Parent Handbook

Dear Parents/Guardians,

Welcome to Mommy's Kids Childcare Centre Ltd.!

We are pleased that you have chosen us as partners in your child's development. You are always welcome to observe and take part in your child's activities, and we encourage you to volunteer when possible; whether by helping during special events, supporting outings, or assisting with day-to-day tasks at the Centre. We are committed to keeping you well-informed about your child's participation, engagement, and achievements throughout our program.

This Parent Handbook has been prepared to outline our program, philosophy, policies, and the practical details that help make each day enriching, and successful. We kindly ask that you read it carefully and keep it for future reference.

Sincerely,

Jacinflor Pizarras
Executive Director

STATEMENT OF NON-DISCRIMINATION

Mommy's Kids Childcare Centre Ltd. welcomes all families, regardless of race, religion, national origin, sexual orientation, gender, or individual needs.

We acknowledge that our facilities are located on the traditional territories of the Treaty 7 Nations, including the Blackfoot Confederacy, the Tsuut'ina Nation, and the Stoney Nakoda Nations, as well as the Métis Nation of Alberta, Region 3. We honour and respect the enduring connection Indigenous Peoples have to this land.

Updated September 2025

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COMPLIANCE WITH THE CENTRE POLICIES

The policies and procedures outlined in this Parent Handbook are designed to ensure that your child's experience at Mommy's Kids Childcare Centre is safe, secure, and enriched with meaningful learning opportunities.

All parents, guardians, and individuals interacting with the Centre are expected to be familiar with and adhere to these policies at all times. Failure to comply may result in administrative action or, in some cases, termination of childcare services.

1. OUR GUIDING PRINCIPLES

PHILOSOPHY

Mommy's Kids Childcare Centre Ltd. (MKCC) is committed to providing a program that supports and preserves the safety, security, well-being, and development of the child. We offer accessible and flexible childcare support to families and aim to engage with parents, guardians, and community members at large in providing holistic care for children's optimal development.

We foster a nurturing environment that encourages children to experience care and play in ways that support their development and learning. It is our priority to protect each child from all forms of physical punishment, physical and verbal abuse, and emotional deprivation. We respect and value diversity and inclusion in our program and welcome all families, children, and staff from different socio-economic backgrounds, ethnicities, and physical, mental, and emotional abilities.

We acknowledge each child's familial and Indigenous or other cultural, social, linguistic, and spiritual heritage, and recognize its central importance to the child's safety, well-being, and development. We adapt our program appropriately to meet each child's mental, emotional, spiritual, and physical needs, and developmental stages. In providing quality and holistic childcare, we involve parents and guardians to help us remain accountable in maintaining high standards of care.

The MKCC curriculum includes planned activities driven by the children's interests, allowing them to explore arts and crafts, music and drama, learn science and maths concepts, expand literacy skills, and develop fine and gross motor skills. We provide opportunities within their environment to reinforce learning from home and school, teach social skills, and encourage positive behaviour. The curriculum is Reggio Emilia-inspired and emergent in nature. It follows the Flight Framework, in which children are viewed as mighty learners, capable of being co-constructors, co-researchers, and co-imaginers of possibilities. The environment, as the third teacher, is intentionally set up to foster children's holistic development and provide opportunities for them to take on different roles, both indoors and outdoors, as well as resolve conflicts among their peers or under the supervision of program staff.

We believe that children learn best when properly motivated, and we achieve this through play. Play enhances children's thinking and creativity, and helps to develop self-confidence and social behaviour. It is an important part of a child's life, and therefore we strive to provide each child

with a balanced range of opportunities—both to direct and guide their own choice of play, and to engage in play facilitated by educators.

We believe that a high-quality childcare program should be closely connected to the participation and support of parents. Therefore, we aim to work collaboratively with parents through discussions, meetings, and other forms of communication to foster positive relationships built on trust and confidence. We endeavour to establish strong links between families and the community we serve, and we actively encourage parents to become involved in our programs.

We believe that our staff play a vital role in shaping your child's character. As such, our team will strive to be a positive influence in your child's life by teaching them to be kind, polite, honest, and respectful—through role modelling and positive guidance techniques such as redirection, problem-solving, and offering choices wherever possible.

Finally, Mommy's Kids Childcare Centre Ltd. believes that each child is unique, and our services are designed to recognize and celebrate that individuality.

MISSION STATEMENT

To provide quality childcare services and education within an enriching and stimulating learning environment that supports the physical, intellectual, emotional, social, and creative development of each child.

MKCC's overall objective is to promote optimal development by enabling each child to shape their own environment through constructive play, where educators act as co-learners, co-players, and co-researchers with the children. Together, they co-construct the curriculum and the environment to further enrich the children's play and learning experiences.

2. ENROLMENT AND WITHDRAWAL

ENROLMENT

To enrol your child at MKCC, please follow the steps below:

- **Online Registration**: Visit https://www.mommyskidschildcare.ca and complete the online registration form.
- **Centre Tour**: Book a tour of your preferred location to meet educators and view the facilities.
- **Payment and Forms**: Pay the first month's fee and submit the pre-authorized debit form.

- **Confirmation**: Await an activation email from the administrator confirming your child's enrolment.

TERMINATION AND WITHDRAWAL OF CHILDCARE

Parent-Initiated Withdrawal or Termination Families choosing to end childcare services must provide a minimum of a month's written notice to avoid automatic fee withdrawal and potential penalties. Notice should be submitted by the first day of the month (e.g., notice on November 1 to end care by November 30).

☐ Email notice to:

- **Woodlands location**: mkccwoodlands@gmail.com
- **Beddington location**: mkccbeddington@gmail.com

☐ **Mid-month cancellations will not be reimbursed.**

MKCC-Initiated Termination MKCC reserves the right to terminate childcare services due to:

- Non-payment of fees
- Aggressive behaviour from the child or family members
- Repeated late pick-ups

In such cases:

- Families are responsible for tuition up to the termination date.
- Any remaining fees will be refunded, unless there is an outstanding balance.
- Unpaid balances will be sent to collections, and families will be liable for any legal costs incurred.

SCHEDULE CHANGE

To request a change to your child's schedule, a one month written notice must be provided via email to the appropriate location. Please note that not all schedule changes can be accommodated.

PART-TIME POLICY

If a part-time placement cannot be matched with another to form a full-time spot, affected families will be offered an alternative day or a full-time position. If no agreement is reached, MKCC reserves the right to terminate care with two weeks' notice.

