

Riverbend Montessori Child Development centre

536 Riverbend Square

Edmonton, Alberta T6R 2E3

780 413 8095



Table of Contents

MISSION.....	3
PHILOSOPHY.....	3
VALUES.....	4
OUR GOALS.....	4
OUR PROGRAM.....	5
OPERATING POLICIES	5
Hours of Operation.....	5
Enrollment	5
Registration Policy	6
Registration deposit	6
Parent orientation	6
Fee Policy & Schedule	7
Updating Children’s Information.....	7
Hours of Attendance	7
Termination of Child Care	Error! Bookmark not defined.
Late Pick-up Policy.....	9
Arrival & Departure.....	12
HEALTH AND SAFETY.....	14
Rest Policy	16
Medication	16
Medical Emergency / Incidents	17
Special Health Care	17
Custody Policy	18
Emergency Evacuation	18
Outdoor Play and Off Site Excursions	19
Transportation/ Fieldtrip Policy	20
Transportation to schools	Error! Bookmark not defined.
INCLUSION AND DIVERSITY.....	21
COMMUNICATION AND PARENT PARTICIPATION	22
FAMILY EVENTS.....	23

Riverbend Montessori Child Development Centre

We would like to thank you for choosing our centre and welcome you and your child to our program.

We hope this handbook answers your questions and gives you information necessary to feel comfortable and confident in allowing us to care for your child. We ask that you review our policies and procedures of our Centre.

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!

VALUES

Compassion and love of children

Safe, trusting, fun environment

Respect for and understanding of family diversity

Spontaneous learning

Knowledge and team focus of teachers

Creating community- a sense of belonging

Collaborative effort of staff and parents

Sharing resources

OUR GOALS

To promote children's healthy development by:

- developing positive relationships with each child and family to create a bond between parents, children and staff through two-way communication and opportunities for family and volunteer participation
- providing a healthy, safe environment which meets children's physical needs
- providing well balanced nutritious meals and snacks
- providing children with opportunities to learn and play together from each other, from families and the staff and the community
- providing an environment, materials, equipment and experiences based on the children's interests, needs & abilities to support all aspects of their development
- providing opportunities for adult directed and child directed play
- providing opportunities for long periods of outdoor play time where children will engage in physical activity and learn about nature
- Developing relationships and partnerships within the community to enrich our program through the diversity within our community – special activities such as a music program, working with clay, etc.

- planning opportunities for children to explore their community through field trips, excursions and visitors within the local community
- providing close, active supervision and age appropriate discipline, which fosters children's positive self-esteem and sense of responsibility
- assisting families and to identify special needs and approved referrals to appropriate agencies
- to promote and implement educational opportunities for parents, staff and volunteers
- promoting innovative responses to the community and structural needs
- to secure staff and volunteers who are in agreement with our Mission Statement and Philosophy

OUR PROGRAM

Our centre provides age-appropriate areas for dramatic play, arts, science and nature and discovery, sensory exploration, construction and block play, shelf toys, puzzles, fine motor and books. Our gross motor activities and outdoor play provide opportunities for running and jumping and the development of gross motor skills as well as an opportunity to explore nature. During free play the children can choose their own activities according to their interests.

OPERATING POLICIES

Hours of Operation

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.

Enrollment

Many children are able to enter a childcare facility with little or no complications; however, this transition can be difficult for some children. Our staff will do everything they possibly can to help both the child, and the parent/guardian overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their environment once the parent has left. If possible, we strongly encourage parents to set up some visitation times prior to the child's first day, to assist the child in

becoming familiar with the environment and staff. There is no fee for these visits as long as the parent or other adult remains with the child at the centre. We also welcome parents' calls at any time throughout the day to discuss their child's day and to assist in reassuring the parent their child is adjusting.

Registration Policy

An enrollment package must be completed and returned, and the registration fee paid prior to the child attending.

