualized needs through training and consultations. Our staff works to reduce or remove physical, cognitive and emotional barriers wherever possible. We work to ensure that all possible modifications are made to promote the full participation of all children. Our program demonstrates strong leadership by providing all staff especially Education assistances with training and education needs to ensure optimal growth in all children we encourage real relationships and offer a sense of belonging for all children.

Open door policy

The program has an open-door policy for families. Parents may visit their children in our facilities any time they wish. We do ask parents who plan to visit their children frequently to follow the classroom routine, to avoid disturbing classroom schedules and activities. If you wish to meet with the Director or a staff member, please make an appointment so that arrangements can be made. Make an appointment to discuss your child. Childcare staff is happy to discuss your child, but pick-up & drop-off times are the busiest times for staff. Communicate with staff any big changes in your child's life; changes in family circumstances, moving to a new house, death of grandparent etc. Crayon Academy Inc appreciates parents' valuable input on the care of their children, and encourages parent participation. Parents can visit as much or as little as their schedules (and children) will allow. We also invite grandparents to come and visit and read a story to the class. If you are going to have a grandparent visit us, please let your child's teacher know so that we can expect them. Parents must consent to family members volunteering in the child's room. What parents can do at the center ... Just a Few Suggestions

- Share your skills—play an instrument, tell a story, share your cultural traditions.
- Donate and recycle materials for arts activities.
- Help with outings in our community if you can—this is a good way to share experiences with your child.
- Try to attend whatever celebrations, open-evenings, and fundraisers etc. that are organized throughout the year.
- Be part of the accreditation committee. Be involved in developing policies and procedures for your child care program.

Social Media Policy

As a program, we understand the importance of utilizing social media for the promotion of our program but want to ensure we are safeguarding the rights and privacy of the families, staff and children. Crayon Academy Inc will use the following social media sites to communicate with the community, families and staff: Facebook, Instagram and Twitter. Posts will be related to projects and activities the children are participating in, child care related news or articles and upcoming events.

The Director, Alternate Director and Program Supervisor of the program will supervise the social media sites. They will control the content of posts, ensuring they are consistent with the values and beliefs of the program. Any posts or comments made will be deleted immediately if they are found to be inappropriate and the offending user will be reported and blocked from the site. Staff in the program need to be aware of the programs policies and practices surrounding social media. At no time should an individual's personal page be used to talk in a negative manner about the program or any of the staff, families or children. Staff

and families are not permitted to post any photos taken in the program, other than those of their own children. All parents must indicate on the programs consent form whether they give approval for the program to use the child/children's images on individual social media sites. The Program will welcome feedback from families, staff and the community on the effectiveness and content of the sites. Any grievance or feedback will be documented in writing and responded to by the Director.

Grievance Policy

Information for parents can be found in the Crayon Academy Handbook and on our website www.crayonacademyinc.com

If you have any concerns about the program, please let us know. We feel that parents/caregivers/community members have the right to express their concerns and complaints to the program.

If your concern is with a staff member we ask that you first attempt to resolve it by speaking with that individual, we ask that you let the staff know that you have a concern and wish to set up a time to speak with them. If your concern is with the program, please speak with the Program Supervisor. At this time if your concern has not been resolved you can then grieve in writing to the Director. The Director will address the grievance with respect to the Policies and Procedures within the Program. The director will then set up a meeting. At this meeting, you should present your reasons for requesting the meeting and state the action you wish taken. A plan will be made during this time to have the issues addressed. Issues and concerns are addressed in a timely manner.

Smoking policy

Crayon Academy does not allow smoking on the program premises. Staff and parents shall not smoke around the children at any time (including during field trips, walks, and while at community playgrounds)

OSC Policies

All of our policies apply to all Programs operating under CRAYON ACADEMY INC; The following policies under this section are ones that only apply to our OSC Program.

Our Program operates on all non-schools days & We will be closed for the following Statutory and Non Statutory Holidays August and September long weekends, Thanksgiving Day, Remembrance Day (if it falls during a work week), Christmas Eve & Day, Boxing Day, New Years Eve and Day, Good Friday Easter and Easter Monday, and May long weekend. Stat holidays will be posted on our website and in the center. Our program is 8 am to 4:30 pm. There is pre care at 6:45am and post care until 5:45 pm.

Nutrition Policy

Children that attend the OSC Program will be encouraged to bring healthy snacks and lunches to the Centre:

Staff will instruct children about healthy food choices as part of the learning curriculum. We will encourage children to eat appropriate servings of the four food groups. (fruits and vegetables, milk products, grain products, meats/alternates) as outlined in the Canada Food Guide.

Water is important for learning and overall health. Therefore, school age children will be encouraged to have their own water bottles. All children will have access to water throughout the day.

We are NOT NUT FREE at OSC. Children with nut or peanut products must tell staff they have nut products in their lunch. Children with nut allergies are made aware what products are in the program and sit at the NUT FREE table. OSC program does not provide meals and snacks that it is the responsibility of the parent to supply food within the food groups. No pop or candy will be allowed.

Technology Policy

Children can bring in electronics from home and use them during quiet time or structured times. Electronic time will be limited to time blocks set out by the program. Crayon Academy is not responsible for any electronic equipment that is brought into the center. These times and devices will be monitored by staff. We have a right to view content on the devices and can refuse without reasons. We as a program are not responsible for any devices brought into the program for stolen items, broken items, these will be the responsibility of the child and parent. All material should be age appropriate.

