

POLICIES AND PROCEDURES MANUAL



MISSION

The mission of Riverbend Montessori Child Development Centre is to provide quality care for children through a cooperative partnership between families, staff and the community.



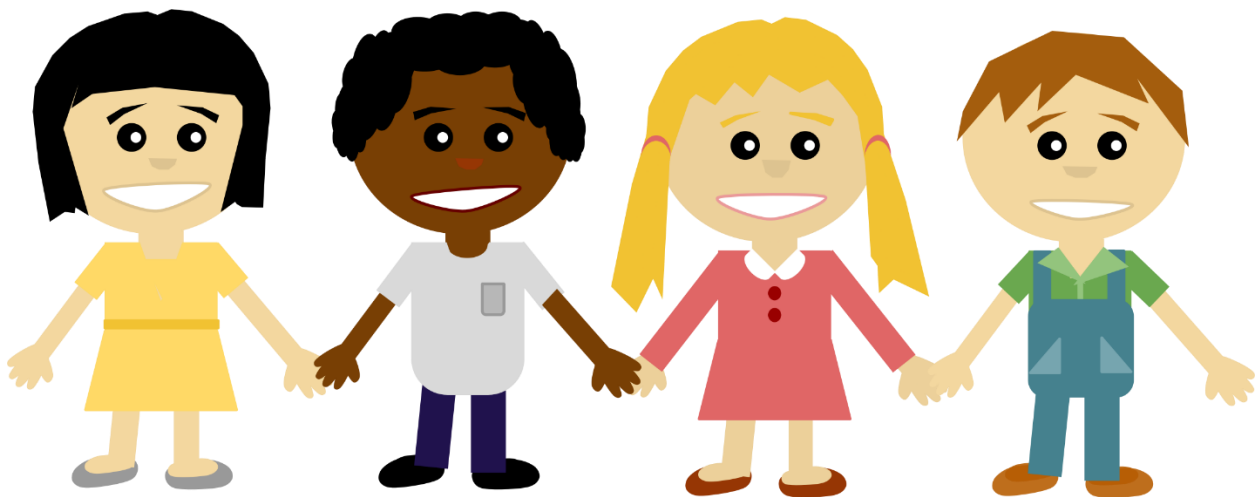
PHILOSOPHY

At Riverbend Montessori Child Development Centre, we provide a loving supportive, safe and educational environment for children which foster individualism, creativity, socialization, and school readiness. Our knowledgeable, professional team of teachers offers resources to help support children in a fun, nurturing and safe environment.

Our philosophy is based on a combination of “learning through play” and the Montessori Method of teaching:

The Montessori Method is based on the prepared environment, a carefully planned arrangement of surroundings, equipment, and materials. Because each child is unique, instruction in a Montessori program is individualized and education is regarded as a process of continually cultivating the child’s natural desire to learn. We emphasize moral development, self- control, self-motivation, cooperation, independence and responsibility.

We also believe play is an all-embracing activity of central significance to the growing child. Play is the most fundamental, natural, and universal activity to children. Through play, children learn what no one can teach them. Through the children’s natural curiosity and desire to learn, they are able to develop skills such as independence, resourcefulness, creativity and responsibility. Play is a child’s work!



Orientation policy

Each family will receive a registration package as well as an orientation to our Centre.

At registration time you will be given a tour of the facility by the Director or staff member.

During the tour parents and children are introduced to the staff and are shown around the Centre

During the tour our program is explained to the parents and children

Parents and children are encouraged to ask questions and express any concerns

Parents are taken through the application and subsidy process

The Director/staff member will review the child's application form to verify information and make any necessary changes.

It is the parent's responsibility to ensure they have subsidy in place prior to registration or pay full fee

You will have access to our Policies and Procedures Manual. Your comments and feedback is welcome at any time in regard to any of our policies and procedures.

Our Centre supports all families in their child rearing roles and is respectful of their beliefs, home, culture and language.

Person responsible for carrying out policy:

- Director
- Staff Team

Hours of Operation and Holidays policy

Our hours of operation are Monday to Friday 7:00 am to 5:45 pm. Children may attend for a maximum of 9.5 hours per day unless individual arrangements are made with the director. There may be an additional charge for additional staffing if children are attending over the maximum hours per day. We will be closed on all Statutory Holidays and other designated days. Parents will be informed of closure dates well in advance

For Christmas we are closed roughly for week from Christmas eve to Jan 2nd

REST POLICY

We believe that rest is a very important part of the child's daily program. We observe quiet time from 12:30 - 2:30 pm. Children are encouraged to lay quietly at the beginning of this time to allow other children to fall asleep.