3. FEES & FINANCIAL INFORMATION

FEES

All fees must be paid in full prior to receiving care. This includes the registration fee and the first month's full childcare fee. Fees are billed monthly and are **due on the 20th of the month preceding care**. If the 20th falls on a weekend or a holiday, payment will be withdrawn on the next business day. Invoices will be sent to parents for each tuition period. Monthly fees are fixed and payable regardless of the number of days the child attends during the billing period. No discounts are offered for holidays, illness, or adverse weather conditions.

METHOD OF PAYMENT

A Pre-Authorized Debit Form must be completed and signed before services commence.

LATE OR NSF PAYMENTS

If payment is not received by the 1st day of the actual month of care, a 5% late fee will be applied to the outstanding balance. For families receiving subsidy, this fee will be applied to the parent portion only.

If parents are unable to pay the full amount, they must notify MKCC Management in writing to arrange a payment plan. Emails should be sent to:

- *Woodlands location*: mkccwoodlands@gmail.com
- *Beddington location*: mkccbeddington@gmail.com

If an account remains delinquent for two consecutive months, MKCC reserves the right to terminate services and offer the childcare space to another family.

GOVERNMENT GRANTS

- Learn more about the **Affordability Grant**:
  https://www.alberta.ca/federal-provincial-child-care-agreement.aspx
- Learn more about the **Childcare Subsidy**:
  https://www.alberta.ca/child-care-subsidy.aspx

Parents do **not** need to apply for the Affordability Grant. However, if eligible, they **must** apply for the Childcare Subsidy. As subsidies are typically received by providers one month in arrears, parents are required to pay the full childcare fee for the first month of care. Subsidy reimbursements will be issued once funds are received from the government, provided that a month's notice of termination has been given.

INCOME TAX RECEIPTS

Childcare income tax receipts will be available from the administration office by **28 February** of the following year. If a child is withdrawn from MKCC prior to this date, the receipt will still be issued on 28 February.

4. SUPERVISION POLICY AND PRACTICES

CENTRE OPENING AND CLOSING TIMES

MKCC operates Monday to Friday, from **6:30 am to 6:00 pm**, throughout the year. In accordance with Alberta Early Learning and Childcare Regulations, **children must not enter the Centre before 6:30 am**.

Educators supervise children actively at all times, using well-organized spaces and engaging group activities to promote safety and participation. Educators are responsible for signing children in and out of each room using a dated attendance sheet that includes room-specific details.

Before opening each day, educators carry out thorough safety checks of both indoor and outdoor areas. Educators also document daily observations of children, which inform developmental planning, milestone tracking, and individualised programming.

Parents are made aware of MKCC's child guidance policy during registration. The latest copies of the Child Guidance Policy and Parent Handbook are posted on MKCC's Website.

HOLIDAYS AND CENTRE CLOSURE

MKCC will close for all statutory and civic holidays unless otherwise noted on our annual closure listing which can be obtained from the office and is posted on our website.

New Year's Eve – December
New Year's Day – January
Family Day – February
Staff PD Day – March
Good Friday – March/April

Easter Monday – March/April
Victoria Day -– May
Staff PD Day – June
Canada Day – July
Civic Holiday – August
Labor Day – September
Truth and Reconciliation Day/Staff PD Day – September
Thanksgiving Day – October
Remembrance Day – November
Christmas Eve – December
Christmas Day – December
Boxing Day – December

In the case that any of these holidays falls on a weekend, an alternate day will be determined. MKCC may be closed between Christmas and New Year for Staff wellness days and may be closed for a day every quarter for staff professional day, please see dates to be published each year.

Please note ALL tuition charges are required regardless of holiday closures.

EXTREME WEATHER PROCEDURES

In the event of extreme weather conditions, it may be necessary to close the daycare or reduce some of the services we offer. In these cases, the administration will make every effort to inform parents before 6:00 AM. For any doubt, before traveling to the Centre on days of severe weather, please call Mommy's Kids Childcare Centre. at 587-349-2155 (Woodlands location) or 587-888-2658 (Beddington location).

Outdoor gross motor time follows our outdoor play guidelines in various weather conditions as shown in Figure 1.

OUTDOOR PLAY GUIDELINES

Children's Age	Limited Outside Time (Less than 30 mins)	No Outside Time
COLD WEATHER/WINTER CONDITIONS		
Infants	-5 deg C to -10 deg C (including wind chill)	below -10 deg C (including wind chill and/or snowstorm)
Toddlers	-5 deg C to -15 deg C (including wind chill)	below -15 deg C (including wind chill and/or snowstorm)
Pre-k (3-4 y.o)	-15 deg C to -20 deg C (including wind chill)	below -20 deg C (including wind chill and/or snowstorm)
Kinders/Schoolers	-20 deg C to -25 deg C (including wind chill)	below -25 deg C (including wind chill and/or snowstorm)
HOT WEATHER/SUMMER CONDITIONS		
Infants	25 deg C to 28 deg C or UV Index 3-5 (ensure adequate shade and water)	above 28 deg C or UV Index 6 and above
Toddlers	25 deg C to 28 deg C or UV Index 3-5 (ensure adequate shade and water)	above 28 deg C or UV Index 6 and above
Pre-k (3-4 y.o)	28 deg C to 30 deg C or UV index 4-5 (ensure adequate shade and water)	above 30 deg C or UV Index 6 and above
Kinders/Schoolers	28 deg C to 30 deg C or UV index 4-5 (ensure adequate shade and water)	above 30 deg C or UV Index 6 and above
RAIN WEATHER / STORMY CONDITIONS		
Infants	Only in light drizzle with full coverage (stroller canopy, rain gear). No puddle play.	Any Rainfall Warning, Thunderstorm Warning, Wind Warning, or visible lightning.
Toddlers	Light rain with waterproof clothing and boots. Short duration. Avoid slippery surfaces.	Heavy rain, Severe Thunderstorm Watch/Warning, Tornado Watch/Warning, or strong winds (speeds of 70 km/h or more - sustained).
Pre-k (3-4 y.o)	Light rain acceptable with supervision. Avoid deep puddles and wet playground equipment.	Environment Canada alerts for storms, wind, or flooding. No outdoor play during active warnings.
Kinders/Schoolers	Can play briefly in light rain with proper gear. Monitor for cold or discomfort.	Severe weather alerts, including Special Weather Statements indicating fast-moving storm cells.
AIR QUALITY		
All Ages	Air Quality Index at "4"	Air Quality Index at "5" and above

The director may designate "NO OUTSIDE TIME" if other weather or air quality concerns are observed without warning.

Staff will check the weather information from Environment Canada as a common source of information.

