

Program of Learning & Fun

Program Design

A certified Teacher works with and is responsible for each group of children at Providence; a developmentally rich program is planned that is appropriate to the age span of the children within the group. These programs are implemented with great care and attention to the different needs, interests and development levels of those individual children. A copy of each Room Program Plan is available for parents to view in each classroom.

Goals of Our Programs

To contribute to the development of a positive self-concept in young children.

This includes the knowledge, acceptance and appreciation of themselves as individuals, and acceptance of others as individuals.

To enhance the physical development of young children. This includes the provision of adequate health care, particularly nutrition, the development of gross motor skills, fine motor skills and perceptual motor skills.

To enhance the emotional, social and moral development of young children.

This includes the experience and expression of feelings, the demonstration of independence and the development of positive relationships with others.

To enhance the intellectual development of young children. This includes the development of thinking processes and the acquisition and use of language.

To enhance the creative development of young children. This involves the use of their own experience to develop new ideas, novel approaches or original products and includes the expression of themselves through creative thought, language, music, movement, drama and art.

Program Monitoring

Calgary Rocky View Child and Family Services Day Care Licensing does spontaneous inspections of our programs and facilities regularly. Inspection reports are, of course, available for parent viewing at the Centre.

Calgary Health Services and the Alberta Social Care Review Facilities Committee (Provincial organization) also review our programs annually.

Discipline

At Providence, we define discipline as the opportunity to help a child learn appropriate behaviour - not as punishment. We focus on the positive by guiding and redirecting children's inappropriate behaviour in a positive and non-threatening manner.

Small groupings of children are structured to encourage positive interactions between children. The Staff actively interacts with the children in small groups, and at play centres, modelling appropriate interactions and encouraging positive behaviour and communication.

Staff:Child Ratios

Children receive lots of personal attention and care. In accordance with Day Care Licensing standards, our minimum staff to child ratio is:

13 — 18 months	1 staff to 4 children
19 — 3 years	1 staff to 6 children
3 — 4½ years	1 staff to 8 children
4½ years & over	1 staff to 10 children

In order to meet the individual needs of some children, these staff to child ratios may also be enhanced even further.

The average size of Providence E.C.S. (Kindergarten) Classes is 20 and the staff to child ratio is 1:10.

The Centre's full complement of maintenance, housekeeping and kitchen staff means that Providence childcare staff are fully dedicated to the care and development of the children.

Play Spaces

Our children also enjoy plenty of play and "quiet" spaces both indoors and out. Providence more than meets the required space of 3 square metres per child; we have 25 square metres per child of usable play space within the Centre, and 10 square metres per child of usable outdoor play space on the property of the Centre.

Our state-of-the-art outdoor playgrounds are designed to be safe, accessible, and to promote play.

Providence is for Parents, too

Parents are always more than welcome at Providence

We feel ongoing two-way communication with parents is essential to our ability to provide a quality program for your child. There are a number of different ways we strive to keep the flow of communication open.

We have an "**open door policy**" at Providence, which applies to everyone — including the classrooms, Teachers, Director, Therapists, and Executive Director.

You are welcome to review your child's file at any time. Although you will no doubt be kept up-to-date on a daily basis with your child's room staff, there may be occasions when you want to review your child's progress and development. The staff keep written records and these are summarized at year-end.

You are invited to participate in your child's program in a variety of volunteer roles. Parents find this can be as much fun for you as it is for them. Just a few of the things you might do are:

- ? conduct a tour of your workplace
- ? demonstrate a craft or skill
- ? teach the class a dance or a game from your own childhood
- ? read to the children
- ? tell a story of your family's origins / share your culture
- ? sing or play music
- ? join in on field trips

? spend time in the classrooms participating in centres or circle time with children

"Arrival and departure times" are important times when you and your child's Teacher or primary caregiver can share information. You may want to pass on specific information about your child's previous evening and the staff can let you know how your child's day went.