Children who are still awake after 1:30 pm are offered quiet activities. If your child has a special blanket or cuddly toy, you may send it for rest time.

Please do not ask us to keep your child up during rest time. It is our belief that children require rest to promote growth.

If you do not wish your child to take naps our program may not fit your family's needs.

OUTDOOR AND SAFE PLAY SPACE POLICY

The outdoors is the very best place for children to practice and master emerging physical skills. It is in the outdoors that children can fully and freely experience motor skills like running, leaping, and jumping. It is also the most appropriate area for the practice of ball-handling skills, like throwing, catching, and striking. And children can perform other such manipulative skills pulling a wagon and lifting and carrying movable objects.

Our Centre ensures that the children have scheduled outdoor play-time either in the mornings at lunch or afternoon if weather permits.

Ensuring the safety of our children is the utmost priority at our Centre.

- Ratio guidelines are followed in our Centre as well as when the children go outside for walks and to our playground.
- All staff are ALWAYS expected to know the number of children in attendance for the day. This means the children are signed in as soon as they arrive and are signed out as soon as they go home for the day.
- When the children leave our Centre the safety risks increase. Therefore, it is so important to know how many children you have in your immediate care, AT ALL TIMES.

The following procedure outlines the steps that must be taken before, during and upon returning to the Centre.

Before we go:

1. Prepare the children for the current weather conditions.
2. Count and record the names of the children that will be leaving the Centre with you and ensure you have the emergency information for each child.
3. Take along the portable emergency kit.
4. Record on a separate piece of paper the following:
 - Where you are going
 - When you will return
 - The number of children
 - The number of staff

*****This information must be posted and visible for all parents and staff.*****

While we are out:

1. The staff are expected to complete the outdoor play-space checklist to ensure the safety of the playground and play equipment.

2. Bring inside out some cushions, books etc.
3. Staff are expected to move about the playground interacting and supervising the children. **(Staff are not to huddle together and talk about personal issues).**
4. Count the number of children often and work as a team to communicate any needs or concerns.
5. Staff are expected to implement outdoor activities for all seasons including winter play activities.

Returning to the Centre:

1. Give the children a transition warning 5 minutes prior to cleaning up the toys and equipment.
2. Engage in cleaning up the playground with the children to ensure all items are put away properly.
3. Before leaving the playground, the staff must ensure all children are accounted for and all toys and equipment are cleaned up and put away properly.
4. Have the children line up, do a head count and name role call to ensure all children have come to line up.
5. Return back to the Centre and complete one final roll call.

Person responsible for carrying out this policy:

- Staff Team

Nutrition Policy

The menu is based on the most recent version of the Canada Food Guide and will ensure two thirds of your child's basic nutritional requirements for the day. We provide a morning snack (7am to 9am) for your child. We also provide lunch (11 am to 12 pm) that is hot and nutritious. Special food requirements for individual children due to allergies or other restrictions are to be provided by the parents. Families' and children's preferences are taken into consideration.

Parents are asked to provide an afternoon snack (2:30 pm to 3:30pm) which contain at least two different food groups based on the Canada Food Guide guidelines. Please do not send any products containing nuts or products from the peanut and nut family.

Parents are encouraged to provide servings from four food groups based on the Canada Food Guide if they choose to send lunches with their children.

If parents fail to provide snacks that meet the Canada Food Guide recommendations, the centre will provide a nutritious supplement.

We review our menu frequently to ensure it is meeting the changing nutritional guidelines and to incorporate new foods. According to our policy no junk food will be served in the centre. List of food which can't be served at centre is posted on Parents bulletin board.

Parents are welcome to provide us with ideas for meals and snacks as we are always looking for new items to try out.

Medication Policy

The Centre will administer medication and herbal remedies to a child in specific circumstances:

- Upon receipt of written approval and instruction of the parent or guardian;
- Upon receipt of a written order from a healthcare provider; or
- With approval by the Centre's Director for any child with a specific condition and for which the Director has obtained written instructions from the parent or guardian and medical note.