We offer full time childcare from 13 month – less than 7 years, Part time care is available on a very limited basis.

Parents are requested to arrange initial visit and interview at Centre.

Children are allocated in spaces in such a way as to maintain our staff to children's ratios and in accordance with governmental regulations.

Once Director has confirmed a space is available for your child your family will be emailed an information package including welcome letter, invitation to visit the center, Policy and Procedure Manual and Registration form. The registration form is to be completed and returned along with a \$50 non-refundable registration fee and a \$100 deposit. The deposit will be deducted from your first month's childcare fees. The registration form asks for basic background information about your child including medical information and contact information.

The number of children we can accept into our program is limited. If all of our spaces are filled, we will put your child on a waiting list and hold a space for you. For this we require a \$50.00 non-refundable waitlist fee.

While every effort is made to accommodate each child, there may be occasions where a child's particular needs cannot be met by our program. In that event, the Site Supervisor will work with the parents to find appropriate care and may ask that the child be withdrawn. You will be given withdrawal notice of at least 2 weeks in this rare case.

Registration deposit

All families enrolling in Riverbend Montessori are required to pay deposit for each child. This will be applied to final month's fee when your child leaves our centre provided one month notice is given.

Parent orientation

Each family will be provided with an orientation to our program. Whenever possible the orientation will take place prior to the child's first day of attendance.

Fee Policy & Schedule

Fees are charged monthly, and payment must be made on the first day of the month. Your child is not officially registered until payment is made. A late fee of \$1 a day is applicable thereafter.

We require \$100 nonrefundable registration fee on the date of registration

All families will be required to pay an extra \$500 in the first month as a security deposit toward your last month of notice. Once written notice is given that you are leaving, we will use these funds toward your last month's parent portion of the fees and refund any balance left by way of cheque (updated Sept 2024)

Holidays and absence do not reduce your fees. Part time parents are required to pay for their designated days regardless of if they have been sick or away. Please do not ask us to make any exceptions.

The fee includes music classes. Any other extra activities like clay projects, field trips are not included in the monthly childcare fee.

A service charge of \$20 will be charged for all NSF cheques.

Official receipt will be given to you for all the payments made at the end of the year. Please retain this receipt for your records, as if you require a new one it will issued with \$20 administrative fee.

All accounts are overdue after 60 days are sent for collection.

Updating Children's Information

It is essential that you notify the Director, in writing, of any changes with respect to addresses, phone numbers, emergency arrangements, family status, child allergies and/or medical problems.

Hours of Attendance

Due to staffing and child ratios 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.

Spaces are not saved for children leaving the center for the summer months or for extended periods of time during the year unless the space is being paid for.

WITHDRAWAL POLICY

FOUR WEEKS written NOTICE is required for withdrawal of a child from Riverbend Montessori. You are responsible for the fees for this period.

DISCHARGE POLICY - The centre's staff will make every effort to meet the individual needs of each child enrolled in the program. There may be situations, however, where we may not be able to meet these needs. The parent(s) will be kept informed of all efforts and areas of concern through formal and informal discussions with teachers and the Director. All meetings with parents will be well documented. The centre reserves the right to withdraw services for any of, but not limited to the following reasons. – Lack of payment of fees, Conduct that is injurious to the physical emotional or intellectual well being of others in the centre, Lack of compliance with the parental/guardian responsibilities outlined in the policies of the centre, Behavior that creates a potential safety hazard to children and staff, Verbal abuse, harassment, or threatening of children/staff, Inability of the centre's program and staff to meet the child's individual needs and Individual needs of a specific child that interferes with those of other children or puts other at risk. In the event the centre withdraws a child from the centre due to the above circumstances, children's services t will be notified if applicable.

FINACIAL SUBSIDIES

Subsidies are available from Provincial Social Services for those who qualify. The application for subsidy and information can be found on line www.child.alberta.ca/home/1153.cfm to be considered for a full time space subsidized families must have their children in the Centre for a minimum of 100 hours per month. Termination notice will be given to parents who is behind in payment of their fees.

