



Mighty Learner

CHILD CARE

MIGHTY LEARNER CHILD CARE

PARENT HANDBOOK

WWW.MIGHTYLEARNER.CA

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Table of Contents

Introduction 2

Philosophy and Vision 2

A New Beginning 2

Operating hours 3

Holiday Closures..... 3

Admission Procedure 3

Monthly Fees 4

Parental Responsibility and Attendance..... 4

Withdrawal from the Program..... 4

Belongings..... 5

Early Learning Curriculum and Routines..... 5

Weather Policy and Outdoor Clothing Requirements 5

Adverse Weather or Utility Disruptions..... 6

Infant Care 6

Nutrition..... 7

Birthdays 7

Room moves and transitions 7

Child Guidance 7

Health..... 8

Medication 9

Emergency Medications..... 9

Serious Injury Procedures 9

Family and Community Diversity 9

Inclusive Programming and Classroom Environments 10

Developmental and/or Behavioral Issues 10

Parental Involvement..... 10

Communication..... 11

Release of a Child..... 11

Fire Drill and Emergency Evacuations..... 12

Photo and Video Statement..... 12

Confidentiality..... 12

Concerns and Concern Resolution 13

Introduction

Welcome and thank you for choosing the Mighty Learner Childcare program for your child. Our commitment is to provide quality care to your child and make their stay with us full of joy and learning. The following policies are in place so that parents and children clearly understand their responsibilities, allowing us to ensure that children are safe and supported throughout their day.

Philosophy and Vision

Central to the philosophy of the Mighty Learners is that children are active learners. We intend to awaken the image of a strong, resourceful, capable child; one that is a mighty learner and independent thinker. As such, building positive relationships, providing consistency and continuity of care, and supporting families in their relationships with their children, form the core of our practice.

We implement FLIGHT (GOA preferred curriculum framework), Emergent Curriculum as well as Project Based Learning. All curriculums believe in nurturing each child's identity as a capable learner. As such, valuing play and inquiry in their lives, providing them with responsive environments, and supporting families in their relationships with their children, form the core of our practice. This sets a strong foundation for children's lifelong learning and development. The philosophy encourages children to be active participants in their environment and learning while Educators become co-researchers alongside them.

This sets a strong foundation for children's lifelong learning and development. All curricula encourage children to participate in their own research, exploration, and experimentation actively. Project Based Learning also uses a pedagogical approach in which the children actively construct their own knowledge over a sustained period, collaborating with their peers to complete a task or group of projects that answers questions or solves a challenging problem. The Project Based Curriculum is most often encouraged in children in our school aged programs.

Our vision is to be a model in Alberta for quality child care. We strive to create safe, secure and nurturing environments that facilitate and promote the cognitive, physical, social, emotional and spiritual development of all children.

A New Beginning

Entering into a new child care setting can be difficult for both child and parent. Careful planning and the knowledge that tears are normal can make this transition a little easier. Here are a few tips to help this process go smoothly.

Share Information: At the time of registration use this opportunity to share important information regarding your child's likes, dislikes, fears, eating habits as well as sleeping patterns.

Visit the new room with your child: Aside from the initial tour, you are welcome to visit the centre and spend time in the room with your child prior to the actual start date. This allows children to settle in, interact with other children and educators with you present. Include the educators in brief conversations with your child as well. Children often use their parents as a bridge for developing trusting relationships with other adults.

Preparation & Positivity: An unhurried, pleasant start to the day is very important to a successful separation. Be positive, sing a fun song on the way and talk about what you will do at the end of the day when you are together again. Involving children in a few small choices can also be helpful, (e.g., red or blue socks, banana or cereal)

Something from home: Providing a comfort item from home can help ease the transition. For some children, it may be a favorite teddy or blanket. Others may prefer a family photo.

Develop a "Goodbye" ritual: Plan a special way to say goodbye such as a wave through the window or a lip stick kiss on the back of your child's hand. Avoid repeated goodbyes as stalling can make a child more fearful and clingier. Building a relationship of trust with both your child and your child's Educators instills

confidence in your child. This starts with you, as a role-model for your child. Here are a few tips to help you with this difficult transition.