All medication and herbal remedies must be provided to the Centre in its original packaging with all labels and instructions legible.

All parents or guardians must complete a Medical Authorization Form prior to leaving any medication or herbal remedy at the Centre. Upon completion of the Medical Authorization Form the parent or guardian must review the form with a Staff Member and provide the medication or herbal remedy directly to a staff member. Medication and herbal remedies must not be left in the child's cubby or in reach of children.

Because administration of medication and herbal remedies is an extra burden for staff and having medication and herbal remedies in the facility is safety Hazard, medication and herbal remedy administration in the centre will be limited to situations where an agreement to give medication or herbal remedies outside childcare hours cannot be made. Whenever possible the first dose of medication or herbal remedies should be given at home to see if child has any type of reaction. The Director shall inform the staffs if a child uses emergency medication and how to administer that medication if necessary. The Director shall review the Medication Policy and procedures with the staff as a part of the orientation process.

Procedure

- Staff will administer medication or herbal remedies in limited circumstances:
 - Upon receipt of written approval and instruction of the parent or guardian and upon completion of a Medical Authorization Form;
 - Upon receipt of a written order from a healthcare provider; or
 - With approval by the Centre's Director for any child with a specific condition and for which the Director has obtained written instructions from the parent or guardian and medical note.

- Medication and herbal remedies must be provided in the original packaging with all labels and instructions legible.
- A Medical Authorization Form must be filled by the parent or guardian indicating date, name of child, name of medicine, dosage, time to be given, route of administration and any possible side effect(s) and also plan of action for possible side effect(s.) Medication errors will be controlled by requiring the administering Staff Members to complete and sign an Administration Checklist and Medical Authorization form each time medication is given. The Administration Checklist includes: right child, right medicine, right dose right time and right route of administration.
- Medication and herbal remedies will be kept at recommended temperature in a child resistance locked container.
- Staff Members, including but not limited to the administering Staff Member, must observe the child carefully for allergic reactions after administering medication or herbal remedies.
- Staff are kept informed of children requiring emergency medications, where the medications are stored, and how to administer them if necessary
- A child with a known serious allergic reaction to a specific substance who develops symptoms after exposure to the substance may receive epinephrine from a staff member who has received training on how to use an epi-pen prescribed for that specific child. The emergency medication is stored in an emergency storage unit located in the lunch room fire extinguisher cabinet which can be easily accessed by staff and not by children.
- Non-prescribed medication and herbal remedies can be administered as long as the same Medication Authorization Form is filled out completely. Medication and herbal remedies must be given in original container and specify that it is suitable for the age of the child it is being given to and also dosage or time does not exceed the recommended dosage as prescribed on the bottle. Staff have right to refuse to administer non-prescribed medication.

- Medications and herbal remedies are returned to families when the authorized period has ended.

ILLNESS POLICY

Any child too ill to participate in the daily activities at the Centre is too ill to attend our program.

Please be sure and document on the daily medication log when the last dose of medication was administered at home. This is to ensure that we are observing your child closely as the medication wears off, as well as to ensure your child does not receive a double dosage of medication.

The following guidelines are indicators that your child would be more comfortable at home:

- A fever of 38C or 101F and higher
- Persistent coughing
- Vomiting
- Several bouts of diarrhea within a 3-4-hour period
- Any communicable disease – e.g. measles, chicken pox, pink eye, etc.
- Lice – a child must stay away from the center for 24 hours or until all nits/eggs are removed.

Your child may return to the Centre when:

- The fever has subsided for 24 hours
- Prescribed antibiotics have been administered for at least 24 hours
- Diarrhea has subsided for 12 hours
- Vomiting has subsided for 12 hours
- Chicken pox are fully scabbed over
- You provide us with a Doctor's note stating your child is able to return
- After child has been properly treated for lice or other disease – director/staff have the right to examine child upon return to Daycare.

It is beyond our capability as a Centre to provide care for sick children. If your child becomes ill while at the Centre, you will be contacted. If you cannot be

reached, your emergency contact person will be called. Your emergency contact person cannot authorize treatment or medication.

No medication, whether prescribed, non-prescribed or herbal can be administered by the staff without written permission from the parent/guardian. All medication must be in the original container from the pharmacy, with the child's name, dosage, name of drug and date on the label. All medication must be given to a staff member and will be stored in a locked box.

