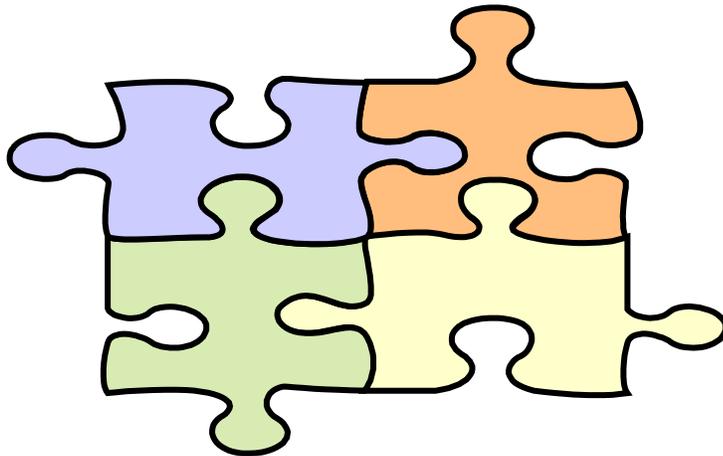


**Davar Child Care Society
Bow Valley Family Child Care Agency**

Phone: (403) 609-7392

Fax: (403) 273-8113

Providing Quality & Equality For All Children Since 1982



PARENT HANDBOOK

FOR YOUR INFORMATION	
Calgary & Area Region 3 Child Care Services #300, 1240 Kensington Road NW Calgary, AB T2N 3P7 Phone: 403.297-6100	
If you should ever require additional information, or should you ever have concerns that DAVAR has not addressed to your satisfaction, please contact the above agencies.	Emergency Cell 403 678-8419 Monday to Friday 6:00 to 8:00am; 12:00 to 1:00pm; 5:00 to 10:00pm Sundays and Holidays 5:00pm to 10:00

Davar Child Care Society
Created September 1998
Revised 10/20; 01/03;
06/04;09/05; 01/09

Davar's Commitment to Your Family

Davar Child Care Society's Philosophy

- ◆ Davar Child Care Society was established for the purpose of providing quality, affordable, not-for-profit child care, for children from 0 - 12 years.
- ◆ A healthy environment for children is one in which each child's self esteem is enhanced, play is encouraged and a warm loving atmosphere is maintained
- ◆ Each Family Day Home Provider is monitored and supported to ensure a safe, healthy, well organized environment and purposeful, inclusive, daily program, that meets the needs of all the children being cared for and their families.
- ◆ Davar Child Care Society's staff and caregivers are always responsible through monitoring and support for the children in their care.
- ◆ They create environments for children that are safe, inclusive, well organized, secure and supportive of good health.
- ◆ They design programs that provide children with opportunities to develop physically, socially, emotionally, morally, cognitively and creatively.

Inclusion

- ◆ The ability to adapt environments, activities, field trips, etc., to meet the different abilities of all children in care.

Family Day Home Providers

Care is provided by careful selection of individuals residing throughout Calgary. These providers, as they are called, are thoroughly screened by DAVAR's Child Development Consultants. This involves, not only a great deal of paperwork in reference letters, police security checks, child welfare checks and medicals, but also home interview and safety study, to determine whether the home facility meets the standards of care and safety.

All of our Day Homes must meet or exceed the guidelines as set out by Calgary Rocky View Child and Family Services and the City of Calgary, under which we are contracted. Each Provider must display a sincere interest in caring for children

Family Day Homes are monitored at a minimum of once a month, on an unannounced basis, to ensure that the quality of care is maintained. These visits also provide support and direction for each Provider. It also gives us the wonderful opportunity to get to know your children.

On a regular basis, our qualified staff, or community presenter, provide in service training for all providers and parents. Workshops cover important and relevant topics related to childcare and child development. We fully promote the professional development of our Providers by providing learning opportunities, resources and support.