"Home and School Communication Books" are used in many classrooms. They are especially important for the children who come and go by Handibus.

Most classrooms send home bi-monthly "newsletters" which contain information specific to that classroom, such as, upcoming Birthdays, fundraising events and field trips.

You are encouraged to become involved in the Special Education and Kindergarten Volunteer Parent Committee, which is comprised of parents with children in the Special Education and Kindergarten classrooms and the teachers. Some of the roles that parents assume are: assisting with Field Trips, presenting in the classroom, fundraising, set up and sales during Book Fairs, arrange and provide daily classroom snack.

You are invited to join the Providence Child Development Society, which operates the Centre; applications are available at the Centre's front desk. Members are invited to attend the Providence Child Development Society Annual Meeting, which takes place in November every year.

For parents of children with special needs...

Formal "**Parent Conference meetings**" are held each year with parents of children who have special needs. The purpose is to plan and review the Individual Program Plan (IPP) for your child with those who are involved in your child's individual program - e.g. parents, teachers, consultants, and therapists. These meetings will take place three times during the school year.

Providence works closely with several parent support agencies, including:

Parents and Children Together

(Phone: 777-1856)

Parent Development Centre

(Phone: 777-1854)

What your Child Needs for Child Care

Parents are requested to provide a change of clothing to be kept at the Centre if the need for a change is required.

Children should arrive with outdoor clothing appropriate for the weather that day, as our program includes daily outdoor activities.

A hat and sunscreen with a minimum of 15 SPF is required for each child.

Any children on formula are required to supply their own formula. Diapers also need to be supplied by parents.

To help ease the separation anxiety many children experience, they are more than welcome to bring their favourite Teddy, toy or blanket from home.

Labelling items of apparel such as hats, scarves, mittens, jackets, etc. will help us to ensure they aren't misplaced.

Fees & Enrolment

Information about fees for full-time attendance (8:30 a.m. - 3:30 p.m.) can be obtained by contacting the Centre. Fees are due on the 1st day of each month.

Government subsidy is available for eligible families through Alberta Family and Social Services. The Centre requires copies of funding agreements between parents and funding agencies.

Discharges

If you are planning to withdraw your child, you are required to give the Centre at least two weeks notice. Discharge notices should be given to your child's Room Teacher.

Holidays

If your child will be absent for one (1) month or longer (to a maximum of two months per year), and you want to reserve a guaranteed placement of your child, a retaining fee of \$150.00 per month in lieu of program fees will be required for the period of this absence.

Important Times & Dates

Centre Hours

For children enrolled in the Alberta Learning funded program, the full-time hours are 8:30 am to 3:30 p.m. The half-day program hours are 8:30 a.m. - 11:15 a.m. and 12:45 p.m. - 3:30 p.m. Unfortunately, extended hours are not available for children with special needs.

Statutory Holidays

The Centre will be closed for all Statutory Holidays as listed on the Yearly Calendar. A Yearly Calendar is sent out before the beginning of the school year.

Weather Closure

The Centre will close if all schools in the Calgary Board of Education are closed.

Classroom Calendar

The Centre follows a similar schedule to the Calgary Public School Board. Children change classrooms at the beginning of September.

Staff are also encouraged to remain in one classroom for the full year; although they do have the option to apply to change classrooms should a vacancy occur.

Meals & Snacks

The Centre provides a morning snack and an afternoon snack — as well as a hot, nutritious lunch for those children attending from 8:30 a.m. - 3:30 p.m. The children's lunch is served at 11:30 a.m. Please note that children who arrive after 11:30 a.m. will not be provided with lunch.

Special care for children with food allergies or special dietary needs

Whether your child has food allergies, is on a special diet or is prohibited certain foods, the Centre's professional dietary staff, kitchen and meal preparation routines are particularly well equipped to accommodate special diet requests.

Snacks from home

As a requirement of Day Care Licensing, for any child bringing a snack to the Centre, parents or guardians are required to fill out "special snack" forms. These forms are available in each classroom. This is to ensure that children with food allergies are not accidentally given something they shouldn't eat.