Please note: We will **only** administer non-prescription medication i.e.: Tylenol, Dimetapp, for two consecutive days without written consent from a Doctor. Any further medication administration will only be done with a doctor's consent.

Tired Children

We do not have "sleeping" facilities at the center. If your child is too tired to participate in our activities and just wants to sleep or lie down, we will ask you to pick them up.

Person responsible for carrying out this policy:

- Staff Team
- **Policy to support parents with special need children**
- **Concern about child development are identified and discussed with family**
- Based on our observation and assessments checklist if we identify any special need for any child we will discuss with the parent and provide parent with information about assessment services conducted by health services. We also refer them to community services for further help. This will help early identification and access to the services which will contribute to supporting children's healthy growth and development.
- In this way family are supported in an environment where they can identify their needs and find community services

REPORTING COMMUNICABLE DISEASE POLICY

When a staff member knows or has reason to believe that a child may be suffering from a communicable disease, he/she must notify the program Director

immediately and complete the Capital Health Communicable Disease form. Or call the pager number provided on the form

The parent is also notified and must remove the child from the Centre and seek proper medical attention.

The child may return to the centre on the advice and written agreement from the physician.

Person responsible for carrying out this policy:

- Staff Team

Field Trip Policy

Throughout the year we take the children off the premises by walking to parks, library and nearby establishments. Some of our programs will require the children to be transported by public and/or private transportation. During transportation our Staff enforce safety rules that comply with Transport Canada Guidelines. When a fieldtrip is planned that requires public or private transportation, parents will be notified by newsletter, our website and/or permission forms.

To ensure that we do meet or exceed the fieldtrip facilities minimum adult to child ratio we often require additional adults to accompany the children attending the field trip. Parents are welcome to volunteer for any fieldtrip. Volunteers on fieldtrips are responsible for having fun and spending some fun quality time with their child. Unfortunately, volunteers are not allowed to be alone with any children other than their own and will be asked to stay with the group at all times.

Before each fieldtrip the staff will prepare the children by explaining where they are going, what will happen, whom they will see and who they need to listen to. The staff will also review the safety rules with the children and chaperones prior to departure.

Staff members will make a list of all children attending the fieldtrip and which adult is accompanying that child. Staff members will conduct a head count of all the

children in their group before leaving the Centre. If a school bus is utilized, a staff member will count the children as they board the bus and disembark at the destination.

Staff will be responsible for all the children in their group. They will also conduct random head counts/ or roll call at 15 min intervals throughout the fieldtrip. A final head count will be done before returning to the Centre and also while entering front door of daycare facility.

Staff members will ensure that a first aid kit and portable emergency contacts, cell phone are taken on the fieldtrip

ACCIDENT/INCIDENT PROCEDURE POLICY

- In case of an accidental injury, the most senior childcare worker will tend to the child while the other workers will tend to the other children.
- If mobile the child will be brought to the Director's office and then the appropriate action will be taken, ex: cleaning abrasions, phoning parents, etc.
- The Director or Program Supervisor will make an immediate attempt to contact the parent or guardian. If this is unsuccessful the emergency contact person will be contacted as well as the child's physician.
- If it is found to be necessary, an ambulance and/or paramedic will be called to tend to the child's injuries.
- If medical assistance is deemed advisable but not an emergency the parent or guardian will be contacted and apprised of the situation. If need be, the child will then be taken to the Emergency department at the Stollery Hospital

Person responsible for carrying out this policy:

- Staff Team

EMERGENCY TRANSPORTATION POLICY

If your child is seriously ill or injured, we will contact you immediately.

In some cases, a child may be taken to a Medi-Centre by Centre staff, we will walk to Riverbend Montessori

If a serious illness/injury occurs, an ambulance may be called, and **the parent will be responsible for the cost of the ambulance.** A child with a serious injury will be taken to the nearest available hospital.

Any incident or accident of significance will be recorded by the staff member in charge, brought to the attention of the Director and then discussed with you when picking up your child/ren.

In the event that it is necessary to evacuate the children from the Centre, they will be taken by the staff, via the nearest exit as indicated on the Evacuation Plans posted in the Centre to their designated meeting place.