Davar also provides a variety of crafts, games, and resources, to Day Homes, along with the use of Agency equipment, such as play kits, playpens, strollers, booster seats, games, etc. In addition, we also have an extensive toy-lending library (Community Lending Library) with a diverse collection of developmentally appropriate toys for all ages.

Child Placement

Davar shall place children, with the parents assistance, in a Family Day Home in accordance with the child's and the parents' needs. To assist us in successful placement, we offer the following suggestions:

- 1) During the intake interview, confirm that the information taken during the initial telephone contact is accurate, especially the hours of care required, and your families' needs.
- 2) Visit **all** the Providers suggested to you. (This will be beneficial if you ever need alternate care because you will have met a variety of Providers before hand. This will help you feel more comfortable should your regular care provider become ill etc...In fact, we suggest that you find an alternate provider at the start of the placement).
- 3) Immediately inform the office and Providers of your choice as space may fill up quickly.
- 4) Visit the Provider at least 3 times, preferably with your child, prior to the actual placement date.
- 5) During these visits, discuss your child's habits, allergies, favorite toys, hours of care.
- 6) Complete the "child profile" with as much information as possible. (The Providers will receive a copy of the profile).
- 7) Your Provider cannot use any form of physical punishment. Please do not ask her to do so.
- 8) **MEET WITH YOUR PROVIDER ON A REGUALR BASIS TO DISCUSS YOUR CHILD'S PROGRESS AND DISCUSS ANY HIGHLIGHTS TOGETHER.**
- 9) If you have any concerns regarding the program or your child's care, please call us immediately. The telephone number for the main line is 403-609-7392. We are here to support you in your childcare placement.

Newsletters

Each month, your Provider will supply you with a Davar newsletter. Please read this carefully for any policy and procedure changes of which you should be aware, as well as interesting items related to child development, important dates, currents events and statistics related to family childcare.

First Aid Certification

Along with supplying positive reference letters, Child Welfare Checks and Security Clearance Checks, Providers must be certified in Emergency Child and Infant CPR and First Aid through Red Cross, St. John Ambulance, or any other accredited First Aid Provider in Canada.

DCCS Family Membership

A Family Membership is provided to each family with an account in good standing (By-law #4.1.2)

A Family Membership in good standing is entitled to (as per by-law #4.4.1);

- a) Receive notice of meeting of the Society;
- b) Attend any meeting of the Society with prior notice;
- c) Speak at any meeting of the Society with prior notice and agenda consent;
- d) Exercise other rights and privileges given to members in the Society's By-Laws

Guiding Children's Behavior

Guiding Behavior must not result in the mistreatment of children in any way. Mistreatment is an activity, which physically, mentally or emotionally deprives, causes damage or injury to a child, elicits fear, or takes advantage of a child through the misuse of adult power or position. Mistreatment includes, but is not limited to, hitting, slapping, name calling, swearing, threats or any act, which causes the child to lose self-esteem or dignity.

It is the intent of this Society to ensure that any Behavior Management will be age appropriate, with the goal being self-control for the child.

It will not include any statement or action, which causes the child to lose self-esteem or dignity. "Limits" must be set for child safety and a sense of well-being.

The "positive approach" will ensure the child has guidance and an understanding of provider expectations. Certain limits will be set for the child, using consequences as a logical means to attain the end result of "self discipline" and responsibility for his/her own actions. This type of discipline shows respect of the child's feelings and will help him/her to gain control of his/her own actions in a positive manner. Sound consistent limit setting promotes social growth, a sense of self-esteem and acceptance by one's peer group.

Arrange to meet with the provider and the Agency if challenging behaviors arise. Together we can establish an action plan to assist the child, provider and parent in addressing strategies. Examples of discussion items would include; a description of the behavior; (provide specific examples; set a goal for the child; Brainstorm a list of possible solutions; Decide those you will try first; Agree to put the plan into action; Set a date to check in and discuss progress.