- Avoid sneaking out. Regardless of how tempting it may seem, do not sneak out while a child is distracted. This can damage a child's trust and will cause further fear and anxiety.
- Tell us what you and your child need. Do you want us to call you if your child has cried for a certain period of time? What are some ways that you sooth your child that we can try.
- Create a dialog with your child's educators. Let your child's educators know how YOU feel your child is doing and let them know if you think your child requires something else or you need help of any kind with the transition.

Slow and steady. Prepare for a slow transition for your child. For example, if your child has never been in care, you might want to be prepared to start with only an hour or 2 per day and gradually working up to full days in care.

Open Door Policy

At Mighty Learner we have an open-door policy and welcome families to stop by any time. We encourage open communication, feedback, and discussion about any matter of importance to you. It is our hope that you create open communication with your child's Educators. Please feel free to chat with them or your center's Directors at any time.

Contact Information

Office: 403-606-8361

centerstreet@mightylearner.ca

www.mightylearner.ca

While not all of our classrooms have phone numbers, here are the ones that do. This provides ease in you being able to communicate with your child's educators directly.

Cherries 587-358-0964 Olives-587-358-0966 Maple - 587-358-0965

Operating hours

Our regular operating hours are **7:00 am-5:30 pm**. The Center is closed between Christmas Eve and New Year's Day, inclusive as well as 2 days in a year for professional development. Families will get a calendar with closure dates at the beginning of each year.

Holiday Closures

The Centre will be closed the following days:

January: New Year's Day **February:** Family Day **March:** PD Day (first Monday of March)

Easter Weekend: Good Friday, Easter Monday **May:** Victoria Day **July:** Canada Day **August:** Heritage Days **September:** Labour Day Truth and Reconciliation Day / PD Day for staff **October:** Thanksgiving Day **November:** Remembrance Day **December:** Christmas break. The center will be closed between December 24th and January 1st; inclusive.

Admission Procedure

Please fill out the registration form electronically sent to your email. Parents are required to sign off on the agreement section as well. If you have questions about the agreements please contact us.

For payments, we accept monthly e-transfers at centerstreet@mightylearner.ca. Please write your child's name in the E-transfers comments section.

Monthly Fees

At the time of registration a \$100.00 fee per child and a maximum of \$150.00 per family must be paid. Fees are payable by e-transfers at centrestreet@mightylearner.ca. Monthly fees are due the 1st of each month, via e-transfer. Failure to pay fees will result in a parent receiving a one-week verbal and written notice of termination of care services.

In conjunction with the introduction of the new Affordability Funding approaches, starting April 1, 2025, the Child Care Subsidy Program for children up to kindergarten age (attending childcare during school hours) has been replaced with a flat and predictable monthly parent fee of **\$326.25** per month for full-time licensed child care for all families with children attending a child care program.

This flat fee does not include the optional nutrition program. Parents may opt in or out. The Nutrition program provides 2 snacks and 1 lunch per day to children. The fee is \$150 monthly and is paid as part of the monthly fees for a total of **\$476.25**

Parental Responsibility and Attendance

It is the responsibility of **each parent** to accompany his/her child to the centre each morning and **ensure that the educator on duty is aware of your child's arrival**. This also applies in the afternoon when taking your child home. Children must be signed in and out as this is a Licensing requirement. We request that if you cannot pick up your child, **another adult (18 years or over)** be delegated the responsibility and the educators be informed prior to the alternative person's arrival. Please be sure that all adults responsible for picking up your child are listed with the office. Any adult picking up the child for the first time must have Picture Identification with them to present to the Educators or the office.

The office and Educators must be informed of any changes such as new address, telephone numbers or emergency contact persons. This is extremely important in case of emergency. It is the responsibility of the parent to inform us if your child will be away from the centre.