If an emergency does occur and we are unable to re-enter the Centre, parents will be called and asked to come pick-up their child/ren.

Person responsible for carrying out this policy:

- Staff Team

Emergency Evacuation

In the event of an emergency, it is critical that the staff knows how to respond most effectively and that the children are familiar with the procedures.

Evacuation drills are conducted and recorded at least once a month. Emergency exits and evacuation procedures are reviewed with the staff as part of the orientation process for new staff. The Designated Relocation Sites are within

walking distance, therefore the children will walk to the Designated Relocation Sites. An evacuation diagram is posted on the parent's bulletin board.

Procedure

- The children are guided out of the nearest safest exit
- Each group of children will be escorted by a staff member and assemble at the Designated Relocation Site
- Attendance board, portable emergency information and first aid kit are collected and brought by the designated staff member
- Senior staff will check washrooms and the child care rooms to ensure all the children have evacuated
- When the children arrive at the Designated Relocation Site, attendance will be taken
- The designated staff member in charge will call 911
- The Emergency Response Team will inform the staff whether or not we can re-enter the daycare.
- If we cannot re-enter the building, parents will be contacted and asked to pick up their children.
- Children & staff will remain at the Designated Relocation Site until parents pick up the children.
- A report will be filed by the Director using the form provided by Licensing to the daycare licensing officer or the Regional Licensing Office if the licensing officer is unable to be contacted.
- In the case of fire drills, the date of the drill and time taken to evacuate the facility will be noted on the evacuation drill form

Designated Relocation Sites

1. First site is McDonald Restaurant, Riverbend Square
2. Second site is Riverbend Library in Riverbend Square

EMERGENCY CONTACT AND PROCEDURE POLICY

Our Centre must ensure that the following telephone numbers are posted on the program premises and are readily accessible:

- Emergency Medical Service
- Ambulance Service
- Fire Department
- Police Service
- Poison Control Centre
- Nearest hospital or emergency medical facility
- Child Abuse Hotline

An after-hours emergency number is posted on the front door of the Centre and it is visible from the outside of the Centre

Our Centre's emergency evacuation procedures are posted in the Centre.

Person responsible for carrying out this policy:

- Staff Team

EMERGENCY LOCK DOWN

Whenever a situation arises where the safety of our children may be compromised from outdoor circumstances, such as, severe weather warnings, stranger, danger, police reported situations etc. our Centre should implement the following protection policy.

- 1) Ensure that all children are inside.

- 2) Lock all doors.
- 3) Move all children and staff to a central location away from the doors and cover the window on the door.
- 4) Make sure someone has a phone to communicate with.
- 5) The parents are not to attempt to pick up their children. They are to remain at a safe distance until the lock down ends.
- 6) Further to that, the doors will not be opened for anyone unless it is for emergency personal, or communication has been received that it is safe to do so.

Person responsible for carrying out this policy:

- Staff Team

MISSING CHILD PROCEDURE & POLICY

Should a child not show up at the center and the staff needs to find the whereabouts of this child, **the staff will:**

- go look for the child
- call the teacher

If the child is not located:

- the parent or emergency contact will be notified immediately.

If a child is still not located, police will be notified.

Should this occur, this will be reported to the licensing authorities immediately (780-422-4071) and an incident report will be filed with licencing.

Person responsible for carrying out this policy:

- Staff Team

PROGRAM REVIEW POLICY

Riverbend Montessori will have a review process in place. The Director shall evaluate current services provided by the Centre to provide recommendations for the future direction of our services.

Input for the review may be asked for by staff, the families, the school and advisory committee.

Areas to be reviewed are:

- Policies and Procedures Manual and other current manuals
- QEP and center goals
- Past complaints
- Financial information
- Overall program and other areas of interest

The following procedure will be taken:

- Review of all material by the Director (making note of any changes deemed necessary)
- New short- and long-term goals for the program
- Changes will be administered and dated by the Director, or they may be delegated to staff
- Copy of any changes which may impact families or service delivery will be shared with parents

Program review will be scheduled to take place every years and will be informed to staff and families

QEP will be updated and edited throughout the year by the Director and staff team members.

Person responsible for carrying out this policy:

- Staff Team

Professional Development Policy

The director is responsible to help Staff with arranging workshops and/or courses for staff members.