KINDERGARTEN PROGAM

We have full time kindergarten program

Our current fees are as follow

Infants- 13 to 20months

Full time \$1375/month

Half days – N/A

Toddlers -20months – 40 months

Fulltime -\$1200/month

Full day-75per day maximum 8 hours

Preschoolers-3.4 years to 6 years

Full time \$1075/month

Half days \$900/month (7am to 12pm or 12pm – 5:45pm)

Late Pick-up Policy

Our Centre closes sharp at 5:45 pm. With this in mind and out of respect for the long day your child and his/her caregiver have had, you must pick up your child before this time. If there is an emergency and you are going to be late, we ask that you call the center to notify us. In rare, unusual circumstances like car accidents, excessive snowstorms, or car breakdowns will be taken into consideration but high traffic volume and accidents slowing down traffic are regular occurrences and will be considered late and a late fee will apply.

A late fee of \$10 for the first 5 minutes and \$1 a minute thereafter will be levied against parents who are late in picking up their child.

DISCIPLINE

We do our best to prevent disciplinary situations from arising by having qualified staff and child-care professionals. Each child is accepted on an individual basis. We also consider each child's background and culture, level of development, activity levels, distractibility, and sensitivity.

No child is ever labeled, shamed, or humiliated. Striking a child for any reason, screaming, yelling, or withholding food as punishment strictly violates our discipline policy. We believe young children learn positive behavior best through example. We encourage staff to commend children for their positive behavior.

Age-appropriate limits are set for behaviour, and the children know what is acceptable for them. This is done in a positive way; we focus on the behaviour of the child and not the child's character. This approach preserves the child's integrity and offers positive guidance for learning. Cue and verbal explanations decrease children's anxiety and help them to anticipate or prepare for change. Feelings of the children are recognized and understood when limits are set. Simple reminders to children also help in discipline.

When using any of the following methods, staff communicate to children when their behavior is inappropriate and why, as well as engage children in conversations about what behavior would be more appropriate.

Our methods include:

1. Having a variety of activities for the children.

2. By having conversations with the child if their behavior is inappropriate for the area or material that they are using.

3. By using positive language with the children to give praise for appropriate behavior.

4. After using the above techniques, if a child is having a problem cooperating in an area of the room, he/she is redirected to another area or activity.

If group behavior is a problem, the group is closed, and the children are broken up and redirected to other activities within the room.

If cleaning up is a problem for the entire group, we discuss it, and incorporate the “logical consequence” technique, which is “If we take a long time to clean up, because the teacher has to remind, redirect, and put the children back on task, then we have run out of time for the fun things, like singing, story time, outdoor play, etc...” “This helps the children realize and internalize responsibility and what can happen.

5. Sometimes just a touch on the shoulder VERBAL CUE AND EYE CONTACT can let a child know of your presence and this will in turn put him/her back on task, such as attending a lesson at circle.

6. If children still have difficulties after our typical methods have been applied the employees will develop a behavior management plan. This plan is created with the approval of the child’s parents and may include input from outside professionals, pending permission. A child that puts the health, safety and welfare of themselves or other children at risk may require their care to be terminated if we cannot secure additional outside support.

7. Under the law any form of physical punishment, corporal punishment, verbal degradation, physical degradation, ridicule, harsh, frightening, or humiliating treatment, and emotional deprivation is illegal and is against our philosophy. These actions will never take place within our center.

8. No child will be disciplined by withholding food, beverages, toileting, rest time etc.

No child will be threatened or denied necessities.

9. No child will be restrained, tied, physically held down, confined or isolated as a form of behavior guidance.

10. On a final note, we try to be as consistent as possible with our classroom rules so that the children will know what is expected of them. We find that this helps the children and leads to their success.