"Always communicate with your Family Day Home Provider and Agency Staff early about concerns."

Food And Nutrition

- In accordance with the needs of each child in care and in accordance with Canada's Food Guide, children in Family Day Homes shall be served balanced meals and snacks of adequate quality and quantity.
- Adequate Quantity;** means children in care 2-4 hours shall receive at least one snack including two or more food groups; children in care 4-6 hours shall receive one meal including all four food groups and one snack which includes two or more food groups and; children in care for more than 6 hours shall receive one meal and two snacks as outlined above.
- Breakfast. Providers are not responsible to supply Breakfast.**
- Evening Meal. Providers are not responsible to supply an Evening Meal.**

- ❑ **Special Diets.** Special diet foods required for cultural, religious or health reasons shall be provided by the parent and served by the Provider when there is written instructions from parents and /or physician.
- ❑ **Feeding / Infant Food.** Children under 6 months of age, who are incapable of feeding themselves, shall be held by the provider or placed in an infant seat; UNTIL THE CHILD IS ON TABLE FOODS, THE PARENT IS RESPONSIBLE FOR ALL FORMULA, MILK, CEREALS...etc.

Hours of Care/Attendance/Policies & Procedures

- ❑ Care is provided during your working or school hours with a reasonable traveling time to and from your Provider's home. These hours are established during your intake interview with the Child Development Consultant.
- ❑ If you cannot adhere to these hours, DISCUSS THE CHANGES WITH YOU Provider, and then contact the office to adjust your contract. Otherwise, we will expect you to adhere to the hours established. Care is not to exceed 10 hours a day, 5 days per week.
- ❑ **Attendance Records** are required to verify attendance of children in care; they must be filled out accurately to ensure that correct Provider payment and subsidy amounts will be received.
- ❑ **Time In and Time Out;** follow the coding outlined on the attendance record. Record the "time in" and "time out" for preschool children including E.C.S. children ALONG WITH DAILY INITIALLING! The parent signature is required for both preschool and school age, at the end of the month. Your signature verifies the hours of care provided for the month therefore releasing it to be processed for payment by our office. Failure to do so will result in a delay of reimbursement to your Provider.

Late Arrival /Pickup Policies and Fees

If the parent fails to pick up his/her child(ren) by the above-specified time without previous notification to the Provider, the Parent agrees that the Provider has the right to charge for "overtime".

It is expected that Providers and Parents view the agreed pick-up and drop-off times with a reasonable degree of flexibility. Allowances for traffic and weather conditions may sometimes cause variations. On an occasional basis, these variances should be generally acceptable to both parties. If the Provider can be notified in advance (at least one hour) of a delay in pick-up time, a charge of **\$5.00** per hour (or part thereof) would be an acceptable payment if no other arrangements are made by the Provider. However, non-notified late pick-ups would be subject to a penalty fee of **\$5.00** for every ¼ hour. This late fee is payable by the parent to the Provider at the time of pick-up.

The Provider has the right to waive these fees at her discretion if she feels they are inappropriate at any time.

Arrival. Please take your child into the home each morning. Make this as pleasant a time of day as possible, even though you may be hurried. If you will be late dropping off your children, let your Provider know, as we do not expect her to wait if she has plans for her day. If she has appointments, she may leave if she wishes. In order to avoid difficulties in this area, we urge you to be punctual in your drop-off times or to inform your Provider of any changes.

Pick- Up. Similarly to drop-off times, please be punctual at pick-up time. Call if you will be delayed. (Follow the Late Pick-up Procedures). If someone else will be picking up your child, please inform your Provider prior to pick up time. This may be done by telephone, but we prefer that the release to another designated person be done in writing. Please include a brief description or photograph of the designate.

****Picture ID will be required**

Emergencies

In emergencies, a telephone call from the parent to the Provider for release of the child to a specific person would be acceptable. In these circumstances, the Provider should request identification before releasing the child(ren). A written release must be presented to the Provider on the following care day.