The staff is required to attend one professional development days annually in which workshops are offered based on QEP goals and this is paid for by the Centre or by professional development funding. The staff is also encouraged to pursue additional professional development based on needs identified in performance appraisals and the annual program review.

Staff members are responsible for keeping first aid certificate up to date. Director gives reminder notice one month prior to expiry.

The director will allow staff time off or early dismissal for courses if possible.

The director will help the staff with reimbursement of funds for said course or workshops.

- The director will encourage staff to take advantage of training opportunities that are relevant to staff development and needs of children in program.
- Minimum two workshops are required by each staff
- External training and attendance at conference /workshops/seminars is encouraged and supported
- The Centre will provide opportunities for internal training for example staff meetings /guest speakers, work shops etc.
- Particular skill training, to fit in with the nature of work will be provided as necessary
- Staff is encouraged to attend free workshops provided by Alberta Health Care like workshops on language and clear speech and on Nutrition
- It is mandatory to attend any workshop offered by licensing like Task force

HUMAN RESOURCE POLICY

The part of human resource management that specifically deals with training and development of the employees.

Human resource development includes training an individual after he/she is first hired, providing opportunities to learn new skills, distributing resources that are beneficial for the employee's tasks, and any other developmental activities.

This is supported through the following policies:

- Staff Confidentiality Policy
- Professional Development Policy
- Job Descriptions
- Staff Compensation Procedure
- Dress Code Policy

- Staff Orientation Procedure
- Staff Scheduling Procedure
- Staff Screening & Qualification
- Attendance Expectations
- Breaks Procedures
- Probation Policy
- Staff Discipline Policy
- Voluntary Resignation Policy
- Involuntary Termination Policy
- Performance Review Policy
- Respectful Workplace / Harassment Policy
- Guidelines For Working With Children
- Guidelines for Professionalism
- Code of Conduct
- Policy's on Setting Policy's
- Staff Meeting Policy
- Dress Code

Person responsible for carrying out this policy:

- Staff Team

Grievance and Complaints Management Policy

Riverbend Montessori is committed to the concepts of procedural fairness and natural justice. We believe that the right to be heard fairly; the right to as unbiased made by an objective decision maker and the right to have the decision based on the relevant evidence.

Riverbend Montessori Grievances and Complaints Policy values:

- procedural fairness and natural justice;
- Code of Ethics;
- a service culture free from discrimination and harassment;
- transparent policies and procedures; and

- avenues for recourse and further investigation

The policy ensures that all persons are presented with procedures that:

value the opportunity to be heard;

- promote conflict resolution;
- encourage the development of harmonious relationships;
- ensure that conflicts and grievances are mediated fairly; and
- are transparent and equitable

Riverbend Montessori has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures.

In meeting the duty of care, management and staff agree to implement and endorse the policy

Procedures:

Staff

- Definition: a staff grievance occurs where a staff member believes he/she has been unfairly or badly treated by another person (not a child) at the Service or by a management decision and wishes some action to be taken to remedy the situation.
- In the interest of everyone concerned staff grievances should receive a high priority and should be resolved as quickly and effectively as possible.
- All parties to a grievance should try to resolve the matter informally through discussion, moving to formal processes only if this does not succeed.
- Confidentiality is vital; no-one may discuss information about a grievance outside the grievance procedures.

- A staff member who has commenced a grievance process may withdraw and stop the process at any time without penalty
- No staff member should suffer any personal or professional disadvantage because she/he decides to pursue a grievance
- Every attempt should be made to resolve grievances in ways which are agreeable to all the parties concerned
- Where formal procedures are used in resolving a grievance, these should be clearly documented. This documentation should be kept secure and confidential until the grievance is resolved, then it should be destroyed (unless the outcome of the grievance requires that it be kept for a period).
- The director may appoint one of its members (admin staff only) not a staff member, as a grievance officer to assist where the grievance procedures provide for her/him to do so.
- All grievances should be handled according to the grievance procedures adopted by the Service.

Parents

- Parents will be provided with clear written guidelines detailing grievance procedures
- Parents will be provided with information about the services' philosophy policies and procedures
- All confidential discussions with parents will take place in a quiet area away from others.

Parent and staff conflict

- The parent should discuss the problem with the relevant staff member

- If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the director/coordinator /supervisor
- The director or supervisor will convey that decision to the parent and staff member concerned, or the director or supervisor will write directly to the parent concerned to advise of the decision.