Figure 1. MKCC Outdoor Play Guidelines

Cold Weather Policy

Please be advised that during periods of extreme cold, MKCC is *not responsible* for any injuries resulting from children being dressed inappropriately for the weather. It is essential that all children arrive at the Centrewearing suitable winter clothing.

MKCC staff will ensure that each child wears the winter attire that has been provided by their parent or guardian. For guidance on appropriate winter wear, please refer to *Figure 2: How to Dress for the Weather*.

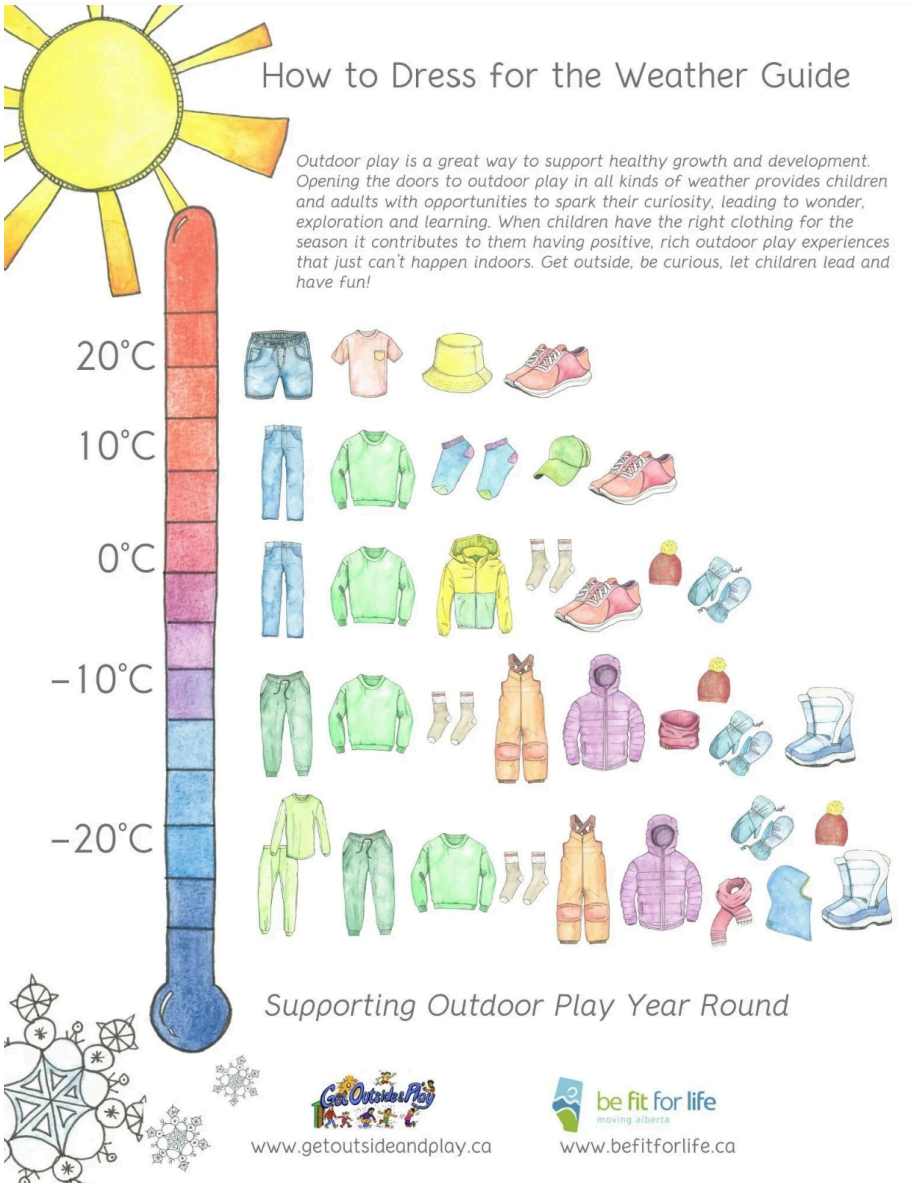

Figure 2. How to Dress for the Weather Guide from MyHealth.Alberta.ca.

Important Reminder: *MKCC does **not** keep extra winter items such as hats, mittens, or scarves on hand. Please ensure your child arrives fully equipped each day.*

PARKING

Please abide by the following safety precautions:

• Park in the stalls provided.

• Children must not exit from the car until you are able to supervise them.

• Do not allow your child to run freely, please hold their hand upon entering and exiting the building.

5. RECORDS POLICY

MKCC maintains comprehensive and confidential records for each child and staff member to ensure the safety, accountability, and effective operation of the Centre.

CHILD RECORDS

Each child enrolled at MKCC will have a personal record containing the following up-to-date information:

- Relevant health details, including any known allergies
- Child's full name, date of birth, and home address
- Parent(s)/Guardian(s)' name(s), home address, and contact telephone numbers
- Emergency contact information: name, address, and telephone number of a designated individual to be reached in case of emergency
- Completed enrolment form
- Health care consent form and documentation of any health care provided, if applicable
- Signed consent forms for outings and transport
- Photograph consent form
- Consent for administration of medication, if medication has been administered

All records are maintained securely and accessed only by authorized educators to ensure the safety and wellbeing of each child.

ADMINISTRATIVE RECORDS

MKCC's administrative records will include the following:

- Daily attendance records for children, including arrival and departure times
- Daily attendance records for educators, including arrival and departure times, and hours spent providing care
- Evidence of the program supervisor's and primary educator's childcare certification
- Evidence of the program supervisor's and primary educator's current first aid certification
- Verification of criminal record checks for all educators and volunteers, to be updated every three years

The admin team will retain all administrative records on the premises for a minimum of two years and will make them available for inspection upon request.

CONFIDENTIALITY POLICY

All staff at MKCC have signed confidentiality agreements upon hiring. Educators and Administrators understand that they will receive and have access to confidential information about children and families, and they agree to keep this information in strict confidence.

The only persons permitted to view your child's records (e.g., name, address, phone number, health information, emergency contacts, incident reports) are:

- You, the parent or legal guardian
- Child care employees
- Government agencies as required, including but not limited to: Calgary and Area Child and Family Services Authority, Child Welfare

Written approval from parents/guardians is required before releasing personally identifiable information to any other party. An Authorization for Release of Information form is signed by parents or guardians upon the child's enrolment, authorizing MKCC to share relevant details when necessary.

Incident Confidentiality & Parent Conduct. MKCC does not disclose the names of children who may have caused injuries or been involved in incidents with other children. If your child mentions another child's name, parents are strictly prohibited from confronting that child or their family directly.