Alternate Care/Emergency Care

Protocols for Alternate Care

Emergency Alternate Care; should you need to reach us after hours please call our

Emergency Cellular Phone at 403-678-8419.

Monday to Friday 6:00 am to 8:00 am and 5:00 pm to 10:00 pm Lunch 12 – 1pm

Holidays and Sundays: 5:00 pm to 10:00 pm

Your regular Provider is contracted by you, the parent, to provide daily-uninterrupted care. However, there are scenarios, which present themselves, (illness, vacations, etc.) where alternate care may be needed. Should your Provider be unavailable to provide care for your child(ren), we will make every attempt to offer an alternate Day Home for that period of time. If this is not a possibility due to lack of an available Day Home that suits your needs, please discuss other options with your Consultant. The following scenarios are examples of such situations where alternate care may be needed

1. The Provider notifies you on **short** notice, that she is unable to provide care, for any of the following reasons:
 - Either she or her child (ren) are sick
 - She has had a family emergency
 - She has a critical appointment that cannot be rescheduled or
 - There is an urgent matter that must be addressed
 - Other
2. The Provider gives you **advance** notice that:
 - She has a pre-arranged appointment that she could only get during business hours
 - She has planned a family holiday
 - Other

Once your Provider notifies you that she is not available for care, and you need back up care, the protocol is to call your Consultant so that she may try to find an available home to suit your needs. If you were notified off business hours, the emergency cell phone at 606-1354, would be your next option. The cell phone is available from Monday–Friday from 6am-8am; from 12 pm–1 pm; and from 5pm-10 pm; Holidays and Sundays from 5pm-10pm. If you have used a Provider in the past, know their number, and would like to use them again, you may make arrangements with them on your own, ensuring that you notify your Consultant after the fact. If you arrange alternate care, ensure that you either use the care, or call the back-up Provider in advance to cancel. Alternate care that is available and not used will not be pro-rated.

Clothing

Please dress your child(ren) in suitable clothing for indoor and outdoor play, taking into account the weather. Day Home Providers are not responsible for lost or damaged clothing or the washing of soiled clothing. **AN EXTRA CHANGE OF CLOTHING SHOULD BE LEFT AT THE DAY HOME FOR EMERGENCIES.**

Diapers and Diapering

- If your child(ren) is in diapers or training pants, send an adequate supply for necessary changes. If using cloth diapers or training pants, supply a plastic bag for soiled articles. The Day Home Provider will rinse them, but is not responsible for washing. Discuss with the Day Home Provider, any supplies she may require such as: Wet Ones, Washcloths, Change Pads, Ointments etc... (All necessary supplies are supplied by the parent).
- Changing.** Please change diapers and wash children in the morning before taking them to the Family Day Home. We recommend that infants be bathed in the evening, rather than before going out early in the morning.

Illness Policy

If your child(ren) is sick, he/she should not be taken to your Day Home. This applies, in particular, to communicable diseases. Let your Provider know if your child has been ill and is still not feeling well. This way, she will be aware of any conditions that may affect your child's behavior. Due to the potential risk of infection for others in the home, your Provider has the option of refusing an ill child.

PARENTS ARE REQUIRED TO KEEP THEIR CHILD HOME IF HE/SHE IS DISPLAYING ANY OF THE FOLLOWING SYMPTOMS:

- Persistent 38° fever
- Diarrhea/vomiting (2 to 3 times in one hour)
- An undiagnosed rash/skin condition
- Obviously infected discharge from the nose, mouth or eyes
- Complaints of persistent pain
- Frequent bouts of coughing (3 to 5 times an hour – especially if choking or vomiting)
- Has head lice; has not had second treatment
- A child that is brought to the Day Home with any of these symptoms will be asked to be taken home or to a doctor for a note confirming that the child is healthy and is not infectious.
- If a child is showing other symptoms of ill health, the parent may be asked to provide the Day Home with a doctor's note clarifying the child's health.
- If a child begins displaying the above symptoms at the Day Home, the child will be isolated from other children and the parent or emergency contact will be called to take the child home.
- Children with diagnosed communicable diseases will be excluded in accordance with the local Board of Health guidelines and admitted back to the Day Home only with a note from a physician confirming the child's wellness.
- These guidelines are enforced to maintain the wellness of the Provider as well as children present there.