Complaints Management Procedure:

It is recognized that employees may, from time to time, have reason to feel concern over working conditions, scheduled hours of work, salary, or any other problem. A grievance will be processed in the following manner:

Step 1 Verbal discussions with the immediate supervisor, where every effort shall be made to settle a dispute.

Step 2 If the employee is not satisfied with the results of Step 1, a written grievance can be made to the Director. Such a grievance must be received by the Director within seven (7) days of when he/she first became aware of the action or circumstances giving rise to the grievance.

The Director shall meet with the employee, examine the facts and nature of the grievance, and attempt to resolve the dispute. The Director shall report his/her findings and recommendations to the employee and supervisor within fourteen (14) days.

INCLUSION AND DIVERSITY

Riverbend Montessori supports the principles of equity through implementing inclusive and diversity practices.

Parkdale After School Care Society strives to achieve equal relations between nationalities, races, religions, genders and special needs; to cultivate each child's ability to stand up for themselves and for others and act to promote equity and justice. Cultural heritage is an integral part of our programming. Families and children are encouraged and given opportunities to share cultural traditions and preferences with the center and staff. Staff provides our children with opportunities to celebrate individual differences.

Procedure:

- Develop programs which support the goals of inclusion & diversity.
- For each child to be able to recognize and challenge bias.

The staff will strive to ensure that their interactions with children:

- Promote gender equality.
- Promote equality regardless of race, culture or differences.
- Encourage children to develop to their full potential regardless of different abilities or needs.
- Ensure that their language and daily practices are inclusive and non-discriminatory.
- Give them the opportunity to develop their understanding of inclusion principles and diversity through professional development.

Staff will:

- Identify & monitor their biases concerning gender, stereotypes or other differences between children.
- Utilize the parent's expertise in relation to their child's needs.
- Show respect for the various ways that families care for their children and be aware of different child rearing practices and beliefs.
- Display posters and materials that are representative of a variety of social, cultural, linguistic and ability backgrounds.
- Talk to children about differences in positive ways.
- Acknowledge and value children's unique and individual differences.
- Celebrate occasions that are relevant to a variety of cultures. Share information with children about difference cultures and ability backgrounds.

We promote the UN Convention on the Rights of the Child and we strive to strengthen and support those rights.

Person responsible for carrying out this policy:

- Staff Team

Community Engagement Policy

We believe that a community is more than just a location, or a collection of individuals who happen to live or work in the same place. When we talk about a 'sense of community' we usually mean the quality of the relationships and connections that bind people together, rather than just the fact that they see each other regularly. Capital Child Care Centre engages and gets engaged with community the following ways:

- Local visits – Safeway library, senior homes
- Visitors to the centre – parents with special skills, professionals
- Visitors from other child care programs and organizations to share information
- Placements of Early Childhood Education students from local colleges and universities, as well as co-operative education students from high schools.
- Help parents to reach out for the support to their child. Provide favourable environment to the support agencies
- Participation in community activities
- Donating at Good will
- Inviting local MP to centre
- Participating in family matters with global TV
- Invite community librarian, nurses, dentist, EMS personnel and police etc.
- Involve children in collection of food for Edmonton Food Bank
- Get information and feedback from neighbouring childcare centers for planning and other activities i.e. organizing the workshops, visiting each other's centre etc.
- Posting the news, brochures and leaflet of different community organization for parents
- Helping college and university students to do their research by involving children and parents

Policy and procedure manual review

The following are the steps to be taken to review and revise the policies and procedure manual annually.

1. A survey will be sent out to each family and staff once a year.
2. Results from this survey will be posted in the newsletter the following month.
3. The Centre will include any changes required to address any concerns.
4. Parents and staff will also be asked to review the policy and procedure manual once a year and provide feedback. All feedback will be considered, and any changes will be shared with the families via the monthly newsletter. Parents will be asked to sign a document to demonstrate that they have read and understand all current and/or updated policies.
5. Staff will also be asked to review the policy and procedure manual once a year and provide feedback. All feedback will be considered, and any changes will be shared with the staff during a staff meeting. Staff will be asked to sign any changes to policies to demonstrate that they have read and understand all current and or updated policies.

Person responsible for carrying out this policy:

- Staff Team