All concerns must be addressed through the primary educator or MKCC administration. Non-compliance with this policy will result in MKCC-initiated termination of childcare services.

This policy is in accordance with Alberta's *Early Learning and Child Care Regulation*, which mandates the protection of children's personal information and confidentiality in incident reporting.

6. BEHAVIOUR GUIDANCE & DISCIPLINE

MKCC is committed to fostering a safe, respectful, and supportive environment by using positive behaviour guidance strategies that promote self-regulation, accountability, and emotional wellbeing in all children.

DISCIPLINE POLICY

At MKCC, children are guided in a constructive manner that is appropriate to their actions and developmental stage. Any disciplinary action taken must be reasonable in the circumstances.

Under no circumstances will any form of physical punishment, verbal or physical degradation, or emotional deprivation be inflicted. **Basic necessities will never be threatened or withheld**. Absolutely no form of physical restraint, confinement, or isolation will be used.

UNIVERSAL POLICY - ALL CHILDREN

Disciplinary measures will be carried out in such a way as to help children develop self-control and take responsibility for their actions. Children causing harm to themselves or others will be redirected immediately into more positive activity and behaviour. Aggressive behaviour will not be tolerated and may result in removal from the program. All other infractions will be handled by educators with a progression of interventions including:

Warning & Advice on Appropriate Behaviour. Educators will attempt to give the child the chance to change their behaviour into a positive one by advising them of the appropriate behaviour. This will be done using clear and specific language, clearly communicated classroom ground rules, frequent reminders, and role modelling.

Redirection. If the improper behaviour continues, it will be addressed by redirecting the child's behaviour or removing the object causing the behaviour. Educators will discuss with the child why this behaviour was unacceptable and encourage the child to share his/her feelings regarding the situation. Educators will do this while giving the child time to calm down. Educators will reassure the child both verbally (using encouragement and gentle coaching) and physically (such as a hug). Educators may utilise this time to have a private discussion with the child regarding feelings and respect. Educators will encourage the child to resolve their own

conflicts and assist when required. Educators will ensure that the child knows they are cared for regardless of their behaviour.

Explanation of Consequences (For children 36 months or older). The consequences of the child's actions will be clearly discussed with the child prior to redirecting them into a more appropriate direction. For example, if two children are fighting over a toy and encouragement of sharing is not working, educators will verbally discuss the class rules with the older children and explain that if they cannot reach a sharing agreement, the item will be taken away and neither child will be allowed to play with it. Attention will be paid to the child's self-esteem while correcting the behaviour. Any consequences or disciplinary action taken must be reasonable given the circumstances and developmental stage of the child.

Parental Involvement. Parent involvement is of primary importance and will occur in a timely manner, using a discipline report. Parents will be required to sign a discipline report acknowledging that their child either cannot or will not control their own behaviour after warnings and redirection with consequences. The third occurrence of such behaviour will result in the child being suspended for one attendance day, and the parent will need to have someone pick them up immediately. The child may return once a parent/educator or parent/educator/child conference has occurred.

Removal of the Child. The repetition of a child failing to control their behaviour despite the joint efforts of educators and parents will result in removal of the child from the program.

BULLYING, RACISM, PHYSICAL, AND VERBAL ABUSE

MKCC maintains a zero tolerance policy for racism, bullying, and any form of physical or verbal abuse.

If a child, parent or guardian engages in bullying, aggressive behaviour, or racist language or actions toward another child, educator, or parent, they will be immediately asked to leave the premises. Parents will be contacted to pick up their child immediately.

Depending on the severity of the incident, MKCC may suspend childcare services until a parent conference has taken place. In cases involving serious misconduct, the Extreme Behaviours Clause may be applied, which could result in permanent termination of services.

Biting Policy. Biting is a serious safety concern and will be addressed promptly and consistently. While biting can be a developmental phase for some young children, MKCC takes all incidents seriously to protect others from harm.

- If a child bites another child or educator, the incident will be documented and the parent will be informed
- Repeated biting may result in a behaviour support plan, developed in collaboration with the child's family
- In cases where biting poses a continued risk to others, MKCC may suspend care temporarily or permanently, depending on the circumstances

Our goal is to guide children toward safe and appropriate ways of expressing themselves, while ensuring the safety of everyone in our care.

EXTREME BEHAVIOURS

In the occurrence of extreme behaviours, MKCC reserves the right to terminate childcare services for any child, parent or guardian found to:

- Physically endanger or threaten the life of another child, parent or guardian, or educator
- Wilfully damage or remove property belonging to MKCC, an educator, or another child
- Directly confront a child or the parent or guardian of a child involved in an incident report

Such actions are considered serious breaches of MKCC's policies and may result in immediate and permanent termination of services.

7. ATTENDANCE POLICY

At MKCC, we prioritise the safety, wellbeing, and full participation of every child. This attendance policy outlines expectations for parents and guardians regarding drop-off, collection, absences, and transport services.

PARENTAL RESPONSIBILITY

- Transport to and from MKCC is the sole responsibility of each parent or guardian.
- Children must be brought in person and signed in by an educator upon arrival.
- MKCC does not permit children to arrive or leave unaccompanied.

ATTENDANCE RECORDS

Educators are responsible for signing each child in and out at the time of drop-off and collection. Accurate attendance records are essential for safety, planning, and compliance with regulatory standards.

DROP-OFF TIME

Children can be dropped-off from 6:30am. To support a calm and structured environment, we kindly ask that all children arrive by 9:00am to fully participate in the day's activities.

PLEASE NOTE: For children enrolled in the daycare program only, there is strictly no drop-off permitted between 11:00am and 2:30pm, as this period covers lunch and nap time. Arrivals during these hours can disrupt the routine and affect the wellbeing of other children.

PICK-UP TIME

Children may be collected at any time during the day. However, if you plan to pick up your child during the designated rest period—between 12:00 noon and 2:30pm—please notify your child's primary educator in advance via the messaging app.

This helps us minimise disruptions and ensures a smooth transition for all children during their quiet time.

Late pick up. MKCC closes at 6:00pm. In the event that a child remains at MKCC after closing hours and no contact has been made by a parent or guardian, the following procedures will be followed:

- MKCC Educators will attempt to reach all individuals listed on the child's emergency contact list.
- If no contact can be established, Alberta Family and Social Services and the Calgary Police Service will be notified to ensure the child's safety.
- A late pick-up fee of CAD $1.00 per minute will be charged for any time beyond the scheduled closing hour. This amount will be paid directly to the educator on duty.