Treats for the class

Class treats are always a welcome surprise for the children. However, if parents are sending in snacks or special treats for the class, they are asked to please provide a **complete** list of ingredients in that snack — both to protect the children with food allergies, and to ensure no one is left out unnecessarily simply because the

ingredients were unknown. For Birthdays and special occasions, our kitchen can prepare treats at a nominal cost.

Field Trips & Outings

Planned Outings

Staff will inform parents and guardians in writing and by notice on the Parent Bulletin Board at least two days before a planned outing will take place so that parents and guardians can make sure their children arrive on time.

For off-campus outings that involve transportation, parents or guardians will be required to give their permission by signing the Field Trip Form, which will be made available by the classroom staff prior to the field trip.

For children arriving by Handi-Bus, forms will be sent home two days in advance in order to receive parent or guardian signatures.

To ensure proper staff:child ratios at all times, and ensure the safety of the children, there are a few rules that apply to planned outings:

- 1) The group will leave at the scheduled time; latecomers will not be able to join the outing; unless prior arrangements have been made;
- 2) Latecomers will be unable to stay at the Centre unless the parent or guardian stays with them; or unless it was known in advance that the child would not be able to arrive on time and suitable arrangements had been made beforehand with the staff;

- 3) Latecomers will not be allowed to join other classrooms as this would alter the staff:child ratio in those classrooms.

- 4) Children, whose parents do not wish them to participate in a planned classroom field trip, will not be able to stay at the Centre. It will be the parent or guardian's responsibility to make alternate arrangements.

Spontaneous Outings

Quite often, staff and children take advantage of good weather and go for a walk, or to a nearby park or playground. As a rule, these outings begin at 10:00 in the morning. If your child arrives later than 10:00 am, please inform staff by 9:30 a.m. of that day at the latest so that arrangements can be made. Otherwise, staff and children will leave the Centre by 10:00 a.m. and, as with planned outings, you will not be able to leave your child in another room or join the outing unless you have advised the staff in advance and arrangements have been agreed upon.

For the Safety of your Child...

We are responsible for the safety of the children when they are in our care, just as you are responsible when they are in yours. But, at those busy times of day when children are arriving and departing — or in those rare cases of emergency or illness — parents and guardians have a special obligation to follow the rules and procedures set out for the safety of your child.

Sign in on arrival; sign out on departure

Day Care Licensing **requires** that children be signed in upon arrival at the Centre and signed out before leaving at the end of the day by their parent, guardian or authorized alternate.

Therefore, you or your designated alternate is responsible to sign in your child in the morning, and sign your child out at the end of each day.

The sign in/sign out register is located in your child's classroom.

If your child arrives and departs by Handi-Bus, the Providence Teacher or caregiver will be responsible for the sign in/sign out sheet.

Let your child's staff person know

When dropping off and picking up your child, please be sure to personally talk to the staff in charge so that they are aware your child is now arriving or departing.

Once children are signed out, they are the responsibility of their parent or guardian.

Tell us if you or your designated alternate is not able to pick up your child at the end of the day

If you know in advance that you or your designated alternate (that you have indicated in the Intake Package) will be unable to pick up your child, please inform the Centre in writing of who will be picking him/her up.

If something comes up at the last minute, and you only know the same day that you or your alternate will not be able to pick up your child, phone or fax the Centre, advising us of the name of the person who will be picking up your child. The person you specify will be required to show photo I.D. before we will release your child from our care.

Make sure we know where to contact you

It is a requirement of Day Care Licensing that parents keep the Centre informed of any changes in: address, telephone numbers, place of work, family physician, immunization updates and medication changes (both medication taken at home as well as at the Centre). Please inform the Centre of any changes immediately in case we need to contact you in the event of emergency or illness.