School Age. If your Provider is willing to care for your sick school-age child(ren), extra payment for this full-time care should be reflected on the attendance record and will be billed to you at the end of the month and reimbursed to the Provider for that pay period.

Community Lending Library/Toy Lending Library

Our current toy-lending library offers Providers a vast array of developmentally appropriate toys and books that promote the healthy development of your child. In addition, there is also a lending library with educative resources for Providers and parents that will benefit them in their experiences with children. Many of these resources are on children with special needs, behavior management and disciplining issues.

Medication

- We prefer that you do not request that your Provider administer any type of medication to your child(ren). However, should this be necessary, you must complete a “Permission to Administer Medication” form.
- All medication whether prescribed or not, must be clearly labeled and be in the **ORIGINAL CONTAINERS**. Prescribed medicine must be labeled with the child’s name, doctor’s name, pharmacy phone number, amount and time of dosage and any other pertinent instructions. Request “child proof” containers from your pharmacist. “Medication” includes over the counter drugs e.g. cough syrup, “Tylenol”, Tempera etc...as well as prescriptions. Medication shall always be stored in a locked box or container supplied by your Provider.

NEVER LEAVE MEDICATION IN A DIPAER BAG, SCHOOL BAG ETC...

Immunizations

Keep your child(ren)’s immunizations up to date. This is not only for your child(ren)’s protection, but also for the protection of other children with whom he/she may contact. **COPIES OF YOUR CHILD’S IMMUNIZATIONS ARE REQUIRED FOR PLACEMENT.**

Alberta Health Care Cards

Prior to placement, Davar requires a copy of your child’s Alberta Health Care Card.

Medicals

Prior to preschool placement, we require a medical clearance note from your child’s physician.

File Updates

- If any information reflected on your child profile changes, it is your responsibility to inform your Provider and the Day Home Office. This information needs to be kept current in case of an emergency, account inquiries, or the need to set up alternate care in case of illness.
- Address and telephone number.
- Other changes which might affect your child’s care
- Place of work and business phone number
- Working hours and hours of care required
- Emergency contact person and phone number
- If you should move and leave the program please provide your forwarding address for you income tax receipt.

Transportation

- A transportation Release form must be filled out by both parent and Provider prior to any transporting. (Located on your child profile).
- Children under the age of 14, when an airbag is present, must be transported in the back seat only.
- Children under 9 Kg (20 lbs) are placed in the infant carrier or a convertible car seat adjusted to the rear facing position.
- Children between 9 - 18 Kg (20 – 40 lbs) are placed in a child safety seat in the forward facing position.
- Children shall be transported in accordance with Alberta Transportation and Utilities requirements as set forth by the Motor Transportation Act.

Confidentiality

- Except where disclosure is required by the regulations or is authorized by law or judicial action, the written and informed consent of the client or the client's guardian shall be obtained when the information is to be released to another agency, organization or individual. The written consent shall state the specific information to be given and the purpose for which it is being given.
- A declaration shall be signed by all adults working with children confirming that he/she is aware of and understands the requirements of confidentiality.

Distal Supervision

For the purpose of School Age Children only. Will be discussed on an individual basis.

Fees/Payment Options

As per attached financial agreement.

Communication Policy

At anytime please contact our Child Development Consultants (CDC) and we will make every attempt to answer your questions or address your concerns. If our CDC's are unable to help they will seek additional information from the Family Day Home Program Manager or the Executive Director of the Society.

We are here to support you in your childcare placement.