We kindly ask all families to respect our closing times to avoid distress for the child and additional charges.

ABSENCES AND LATE ARRIVALS

If your child will be absent or arriving late, please notify the educators via the messaging app or admin team by telephone or email as early as possible. This helps us plan effectively and maintain accurate attendance records.

SCHOOL BUS SERVICE (Kindergarten & Primary School)

MKCC offers bus transport for children attending kindergarten and primary school during regular school days. This service ensures safe and reliable travel to and from designated schools.

Please note:

- ***Extreme Weather****: Bus services will be suspended during severe weather conditions (e.g., temperatures of –30°C or lower, meaning colder than –30°C). In such cases, parents must arrange direct transport to and from school.*
- ***Non-Regular Schedules****: MKCC does not provide transport during non-standard school schedules, such as staggered start times or early dismissals. Parents are responsible for alternative arrangements on these days.*

Exception: *On Fridays, when early dismissal is part of the regular school schedule, MKCC will continue to provide transport as usual.*

CHILD SAFETY AND COLLECTION PROTOCOL

To ensure the safety of all children, MKCC will only release a child to:

- A parent or legal guardian, or
- A responsible individual aged 16 or over who has been explicitly authorized by the parent or guardian

If someone other than the usual authorized person will be collecting your child, you must inform either the primary educator or a member of the administration team in advance.

The individual collecting the child must present a valid government-issued photo ID upon collection. This ID will be:

- Photocopied by MKCC admin
- Signed and dated to document the collection exception
- Stored in the child's records for safeguarding and accountability

8. HEALTH SCREENING AND ILLNESS MANAGEMENT

To protect the wellbeing of all children and educators, MKCC does not admit children who are unwell. During enrolment, our illness policy is explained in person and documented in the parent handbook. Parents must inform MKCC of any serious or contagious illness that could affect others at the Centre.

DAILY HEALTH CHECKS

- Children are visually assessed upon arrival.
- Educators check for rashes, bruises, behavioural changes, and may take temperatures using a digital thermometer.

MKCC reserves the right to refuse entry to any child showing signs of illness. No refunds are issued for missed days due to illness.

Immediate Pick-Up Required If:

- A child becomes ill (e.g. fever, vomiting, diarrhoea, excessive coughing, unexplained rash).
- A child requires care beyond what educators can provide while supervising others.
- A child poses a health risk to others.

Sick Child Pick-Up Protocol. Parents or guardians must arrange pick-up of a sick child within one (1) hour of being contacted by the Centre. If the parent or guardian is unable to pick up the child within the 1-hour timeframe, they must arrange an alternate pick-up person. The alternate pick-up person must present a valid ID in accordance with our child collection protocol.

The primary educator and/or MKCC administration will attempt to reach the parent or guardian for up to 30 minutes. If no contact is made within that time, the emergency contact will be called and asked to pick up the child.

SUPERVISED CARE

Unwell children will rest in a quiet area, away from others but within sight of their primary educator, to reduce the risk of transmission.

COMMUNICABLE DISEASES

Parents or guardians must notify MKCC **immediately** if their child is diagnosed with a communicable disease.

According to Alberta Health Services (AHS), a communicable disease is an illness caused by an organism, micro-organism, or its toxic by-products, which can be transmitted directly or indirectly from an infected person, animal, or environmental source. Common symptoms include respiratory viruses, gastrointestinal issues, or rash-related illnesses.

Outbreak Notification. In the event of an outbreak, MKCC will notify all families within 24 hours, following the illness reporting protocol set by AHS, as outlined in Figure 3.

All procedures will adhere to the most current *Guide for Outbreak Prevention and Control in Childcare Facilities* issued by AHS. These guidelines take precedence over individual advice from parents or physicians, ensuring MKCC maintains best practice in safeguarding children's health.

Documentation of Communicable Illness. MKCC will maintain clear records for any communicable illness observed, including:

- Child's full name
- Name of the educator who observed symptoms
- Date and time symptoms began
- Date and time parents or guardians were notified
- Name of the educator who made contact
- Date and time of the child's removal from the centre
- Date and time of the child's return

Watch for and report symptoms

Report illness to the AHS Provincial Public Health Support team (PPHST) at **1-844-343-0971**Use this table to identify symptoms to report to PPHST.[6]

Illness type	Watch for new onset of these symptoms[7]	When to report
Viral respiratory illness	• Cough • Shortness of breath • Sore throat • Loss or altered sense of taste/smell • Runny nose or nasal congestion • Fever • Fatigue (significant and unusual) • Muscle ache or joint pain • Headache • Nausea or diarrhea	**Within a seven-day period:** Report two or more children (from different households) with **new onset** of two or more symptoms.
GI illness	• Two or more episodes of diarrhea in a 24-hour period **or** • Two or more episodes of vomiting in a 24-hour period **or** • One or more episode each of vomiting **and** diarrhea in a 24-hour period **or** • One episode of bloody diarrhea **or** • Laboratory confirmation of a pathogen known to cause GI illness.	**Children**: Report two or more children with GI illness within a 48 hour period. **Staff**: Report if there is an unusual increase in GI illness (above the baseline) even if staff were not present at work with symptoms. **Note**: Report one episode of bloody diarrhea in a child or staff.

Illness type	When to report
Rash illness	• Report three or more children with a similar rash illness within a 10-day period.
Other illness	Some illnesses may benefit from further advice and/or investigation. Report any other illnesses of concern such as measles, mumps, pertussis (whooping cough), meningitis, hepatitis and group A streptococcal infections.

[6] This table summarizes when to report illness to PPHST, a provincial outbreak reporting and response team who provide initial support and direction to child care facilities reporting possible outbreaks. It does not replace the facility illness plan.

[7] Symptoms due to a preexisting condition do not need to be reported to PPHST.

Figure 3. Alberta Health Services: "Watch and Report Symptoms" Guide for Childcare Facilities

Updated September 2025

RETURN TO CARE CRITERIA

To return to MKCC following illness, the child must:

- Be symptom-free and able to fully participate, including outdoor activities.
- For viral respiratory illness, be fever-free for 24 hours without medication.
- Meet all Alberta Health Services requirements.
- Provide a doctor's note if symptoms persist or if confirmation of non-contagious status is needed.

Specific Illness Guidelines:

- Gastrointestinal illness: Stay home until 48 hours after the last episode of vomiting or diarrhoea.
- Rashes or other illnesses: Follow the duration recommended by a physician, nurse practitioner, or AHS Public Health.
- Mask use: Consider wearing a mask indoors for five days once feeling well enough. *Not recommended for children under two.*

MEDICATION ADMINISTRATION

To ensure the safe and accurate administration of medication at MKCC, the following requirements and documentation must be strictly followed.