Please respect the traffic and parking signs

For the safety of all our children, please observe the traffic and parking signs in our driveway. Note especially that the Handi-Buses, which bring many of our children to the Centre, will likely block the driveway between 8:00 and 8:45 in the morning, and between 3:00 and 3:45 in the afternoon. Parents are asked not to park in the driveway during these high traffic times. There is a designated drop off area on the street in front of the Centre for your convenience.

Fire Drills

Unscheduled fire drills are held on a monthly basis. If evacuation of the Centre should ever be necessary, Anthonian Court's Community Room, next to the Centre on the same side of the street, is available to shelter the children in case of emergency. Should evacuation be necessary a staff member from Providence would contact parents. Evacuation procedures and evacuation routes are posted in each room in the Centre. The Fire Department's District Inspector also conducts regular inspections of our Centre to ensure we meet all Fire Standards and Safety Codes. As well, on an annual basis the smoke and heat detectors are inspected by a certified alarm company. The fire extinguishers throughout the building are checked and re-certified annually, with the extinguishers in the kitchen being checked every six (6) months.

Security during the day

Certain doors are unlocked between 7:00 and 9:00 in the morning and again at 3:30 in the afternoon for the convenience of parents and the children arriving and departing. During the day, all doors but the Main Entrance are kept locked for added security. This way, all Visitors to the Centre report to the Front Office.

Illness Policy & Guidelines

We know how worrisome a child's illness can be to parents — and how disruptive it can be for parents who work.

However, to help prevent illness and control the spread of infectious disease, the parents and staff of Providence together with public health officials have developed an illness policy, which conforms to all regulatory guidelines.

We realize that sending a child home may cause some short term difficulties for you, but we hope that by decreasing the overall level of illness at the Centre, your child will be ill less often and able to spend more time here.

When a child is unwell

A child who is unable to fully participate in the Centre's program because of an illness, or who poses a risk to other children and staff because of an infectious disease, shall be sent home as soon as is reasonably possible.

Staff will observe the children in their care and report any signs of illness to the Centre's Registered Nurse who will then decide, in consultation with parents, whether the child should remain in the program, return home, or be seen by a doctor.

The Centre's Registered Nurse's decisions will be based on Calgary Health Services policy regarding communicable disease (which may, in some cases, override a doctor's note). Our nurses also use professional judgment to ensure the health and well being of all the children.

If your child is sent home, we request that you keep your child at home until it is confirmed by a physician that he or she is free of illness and well enough to return to their regular program.

If your child is on medication, please inform the Registered Nurse at the Centre when sending him/her back to the Centre.

On a daily basis, it is required that if your child has been given any medication at home prior to his/her arrival at Providence Children's Centre, i.e. Tylenol/Temptra, Cold/Cough Syrup, you inform the nurse of the time, the name of medication and dosage, and the amount given.

Immune-Compromised & Seizuring Children

For the Immune-Compromised Child and the Seizuring Child, the guidelines as outlined above for ill children apply, as well as the following.

If your child develops a fever or signs and symptoms of illness while at Providence, you are requested to collect your child immediately and seek prompt medical attention.

Please do not return your child to the Centre until his/her condition has stabilized sufficiently for him/her to benefit from the special program.

If we are unable to reach a parent or guardian, we will telephone the emergency contact name given by the parents to pick up the child.

In the event of uncontrolled seizure activity occurring while at Providence, and a parent or guardian cannot be contacted, we will transport your child to the Alberta Children's Hospital by ambulance. Parents are responsible for ambulance charges.

Parents and guardians are required by Day Care Licensing to keep the Centre's Nurse up-to-date in writing of any medication change, dosage increase or decrease — whether these medications are taken at home or at the Centre.

Please also ensure that the Registered Nurse is informed of any new immunizations, as well. This is also a requirement of Day Care Licensing.

Emergency Babysitting

Calgary Family Services have emergency babysitting available for when a child is ill and the fee scale is based on income. The phone number is 269-9888.

Unfortunately, we have neither staff nor facilities to look after a child who is unwell, and we depend on you to help keep our Centre healthy and happy.