When any staff are hired, they must sign that they have read and understand our staff handbook as part of their orientation process. Parents must sign saying that they have read our parent handbook stating that they have read and understand it as well. Parents are given time to reflect on any questions they may have about our discipline policy and can direct them to primary staff. If staff are found to have used inappropriate discipline methods, we will provide disciplinary action and may be required to terminate their employment immediately.

Implementing time away and redirecting children

For all possible instances, correcting a child's behavior or actions should be a beneficial, nurturing experience. Children who are interacting inappropriately with materials, friends, or a location, will be reminded of the actions they should be doing i.e. "Walk Please" or "Blocks are for building". If a child is not heeding positive language reinforcement they might need to be removed from that area, friend, or material contact. Removal should usually be an alternate activity and not a time away. Redirection is usually the most logical consequence of unacceptable behavior. For example, if a child is unwilling to get dressed or clean up then they will not be able to participate in the next activity until they have completed the suggested task (contingency management). Children can be reminded of this to provide them with a logical reward to their compliance. If the task requires help, they should ask for help and help needs to be given. Remember to always encourage independence. Children's space should be respected. Actions that put a child, other children or staff in harm or repeated unacceptable behaviors should be acted on immediately with removal, redirection or time away. For example, throwing toys in every center redirected to, pushing on the stairs, running from group during outside activity etc.... Children can be given time away during a tantrum not as guidance but to provide them space, so that they are not causing injury to themselves or classmates. As soon as they are calm, they can return to an activity. After time away teachers will immediately catch the child modeling appropriate behavior and comment on it. This reinforces behaviors that are acceptable and what we as adults expect from the children. Teachers can act as role models for behavior and mediators for arguments. Language is to be modeled for children; teachers use language, manners, and appropriate conduct when asking children to comply or when interacting with them. Language should be promoted even during disagreements, as smaller children will often resort to yelling and shrieking and possibly aggressive behavior. We remember each child is an individual with rights and should be treated with respect and dignity.

Arrival & Departure

It is important that your child be brought right into our Centre by an adult each morning as we are not responsible for your child until he/she arrives in our Centre and is signed in.

You're Childs Arrival

Checking in

Parents/Guardians must accompany their child into the classroom, provide acknowledgement to a staff member and provide written documentation of the arrival and departure times of their child as well as their signature. This is a licensing requirement and allows for accurate sign in, sign out records and provides ample time to discuss any special instructions with staff for the day

Saying Goodbye

Saying goodbye can be difficult. Usually, it is harder on the parent than it is on the child. The following are some tips to help make this transition easier.

The four "B"s

- Be aware of your own feelings. Don't pass anxieties onto your child
- Be firm. "Goodbye I'm leaving now." Never ask if it's okay to leave now.
- Be specific. Young children have a hazy sense of time. 'I'll see you after you eat snack and play awhile,' works better than "I'll see you soon."
- Be there. Don't betray your child's trust. If you are going to be late or if someone else is picking them up let them know.

At the end of the day, your child will be released to you or people you have authorized to pick up your child. A child will not be released to anyone who you have not authorized to pick up your child. If the person picking up your child is unfamiliar to the childcare worker, this person will be asked to produce a piece of personal Identification to avoid confusion for both your child and the staff please inform the Centre whenever your child is to be picked up by someone other than yourself

Program Evaluation

Our program plans on improving ourselves with our Quality Enhancement Plan through Accreditation, ongoing input and feedback from staff and families, PD opportunities for employees, surveys, policy questions to our parents in our newsletters, policy questions for our staff at monthly meetings, safety inspections and survey checklists. We are always looking for new ways to involve parents, staff and the community. Throughout

the year we track and document illness, incidents, accidents, critical incidents and behavior repetition. At staff meetings or board meetings we will discuss our findings to see if classroom action or policy changes are required to eliminate risk.