Requirements:

- Medication must be in its original label and container, clearly labelled with the child's name, dosage, and frequency.
- Must be within expiry date.
- Parents must provide a syringe for accurate dosing.
- A signed Medication Administration Consent Form is required.

Consent Form Includes:

- Child's name
- Medication name
- Time and date for administration
- Dosage and duration
- Parent's name and signature

Administration Record Includes:

- Child's name
- Medication name
- Dosage given
- Date and time
- Educator's initials
- Date medication was returned to parent

All medication is stored in a locked box, inaccessible to children.

EMERGENCY MEDICATION

- Parents must provide written and verbal instructions.
- A signed Emergency Medication Consent Form is required.
- The form is stored in the child's file and attached to the medication bag, which is kept securely but accessible to educators.

IMMUNIZATION

Parents are encouraged to keep their child's immunization records up to date, in line with guidance from AHS. This helps protect all children in our care.

ALLERGY MANAGEMENT

MKCC is a nut-aware facility. While a risk-free environment cannot be guaranteed, the following steps are taken to minimise allergic reactions:

Upon Enrolment:

- Parents must disclose allergies and provide a doctor's allergy information sheet.
- A recent photo and allergy details are posted on the allergy list.
- Emergency medication (e.g., EpiPen, inhaler) must be provided and stored in the emergency backpack.

Educator Responsibilities:

- Ensure no high-risk allergens enter the Centre.
- Disinfect tables before and after meals.
- Follow handwashing and allergy management plans.

Educators are trained in EpiPen use and anaphylaxis during CPR recertification. MKCC takes all reasonable precautions but cannot guarantee complete avoidance of allergens.

9. HEALTH AND NUTRITION

MKCC is dedicated to promoting children's physical wellbeing through nutritious meals, safe feeding practices, a smoke-free environment, and restful nap routines that support healthy growth and development.

NUTRITION AND MEALTIMES

MKCC provides daily, nutritionally balanced meals and snacks aligned with Canada's Food Guide to support healthy development. Meal and snack times are as follows:

- Morning Snack: 8:00 am – 9:00 am
- Lunch: 11:00 am – 12:00 pm
- Afternoon Snack: 2:30 pm – 3:00 pm

On Fridays, lunch for school-age children is served shortly after their arrival from school.

MKCC holds a valid Food Handling Permit from AHS. All food served is sourced from AHS-approved suppliers, ensuring compliance with health and safety standards. Families wishing to bring food for celebrations must notify the primary educator in advance so ingredients and handling can be reviewed, and dietary needs considered.

Any special dietary requirements should be discussed during admission. Parents are responsible for providing items not available at the Centre. Lunch is provided to all children present during the lunch period.

HOME-PACKED LUNCHES

Families who choose to send a lunch from home must ensure that food is stored safely to prevent spoilage and contamination. All home-packed lunches must be sent in a thermal lunch box with an ice pack to maintain safe food temperatures throughout the day. This is essential to meet Alberta Health Services (AHS) food safety guidelines and protect children from foodborne illness.

To prevent cross-contamination, MKCC does not place children's lunch containers in the Centre's refrigerator. Please ensure your child's lunch is properly packed each day with this policy in mind.

MANNER OF FEEDING

Before each meal or snack, children will wash their hands and be seated while eating and drinking. Children will be given sufficient time to finish their meals or snacks. There will be no force feeding. Children who choose not to eat or finish early will be offered quiet activities. Beverages will not be provided to children while lying down.

SMOKE-FREE FACILITY

To protect the health and wellbeing of all children in our care, MKCC maintains a strict smoke-free environment. Smoking is not permitted at any time on MKCC premises, including both indoor and outdoor areas. Additionally, smoking is prohibited in the presence of children—this includes during outings, while transporting children, and inside any vehicles owned or operated by MKCC.

NAP TIME POLICY

At MKCC, we recognize that adequate sleep is vital for healthy development in early childhood. According to AHS, sleep supports physical growth, memory formation, emotional regulation, and learning. Children who do not get enough sleep may experience behavioural difficulties, poor concentration, and increased emotional distress.

To promote overall well-being, MKCC provides a designated nap period from **12:00 noon to 2:30 pm** each day for children under the age of four. Nap areas are quiet, clean, and supervised by educators to ensure a safe and restful environment. Children are encouraged, though never forced, to nap. Those who do not sleep are offered quiet, calming activities during this time.

While we understand and respect that some parents may request their child not participate in nap time, our approach is guided by the **observed needs and developmental rhythms of the children onsite**. If educators determine that a child clearly requires rest based on behavior, mood, or physical cues, those needs will take precedence to support the child's health and emotional regulation. In such cases, requests to skip naps may not be accommodated.

Our goal is always to foster a nurturing environment where each child's well-being is prioritized with care and professional insight.

The *Canadian 24-Hour Movement Guidelines for the Early Years (0–4 years)* recommend the following total sleep durations (including naps):

AGE GROUP	RECOMMENDED SLEEP DURATION	MKCC NAP TIME
Infants (6-11 months)	12 - 16 hours per day	12:00 NOON – 2:30 PM plus additional naps as needed
1-2 years	11 - 14 hours per day	12:00 NOON - 2:30 PM
3-4 years	10 -13 hours per day	12:00 NOON - 2:30 PM

Table 1. The Canadian 24-hour Movement Sleep Guideline.

By embedding nap time into our daily routine, MKCC helps children meet their sleep needs and flourish in both learning and play.

10. CLOTHING AND PERSONAL ARTICLES

To support safety, comfort, and independence, MKCC requires all children to arrive with appropriate personal items suited to their age and daily activities. For a complete list of required items, please refer to the MKCC website under *Parent Resources > Items to Bring*.

INDOOR SHOES

Children must wear **clean indoor shoes** designated exclusively for use within the Centre. These should:

- Promote independence (easy to take off and put on)
- Be rubber-soled running shoes or slippers with a sturdy, solid sole
- Not include heels, dress-up shoes, or flip-flops, which may pose safety risks
- Be permanently labelled with your child's name to prevent mix-ups or loss

CLOTHING

Parents must provide a **complete, clearly labelled change of clothing** to be kept at MKCC. This should include seasonally appropriate bottoms, underwear, a shirt, and socks. Children may need to change due to washroom accidents, water play, or food spills. All clothing must be clean and appropriately sized.