Therapy Services

In order to offer the most comprehensive early intervention programming for Pre-school and E.C.S. children, Providence employs several specialists as part of a transdisciplinary team which includes: Teachers, Nurses, Occupational Therapists, Physical Therapists, Speech/Language Pathologists, Music Therapist, Psychologists, Educational/Therapeutic Assistants and Parents.

For children with special needs, the therapists assist with the transition of children with medical concerns to the community settings. They help design programs with parents and staff to meet the child's individual needs, in addition to consulting to staff and parents and assessing and monitoring the child's progress.

Teachers and Early Childhood Education Consultants are responsible for coordinating the Individual Program Plan (IPP) process, writing the IPP, monitoring your child's program, facilitating parent involvement, providing resources for program planning and providing support to parents.

The Occupational Therapist (O.T.) is skilled in addressing child development concerns in the areas of fine motor development, readiness skills and self-care independence. This encompasses the use of arms and hands for support and manipulation; developing and using perceptual skills in play, and increasing personal care and independence with the assistance of specialized equipment, if necessary.

The Physical Therapist (P.T.) is able to assess and provide ideas for treatment for children who have some difficulties with movement, posture and gross motor

development such as: rolling, crawling, walking, jumping, etc. Where specialized equipment will aid the child to participate in programs or to be more independent, the P.T. is actively involved in choosing, fitting and monitoring the use of this equipment.

The Speech Language Pathologists (S.L.P.) are available to address any concerns with communication skills, which may affect a child's social skills, relationships and/or learning. Some children may have special needs in the areas of articulation, language, fluency (stutter), voice, hearing impairment and/or alternative and augmentative communication systems.

The Child Psychologist is available one morning per week as arranged by parents to assess children experiencing difficulties in the area of social and emotional development. Alberta Mental Health provides this service free and referrals may be made through the E.C.S. Consultant or by contacting Alberta Mental Health. We also provide psychological consultation to parents and staff regarding children with social and emotional difficulties, and play therapy for these children.

The Music Program offers a wide variety of musical experiences based on the principles of early childhood learning and development to promote creativity and to help children learn to express their emotions.

The therapists are also available to assist parents with home concerns or questions. Therapists can be contacted directly, or through your child's Teacher.

If you have a Concern ...

If you have a concern, which cannot be resolved by the classroom Teacher, you can report the concern to the Director of Child Care Services who must respond to you within a reasonable amount of time.

If the matter is still unresolved to your satisfaction, the following steps can be taken:

- ? Address your concern to the Executive Director in writing; who will in turn be responsible to responding to you within five (5) working days.

- ? The decision of the Executive Director may be appealed by writing to the Parent Liaison Committee of the Board of Directors. This Committee shall review the concern and respond to you in a reasonable amount of time.

- ? If unsatisfied with the decision of the Parent Liaison Committee, you may address your concern in writing to the Executive Committee of the Board of Directors.

- ? A final appeal, binding to all parties concerned, shall lie with the Board of Directors. Such appeal is to be made in writing and will be addressed at the earliest Board of Director's meeting.

Parents may also take a concern or complaint to the Regional Day Care Office; their phone number is 541-6400. All complaints or concerns are investigated and written complaints are answered. The parent or complainant can remain anonymous.

Resources

The following are resources, which you may find helpful; they may be obtained from either the Centre or from the Regional Licensing Office.

- ? Infectious Diseases of Children (distributed with Intake Package)
- ? Alberta Day Care Licensing Policy Manual (on site)
- ? Providence Children's Centre Policies & Procedures Manual (on site)
- ? CSA Standard for Play spaces
- ? Nutrition and Food Service Manual
- ? Canada Food Guide
- ? Well-Beings (on site)
- ? Regional Licensing Office
 - Located at: Calgary Rocky View Family & Social Services
Day Care Services
9th Floor, Alberta Place
1520 - 4th Street S.W.
Calgary T2R 1H5
Telephone: 541-6400