Developmental Screening

Concern about child development is identified and discussed with family

Developmental screening is conducted regularly. We use a Child Progress Report and our own developmental checklist. Nipissing District Developmental Screening tool is used based on the recommended schedule. Using the assessments enables us to identify developmental delays. The assessments are shared with families and referrals are made community services for further help if delays are identified. This will help early identification and access to the services which will contribute to supporting children's healthy growth and development. In this way families are supported in an environment where they can identify their needs and find community service to promote positive outcomes for children.

CLOTHING AND POSSESSIONS

Playing and learning is hard dirty work. Here are some clothing tips to help your child play and learn: make sure your child knows it is ok to get dirty. Children often refuse to take part in a messy activity because they are afraid, they will get dirty dress your child in comfortable, washable clothes make sure your child always has a change of indoor and outdoor clothing in their cubby, Accident can happen-**an extra set of clothes can save the day**. Please label all clothing and that these clothing items are labeled

Outdoor play is an important part of our program. we are required to have the children play outdoors for at least 1 to 2 hours per day, thus clothing for all weather conditions should be at the Centre, such as winter/sun hats, coats, snow/splash pants, winter/rubber boots, 2 pairs of waterproof mitts, neck warmer, scarves etc. please help keep your child safe by removing strings from your child's clothing (jackets/hoods etc.) to prevent choking/ strangulation label all clothing so they can be easily identified, all items without a label will be placed in the "lost and found" and after a period of time unclaimed items will be donated. Send your child with clothing that encourages independent dressing and are easily laundered

SHOES- All children must wear shoes to all programs (no slippers, boots, etc.). It is recommended that running shoes be worn for your child's safety on our equipment. Your child needs an extra pair of indoor shoes to wear in the center.

TOYS AND ITEMS FROM HOME

Our policy is that NO TOYS are to be brought from home unless designated for show-and-tell toy day (usually Fridays)

Nutrition Policy

Parents are asked to provide all the meals

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.

.

LOCKER AND MATS

A locker for your child's belonging is provided with a mat for rest period and a face cloth for the washroom. Please clean out your locker periodically and take-home items not needed.

HEALTH AND SAFETY

Upon enrolment at the centre, we require the medical status of the child, up to date immunization records and any known allergies or medical conditions. If a child becomes ill while attending the centre, we will contact you promptly so that you may take your child home or to the doctor. An emergency contact including phone numbers, and an address is necessary in the event that you cannot be reached. In an emergency the Director will take whatever immediate steps necessary to get medical help. You will be responsible for all costs associated for treatment and care. A sick child will be placed in the office or on a cot until the parent or guardian arrives. The child will be supervised during this time.

Parents are required to keep their child home if they display any of the following symptoms: fever, diarrhoea, vomiting, undiagnosed rash/skin condition, obviously infected discharge, lethargy and irritability, persistent pain, cough, and communicable diseases as listed in Schedule 1 to the Communicable Disease Regulation (AR 238/85). A staff member who notices any of these symptoms when your child arrives will ask that your child be taken home or to a doctor for a note confirming that your child is healthy and not infectious. If your child has had a fever, diarrhoea or vomiting we ask that your child is kept at home for 24 hours after all symptoms are gone without the aid of Advil, Tylenol or other fever reducing medication

Please adhere to the following guidelines on whether child can attend our school with the following symptoms.

- **Cold or Flu symptoms:** Mild cough, no temperature, feeling okay, nasal discharge clear, child may attend school.
- **Cold or Flu Symptoms:** Chronic, deep, or hacking cough, elevated temperatures, persistent crying, green nasal discharge, and wheezing. The child should be excluded until assessed by a physician or symptoms are resolved.
- **Fever:** Fevers are warnings of illness. The child's temperature is 38.1 degrees C or higher, then your child must be kept home for 24 hours.
- **Sore throat:** The child has swelling, white spots in throat, and complains of pain when swallowing. Seek advice from a physician. The child should be excluded until assessed by a physician or symptoms are resolved.
- **Rash:** If new or accompanied by fever or behavioral changes, the child should be excluded until assessed by a physician or symptoms are resolved.
- **Diarrhea:** child must stay home 24 hours until symptoms are resolved or assessed by a physician
- **(Suspected Pink Eye):** Suspected redness and discharge from one or both eyes. Very contagious. The child must stay home 24 hours after antibiotics are initiated.
- **Ear infection:** Suspected complaints of pain. Needs to be on medication and have normal temperatures with no pain before returning to care. (or approval from physician)
- **Head Lice:** Child should be excluded until appropriate treatment has been completed.
- **Vomiting:** Child must stay home 24 hours after he/she vomits
- **Blood or mucus in stool:** Child should be excluded until assessed by a physician or symptoms are resolved.