In addition, children must arrive dressed in weather-appropriate clothing suitable for outdoor play and seasonal conditions. For safety recommendations, please refer to the infographic provided in Figure 2.

CRIB SHEETS AND BLANKETS

Some children may require a crib sheet and blanket for rest time. These items are returned to parents and caregivers on the last day of each week for laundering and must be washed and returned clean the following week. No pillows are allowed.

Any items left at MKCC or returned unwashed will be laundered by the Centre, and a ***fee of $5 CAD per item per wash*** *will be charged.*

TOYS AND PERSONAL ITEMS FROM HOME

To minimise distractions and prevent loss or damage, MKCC asks that personal toys and miscellaneous items be left at home or in the car, except on designated *Show and Tell* days.

Comfort items such as a small stuffed toy for nap time are permitted. However, MKCC educators are not responsible for any lost or damaged items brought from home.

General Reminders

- Spray-on sunscreens are not permitted on the premises.
- Label every item to avoid loss or confusion. Many children have identical or similar belongings, and labelling ensures items are returned to the correct owner.
- If sending food to the Centre, please choose healthy snack options.
- Do not leave any medication (e.g. pain relievers, fever medication, inhalers, ointments) in your child's backpack without notifying an educator. All medications must be accompanied by a completed medication administration consent form.

11. HYGIENE AND CLEANLINESS STANDARDS

CLEANING AND SANITATION

MKCC is committed to maintaining a safe, hygienic, and well-maintained environment for all children in our care. The following cleaning and sanitation practices are carried out routinely:

- Tables are sanitised before and after each meal.
- Toys, cubbies, and shelves are cleaned weekly or more frequently as needed.
- Nappy-changing stations are sanitised before and after each use.
- Daily hazard checks are conducted to ensure the physical space remains safe and secure.
- Floors, tables, and chairs are cleaned thoroughly each day.
- Carpets are vacuumed daily and professionally shampooed on a monthly basis.
- Sinks and washroom facilities are cleaned and disinfected daily.

HEAD LICE POLICY

MKCC follows a proactive approach to managing head lice. If a child is found to have head lice, parents will be notified immediately and asked to treat the condition before the child returns to the Centre. To prevent the spread of lice:

- Children's personal items such as hats, combs, and hair accessories must not be shared
- Educators will conduct regular visual checks when necessary
- Parents are encouraged to routinely check their child's hair at home

MKCC does not administer lice treatment but will support families with information and guidance on effective treatment options.

12. EMERGENCY RESPONSE AND INCIDENT REPORTING

MKCC prioritizes the safety of all children and staff through well-defined emergency procedures, prompt medical response protocols, and thorough incident documentation to ensure accountability and continuous improvement.

ACCIDENTS AND MEDICAL EMERGENCIES

In the event of an accident or medical emergency, educators will:

- Administer appropriate first aid
- Contact the child's parent or guardian **immediately**
- Call emergency services (911) if required

Parents are expected to collect their child immediately. If unreachable, the emergency contact will be called. MKCC will investigate the incident with educators and parents, document the details, and retain records for future reference.

EMERGENCY EVACUATION PROCEDURE

In the event of an emergency, the following steps will be taken:

1. Educators will instruct children to line up promptly and quietly, and will lead them to the nearest emergency exit, bringing the emergency backpack.
2. The Program Supervisor or Designate will contact emergency services (911). Where possible, one educator will remain at the Centre to meet emergency responders or advise them of the group's location.

3. Educators and children will assemble at a designated outdoor space. Each primary educator will conduct an initial headcount using their attendance sheet.
4. The Program Supervisor will check all rooms—including classrooms, kitchen, cupboards, and toilets—to ensure no one is left behind. They will bring the daily sign-in sheets, emergency portable records , and first-aid kit.
5. A secondary headcount will be carried out by the Program Supervisor or Designate to confirm that all educators and children are accounted for, in line with the Centre's attendance records.
6. Children will then be escorted to the designated evacuation site:
    a. **Woodlands**: Woodcreek Community Hall, 1991 Woodview Drive SW, T2W 5E5 (403-238-1611)
    b. **Beddington**: 8294 Centre St NE, T3K 1Y1 (directly opposite the Centre

These locations are accessible without keys and are within walking distance.

Upon arrival at the designated evacuation site, the Program Supervisor will complete a final headcount.

All children and educators will remain at the evacuation site until parents are contacted and arrive to collect their children, or until Calgary Fire or Police personnel confirm that the premises are safe. No one may re-enter the building until authorized to do so.

Each room has a clearly marked floor plan posted near emergency exits. Emergency procedures and contact numbers are also displayed throughout the Centre and outlined in the Policies and Procedures Manual.

PORTABLE RECORDS

A portable emergency file for each child will be kept in a binder, designated for outings and emergency evacuations. This case will be carried by a designated educator and will include the following information:

- Child's full name, date of birth, and home address
- Parent's name, address, and contact telephone numbers
- Emergency contact name, address, and telephone number
- Relevant health information, including allergies (if applicable)
- Telephone numbers for emergency services, including 911, poison control centre, and the emergency contact number of the program's director or supervisor

Parents are required to notify the MKCC office of any changes to the following:

- Home, work, or emergency contact addresses and telephone numbers
- Any other updates that may affect the care of their child

MKCC will make every effort to contact parents in the event of an unexpected closure due to circumstances such as:

- Fire evacuation
- Power failure
- Water supply failure
- Heating system failure

An evacuation plan will be clearly displayed on the premises, and will be practised and documented monthly with all educators and children, where developmentally appropriate.

INCIDENT REPORTING

Internal Documentation. MKCC documents all incidents involving children or educators using standard reporting forms. These records are kept securely and reviewed as needed to improve safety and care.

Reporting to the Licensing Office. MKCC uses the official Incident Report form to document and report the following serious occurrences:

- Death of a child while in care
- Allegations of abuse or neglect by an educator or volunteer
- Unexpected absence of a child (e.g. lost child)
- Criminal offence committed by a child under Canadian or Alberta law
- Child removed by a non-custodial parent or guardian
- Emergency evacuation or unexpected closure
- Intruder on the premises
- Illness or injury requiring emergency medical care or overnight hospitalisation
- Medication error resulting in serious injury or illness
- Child left on the premises after operating hours

The licence holder will notify the licensing officer immediately via phone, fax, or email. A formal incident report must be submitted within 48 hours of the event. All reports are retained in MKCC's records.

Privacy Protection: To safeguard personal information, MKCC ensures that no child or educator names, initials, ages, or birth dates appear on any posted serious occurrence notification forms.