Leadership Policy

Leadership has been described as "a process of social influence "in which one person can enlist the aid and support of others in the accomplishment of a common task"

We will encourage the children to form and build a leadership committee within the program. Everyone will be welcome to join in on the committee. Staff will work with the children to show support in the committee and in the program. Duties can include a welcome team for new friends, cleaning tables, child meeting minutes, and assisting in voicing for the whole group on issues or ideas.

Field Trip Policy

Updated lists of available off-site excursion opportunities with contact information are available for programming. Off-site excursions are planned for non-school weeks (e.g. spring break, Christmas, summer).

Parents are invited to participate in off-site excursions with their children. Staff take portable First Aid kits on all off-site excursions.

DRESS CODE

Clothing

Clothing should be appropriate for the "school setting. Clothing should only contain appropriate language and not portray any profanity or pictures that are deemed offensive. We ask that students do not wear revealing or short tops and shorts. Tops must have shoulder straps. No underwear should be visible and no midriff should be showing. Footwear must be worn at all times.

Bullying Policy

Bullying is a persistent behaviour by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group. Bullying can be in a various forms such as: emotional, physical, racist, verbal, or cyber. Bullying of any form is unacceptable in our program. We recognize that despite all efforts to prevent it, bullying behaviour may occur on occasion and all incidents will be responded to quickly. We will not tolerate bullying. We are committed to implementing positive solutions to bullying. Children are encouraged to report any incidents of alleged bullying behaviour and it will be addressed by the staff or director. If incidences persist the program will follow the child guidance/discipline policy; the parent/guardian may be asked to remove the child immediately. If Parents/Guardians have any concerns, they are suggested and encouraged to notify the Director and staff immediately.

Program Contact Information

Communication Policy

1. Parents are welcome to drop in and observe the program at any time. If consultation with a child care provider is desired, please let us know ahead of time so that the child care provider can give you their undivided attention.
2. Telephone and Email communications are encouraged.
3. Parents can expect ongoing communication with staff concerning
 - Their child's progress
 - Program activities
 - Centre Operation
4. Parents can expect information regarding community resources to be available to them at the Centre.
5. Parents are asked to make themselves familiar with the Parent Handbook which states the Centre Policies and Procedures which apply to:
 - The care of the children
 - The program
 - The general operation of the Centre
6. Parents concerned with the care of their child, or any incidents at the centre are urged to speak with a child care provider, and if not satisfied talk to the Program Supervisor then the Program Director.

Communication within our Program

As issues arise, we will discuss them with parents at the end of the day or call you as warranted. We would like to have discussions with parents before children are present, if possible. We use reports, and communication books as a method of communication with parents. Please relay any pertinent information to the Centre so we can provide consistent care. We respect and value input from parents/guardians and encourage you to be part of the decision-making process for your child(ren). You can relay this information on the registration form when you enroll your child as well as consult with staff on an ongoing basis. Crayon Academy initiates relationships with schools that our child attends or plans to attend in the future. Our program supports an open relationship and communication with schools in our community. We as a program share and support school sponsored events with staff and families in our program. Our program has information on community resources and shares with families when appropriate. Relationships with schools are encouraged and initiated by the program. There is a process in place for staff members and/or administration to share daily information.

Parents communication

In order to keep you informed, we provide a newsletter or email at the beginning of each month (September – June). In it, you will find information regarding special events, staff changes and relevant issues for the upcoming month. You can also view our

website for information about our program. Bulletin boards within the centers contain information on licensing requirements, menus, activities and parent information. If you have information you would like to share, please forward it along to the Program Director, Lora for approval.

Program Evaluation & Process for Ongoing Evaluation and Improvement

We will have staff and parents fill out surveys to see if we can improve in any areas staff, parents, community members and most important children in our programs. Parents and staff are encouraged to provide feedback about the program as needed. Parents are given surveys to evaluate the program as a whole; these could be done quarterly or annually. We have comment boxes in our lobby at all locations for parent feedback. We email out our monthly newsletters as well as post them on our website. Our program will review surveys and feedback, comments from the lobby comments boxes, annually and move forward making changes to our program. We always welcome suggestions.

The Program Supervisors are on site daily from 730 am to 430 pm. They are often in count and unable to meet with parents without an appointment. Making an appointment allows us to ensure we can meet with you.

Outside of these hours, we can always be reached by phone and strive to return messages within 24 business hours

403-548-7433 SW Location
403-548-6154 SE Location
403-525-1373 NE & OSCNE Location.
After hours emergency line is 403 594-9487

Email us at crayonacademyinc@live.com or crayonacademyinc@live.ca We strive to answer all emails within 48 business hours.

Crayon Academy Inc
403-548-7433
Portables
155 11St SW
Medicine Hat AB
T1A 4S2

Crayon Academy Inc SE
403-548-6154
379 Aberdeen Street SE
Medicine Hat AB
T1A 0R3

Crayon Academy Inc NE & OSC NE
403-525-1373
8 Palliser Place NE
Medicine Hat AB
T1C1X1

www.crayonacademyinc.com

After hours emergency line is 403 594-9487

Email us at crayonacademyinc@live.com or crayonacademyinc@live.ca
We strive to answer all emails within 48 business hours.

Created & Modified

Aug 2010/11/12/13 Jan 2014/ Nov 2014
/FEB 2017/DEC2018/March 2019