Upon registration an emergency contact, other than the parents – MUST be given on the enrollment form. In an emergency staff will always attempt to contact the parents first.

Random monthly evacuation drills are conducted as part of our program. Children are oriented to the procedure within their first week of attending our program to ensure their safe retreat. In the event of a building evacuation Macdonald or Riverbend Library is our emergency shelter as stated on the posted Fire Drill procedures.

We ask that you assist us in providing a safe environment for the children by ensuring that your child does not bring money, balloons (either inflated or deflated), toys with small pieces or anything which may be a hazard to the young children at the Centre. Thank You

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.

Medication

Only prescribed medication may be administered by the staff. This staff will be assigned by the Site Supervisor. A medication form must be completed by the parent or guardian before medication may be dispensed, and the staff administering the medication must sign the form after giving the medication. All medication must be brought in the original container labeled with: **A child's full name-date-dosage (amount and time to be given)-storage instructions (i.e. ...refrigerated) All medications and forms must be kept up to date to ensure they will be administered upon request.** Because administration of medication is an extra burden for staff and having medication in the facility is safety Hazard, medication administration in the centre will be limited to situations where an agreement to give medication outside childcare hours cannot be made. Whenever possible the first dose of medication should be given at home to see if child has any type of reaction.

Procedure

- Staff will administer medication only if parent or legal guardian has provided written consent; the medication is available in original labelled prescription container.
- A medical Authorized form must be filled by the parent 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 checking 5 items each time medication is given right child, right medicine, right dose right time and right route of administration.
- Medication will be kept at recommended temperature in a child resistance locked container.

- An assigned Staff member must write time given, dosage given and sign the Medication authorized form when medication is administered
- Staffs observe children carefully for allergic reactions after receiving medication or herbal remedies.
- Staff are kept informed of children on 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 staff who has received training on how to use an epi-pen prescribed for that child. These emergency medications are stored in easily accessible emergency storage unit (lunchroom fire extinguisher cabinet)
- Parents are required to provide information in writing to staff about when medications and herbal remedies were given to the child prior to arriving at the centre (we also recommend parent to print and fill the form posted on our website before arriving at centre).
- Non prescribed medication can be administered if the same Medication Authorization Form is filled out completely. Medication must be given in original container and specify that it is suitable for the age of the child it is being given to and 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.

Medical Emergency / Incidents

Active children accumulate bumps, bruises, scratches and scrapes often through active play. Centre policies require that each child be observed for signs of injury upon arrival, and unusual injuries be recorded. Minor injuries will be treated with soap and water, a Band-Aid, ice as needed, and lots of TLC. All injuries requiring treatment are logged in an "Incident Report Form" parents have access to these forms concerning their child.

If a serious injury, including a head injury, occurs we will call 911 and the child requiring emergency care will be transported by ambulance to the nearest hospital. Parents will be contacted as soon as possible after calling 911. If a parent cannot be reached immediately the emergency contact person on the enrollment form will be notified. Payment of any bills or charges incurred from the ambulance and/or other medical care is the responsibility of the parent. Licensing rules require that any injuries requiring professional medical attention be recorded on a **Critical Incident Report form** and reported to them within 24 hours with one copy being provided to the parent and the other copy placed in the Centre's file.