13. CHILD PROTECTION AND ABUSE PREVENTION

At MKCC, the safety and wellbeing of every child is our highest priority. We are committed to maintaining a secure, nurturing environment where children feel protected, respected, and cared for. This section outlines our approach to recognizing and responding to suspected abuse, as well as the measures we take to prevent harm within our facility.

RECOGNIZING AND REPORTING SUSPECTED ABUSE AT HOME

Child abuse may take many forms, including physical, sexual, emotional abuse, and neglect. Under Alberta law, any individual who has reasonable grounds to believe that a child may be in need of protection is legally required to report their concerns to Child Intervention Services.

If an educator or admin team member at MKCC suspects that a child may be experiencing abuse or neglect at home, they will:

- Immediately report the concern to MKCC management
- Document the incident in writing
- Securely store the report in the child's confidential file
- Cooperate fully with Child Intervention Services or other relevant authorities

Please note: Individuals who report concerns in good faith are protected under the law. Reports made maliciously or without reasonable grounds are not protected.

To report suspected abuse directly, contact the Child Abuse hotline: 1-800-387-5437, or Child Intervention 24/7: 1-800-638-0715

PREVENTING ABUSE WITHIN MKCC

MKCC maintains a zero-tolerance policy for abuse, harassment, corporal punishment, or neglect within our facility. We take proactive steps to ensure that all children are safe and supported while in our care:

- A minimum of two adults are present on-site at all times
- All off-site activities are supervised by trained educators and volunteers who are familiar with MKCC's safeguarding policies
- We operate an open-door policy to promote transparency and accountability

Screening and Recruitment of Educators. To ensure the safety of children, all educators and volunteers undergo thorough screening prior to joining MKCC. This includes:

- A criminal record check
- At least two background reference checks
- A signed application form
- A personal interview

Responding to Allegations of Abuse or Harassment. If an allegation of abuse or harassment arises within MKCC, we will respond promptly and responsibly by:

- Completing a written incident report
- Fulfilling all legal reporting obligations to child protection agencies or police
- Suspending the alleged individual pending investigation
- Maintaining confidentiality for all parties involved
- Seeking legal counsel before making any public statements
- Notifying our insurance provider as required

We understand that child protection is a shared responsibility. If you ever have concerns about your child's safety or wellbeing, please speak with a member of our admin team. We are here to listen, support, and take action where needed.

14. OFF-SITE ACTIVITIES

MKCC informs parents of planned community walks and field trips through our messaging app, email, communication notes, and the Centre's website.

Educators and volunteers are responsible for maintaining the same level of safety and care during outings as they do within the Centre. To ensure this, MKCC follows these procedures:

- Parents must sign a consent form for their child to participate in any off-site activity.
- Educators will carry portable records for each child during off-site activities or emergency evacuations.
- Children must remain with their assigned educator or group at all times.
- Washroom breaks will be supervised and scheduled, unless urgent.
- Each trip will have a designated emergency meeting point.
- All Centre policies remain in effect during outings, including respect for boundaries, listening to instructions, and appropriate behaviour.
- MKCC will increase educator-to-child ratios during field trips.
- Parent volunteers are welcome and encouraged to participate.

- Safety rules will be reviewed with children and chaperones before each outing.
- Educators will prepare children by explaining the purpose of the trip, what to expect, and who they must listen to.

If a child fails to follow safety rules, MKCC reserves the right to contact the parent for immediate pick-up and may exclude the child from future trips depending on the severity of the incident.

15. COMMUNICATION AND CONCERNS

COMMUNICATION

MKCC values open and timely communication between educators and families. Educators may contact parents and caregivers via email, messaging app or telephone for updates, reminders, or urgent matters. Parents are encouraged to reach out directly to their child's primary educator using these methods to ensure prompt attention and support.

RAISING CONCERNS

We encourage parents to discuss any concerns directly with their child's primary educator. If the issue remains unresolved, a meeting will be arranged with MKCC management to explore appropriate solutions. All concerns are treated with confidentiality and respect.

If you feel your concern has not been adequately addressed, you may submit a formal complaint regarding non-compliance to the Alberta Child and Family Services Authority.

PARENTAL RESOURCES

MKCC offers a range of resource materials for parents. If you wish to access any of these, please contact the Director. Helpful resources include:

- *Choosing a Daycare Centre: A Guide for Parents*
- *Childcare Licensing Regulations*
- *Guidelines for Children's Play Spaces and Equipment (CSA Standard)*
- *Canada Food Guide*
- *Parent Resource*

Further information is available at:

www.albertahumanservices.alberta.ca/family-community/childcare.html

16. COMMUNITY ENGAGEMENT

NETWORKING AND COMMUNITY EVENTS

We regularly share notices about upcoming networking opportunities and community events for families. These voluntary gatherings may include in-class parent celebrations, workshops, or family functions held at or outside the Centre.

These events help foster a sense of community and allow parents to connect with one another and with the children their own child interacts with.

VOLUNTEER OPPORTUNITIES

At MKCC, we encourage parents to be active members of our childcare community. There are many opportunities to volunteer your time and skills to support your child's learning, independence, and development.

Educators will share volunteer opportunities throughout the year via email and our messaging app. These may include:

- Helping with supervision and activities during special events like holiday parties and photo day
- Assisting with toy cleaning, laundry, play dough preparation
- Supporting general maintenance and tidying of the Centre

Parents are also welcome to join off-site activities and outings. Notices asking for volunteers will be shared in the messaging app and included in the outing consent form. Outings will be announced at least two weeks in advance to allow time to organise enough support. If we do not have enough volunteers, outings may be postponed or cancelled.

Volunteers are expected to follow MKCC's behaviour guidelines and discipline procedures. Please note that siblings cannot attend volunteer days during childcare hours, but they are welcome at open houses and community events.

If you would like to volunteer directly with children, you must provide a valid criminal record check before taking part. Please speak with your child's primary educator for help with this process.

17. THIRD PARTY PERSONNEL AND PRACTICUM STUDENTS

MKCC works with approved third-party professionals, such as speech therapists, occupational therapists, or behavioural consultants, who support the developmental needs of children in our care. These services are only provided with prior parental consent and are coordinated in collaboration with families and educators.

We also welcome Early Childhood Education (ECE) students completing their practicum placements. These students are supervised by MKCC staff and contribute to the learning environment while gaining hands-on experience. All third-party personnel and practicum students are required to follow MKCC's policies and procedures, including submitting a valid police check and adhering to confidentiality standards, behaviour expectations, and child safety protocols.

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