Special Health Care

In the event that a child requires special health care, the centre will work together with family to ensure the staff is trained in the proper method of administering the type of health care required by the child. This training will be documented in the staffs and child's files.

Custody Policy

While it is preferable to avoid becoming involved in an access dispute, the protection and best interest of the child will always be our priority. Access disputes between parents or other family members may be complicated by the fact that legal custody of the child has not yet been determined by a court or formal agreement such as a consent order.

The following guidelines will be applied when deciding whether or not to release the child:

- If you have any custody and access arrangements by way of consent or court order, we request a copy for your child's records, however it is not our responsibility to interpret, determine and enforce these orders.
- If the child's mother or father that is listed on the registration form and/or whom we have met comes to pick the child up, we will release the child to that parent. This will include anyone that is listed on the authorized pick-up list on your child's registration form.
- If you have sole custody and can provide a document that clearly defines the non-custodial parent's access, we will not release the child. Should the situation arise where the non-custodial parent comes to pick the child up, we will ask for supporting documentation for access and contact the sole custodial parent and city police if necessary.
- Unless there is a restraining order for the non-custodial parent or a court order that defines that the parent does not have access during the hours the child is at the center, he/she will be permitted to visit the child at the Centre.

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 a part of the orientation process for new staff. The relocation sites are within walking distance; therefore, the children will

walk to the evacuation 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 area.
- Attendance board, portable emergency information and first aid kit are brought along.
- Senior staff will check washrooms and the childcare rooms to ensure all the children have evacuated.
- When the children arrive at the designated evacuation spot, attendance will be taken.
- The designated person in charge will call 911.
- The Emergency Response Team will inform the staff whether 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 evacuation spot until parents pick them up.
- 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 and time taken to evacuate will be noted of the evacuation drill form

Relocation Sites

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

Outdoor Play and Off-Site Excursions

The children have daily opportunities for outdoor play in a safe, stimulating and developmentally appropriate environment. Our playground is attached to the building, and we often enjoy excursions within the community. Our outdoor play structures comply with CSA standards.

The opening staff does a safety check which is recorded on a checklist every morning before the children enter the play area. Any garbage, broken toys or hazards are immediately removed. If there is anything that is broken and can be repaired Staff will remove it if possible and notify the Director. The play area is free of toxic plants and noxious weeds. Staff will also do a quick safety check before children enter the playground.

A soft tile surface provides cushioning to protect the children. Play structures are available for children to enjoy and a shaded area with picnic tables is available. We also have a small outdoor sand box which is covered with a tightly fitting cover when not in use. Wading pools are not normally used but in the event that they are, pools will be stored up ended to avoid the danger of water collection.

FIELD TRIPS

Parents will be notified of any field trips and off- site activities through the monthly calendars as well as postings. Parents are encouraged to come along with their child on these outings. Please talk to the staff if you are interested. At times off-site activities such as walks are not always planned ahead of time but occur to accommodate the interests and needs of the children. Field Trips are on foot or bus only.

Transportation/ Fieldtrip Policy

Throughout the year we do 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. Staff enforces care safety rules that comply with Transport Canada Guidelines. When a fieldtrip is planned that requires transportation, Parents will be notified by newsletter and our website. A parental permission form is required. Without parental permission children will not be able to attend the field trip. On field trips we require additional adults to accompany the group. During fieldtrips we do meet or exceed the fieldtrip facilities minimum adult to child ratio. Parents are welcome to volunteer for any field trips. 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. Before each field trip 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.

Social Media Policy

At Riverbend Montessori we recognise the benefit of and challenges of using technology (tablets, digital camera and I pads and phone to take pictures)

The following guidelines are in place to ensure appropriate use of these tools, and application thereof (including but not limited to: Hi Mama, Facebook, webpages etc.) to protect the integrity and best practices of our centre.

Photography and Images

The goals of photos and videos within the classroom setting are to enhance learning, share experiences with parents on Facebook and Hi mamma, this also help us with assessment of the child's development through play and activities (versus testing). It also contributes to the sense of community that children build with each other.

Such images shall never be used for monetary gain by any party; nor will be created without the signature permission of parents, during enrolment time we ask that parent understand that photograph and video images are standard and routine occurrence at our centre to utilize in daily reports and in authentic assessment therefore we obtain parental permission at the time of enrollment.

Child's name or identity will not be used in any posting on Facebook, and it is closed group only for parents and teachers. the child's name will only be used in the creation of portfolio (Hi Mama)

Statement of commitment to confidentiality

All the staff and volunteer working at our centre, we ask that all recognize that they may become privy to confidential information regarding children and families. Therefore, they will read and sign code of ethical conduct and will abide by all Alberta licensing rules regarding confidentiality.

Families

Each family will receive the social media policy. Families seeking an exception to this policy must address the issue specifically and individually with the program director and written exemption may be implemented

INCLUSION AND DIVERSITY

We are a multi-cultural centre.

This is evident by the different backgrounds of the children attending the centre.

Children are encouraged to share their language with others and their way of writing as well as culture.

As a centre we have celebrated several different holidays such as Diwali, Nav- roj Christmas, Hanukah, Eid, New Years, Chinese New Year, Valentine's Day, Easter, etc. We show this through arts & crafts, special foods, etc.

Parents, children and staff are encouraged to share in their beliefs and traditions. The Centre opens its doors to children with special needs. The Centre will help parents with attaining workers to come help with the development of the child and also with selecting a school that fits the child's needs.

HAND WASHING

Hand washing is very important to reduce cross contamination. Staff members help the children proper hand washing techniques. All staff members and volunteer ensure that children wash their hands after using washrooms, before and after eating, after sand and water play

Staff also ensure that they wash their hands after diapering and toileting, handling food or feeding a child, giving medication handling body fluids, wiping noses, mouths, and sores. Cleaning and handling garbage,

COMMUNICATION AND PARENT PARTICIPATION

It is our goal as a Centre to maintain an "OPEN DOOR" policy. We feel it is important to have open communication with parents and families. Parents are always welcome at the Centre at any time during the day to visit with their child without giving prior notice, and please feel free to call at any time to check on how your child's day is going. We ask that you advise us of any changes or events at home that may affect your child's behavior. Our staff is committed to providing an environment which fosters co-operation between the home and Centre. It is very important that both the parents and the teachers work together to help your child reach their full potential. Daily contact with parents is encouraged at drop off and pick up time or please feel free to call the Centre to speak with your child's teacher. Parents with special talents are welcome to participate and contribute to the programs.

Parents are also asked to complete a program evaluation periodically throughout the year. Feedback and suggestions are welcome any time. Mini reports are completed on all children not attending a school program. These reports go home twice per year and are quick informal reports to let parents know how their child is doing at childcare. Reports are sent home in December and June and parent/teacher interviews may be set up at any time that you find necessary. Newsletters and calendars are sent home monthly to keep you informed of the activities and special events happening at the Centre in your child's program.

Program Schedules and weekly Program Plans are all posted in each program on the Parent Information Board located in each room

FAMILY EVENTS

Throughout the year we plan at least two special family events – A Winter Celebration and a year-end BBQ taking place in June. We may also have other events happening and will keep you posted on these.

Riverbend Montessori Complaint process

In the event that you do have concern or complaint, we encourage you to let us know by using the following complain system:

Contact the director of the Centre either personally or by phone. This individual is here to respond immediately to your complaint and/or talk to their supervisor to discuss the situation

If any complaint pertaining to Licensing concerns have not been adequately dealt with by Riverbend Montessori after contacting the Director, parents may contact regional day care licensing office at:

Sterling place,

9940-106 St

Edmonton, AB, T5K 2N2

780 427 0444