Late Charges

The Center is open from 7AM-5:30PM. Parents who arrive late to pick up their child will be charged a late fee at a rate of \$2.00 per minute per child after 5:30PM. This is payable at the time of arrival directly to the educators looking after the child. **Any fees not paid at this time will be added to the childcare fee account.**

Arrival to the Program

In order to plan and implement daily programs, we request that children arrive at the centre by 9:30 a.m. If you will be later than 9:30 for any reason, such as doctor/dental appointments, etc., you are asked to notify the office. A message will be taken to the appropriate room staff. It is recommended that no child should be left at the centre for longer than ten (10) hours in any one day. If your child's classroom is NOT onsite, your child must be accompanied by you to the classrooms location. They cannot be left at the centre as our daily educator: child ratios do not allow for this.

Withdrawal from the Program

A calendar months' notice is required when terminating your child's space. Termination must be given in writing on the first working day of the month. Failure to give adequate notice will result in your account being charged an additional month of fees. Please note that Mighty Learner does use the services of a collection agency for all outstanding fees.

Belongings

Each day children should have indoor shoes, outdoor clothing and footwear that is appropriate for the weather as well as two full changes of clothing. If your child is napping, then a crib sheet and blanket will also be required. Please be sure to label your child's belongings clearly so they do not get mixed up with someone else's or get misplaced. Each classroom has cubbies for each child. Your child's clothing and shoes can be stored inside your child's cubby.

Early Learning Curriculum and Routines

Mighty Learner implements regular routines to ensure that children's developmental, nutritional, toileting, and rest requirements are met. A variety of activities and experiences, both educator-directed and child initiated, using the FLIGHT Curriculum Framework, are provided for children. The FLIGHT early learning and child care curriculum framework is different than a traditional curriculum. Each child's interests and educator observations assist in constructing the curriculum on a daily basis.

In early childhood, curriculum is focused on broad holistic goals rather than specific outcomes for each subject area. Early learning and child care curriculum frameworks embrace children's everyday experiences as the sources of curriculum meaning making. Mighty Learner educators use the goals in the curriculum framework to describe and interpret children's everyday experiences.

The curriculum content is integrated, emerging from children's fascination with the world around them. When the educators notice children's interests in exploring nature, people, places, and objects as well as print, stories, numbers, shapes, and patterns, and when they name the connections between these experiences and the holistic goals and children's dispositions to learn, they are co-constructing early learning curriculum with young children and making the curriculum visible to others.

The daily routine is predictable and also flexible in order to accommodate the children's individual needs and to fit with the FLIGHT Framework. A variety of toys/equipment is available for the children to choose from. The interests of the children and observations made by the Educators are used to create the curriculum and assist children in making meaning of their "work". The program also provides a balance of quiet and active types of play. Activities are open ended with the children having the choice of when to clean up and move to another activity. Educators facilitate and initiate activities and opportunities, interact with the children and intervene when necessary, enrich, extend, reinforce and clarify experiences. Activities are relevant and meaningful for the children. Concepts are explored that support children's creative, physical, cognitive, language, social, spiritual development. As well, self-help skills are explored and encouraged on a daily basis.

Weather Policy and Outdoor Clothing Requirements

Outdoor activities are a vital component of our daily program. **If your child is well enough to come to the centre, it is assumed he/she is well enough to play outdoors.** Parental requests to have children remain indoors CANNOT be accommodated. Children will go out at a minimum of twice per day during good weather.

Outdoor programming will take place daily during all seasons unless the temperature is below minus 18C (-18C air temperature or -18C including the wind chill). This temperature reflects guidelines set by the Canadian Pediatric Society. Inclement weather such as heavy rain, storms, etc may prevent this from occurring. Educators will take advantage of cooler parts of the day for outdoor play and activities when the temperature is very hot.

We ask that parents provide the necessary clothing for outdoor play. This includes snow pants, boots, hats and mitts for winter and a sun hat, water bottle and sunscreen in the summer.

Safety and Supervision

Your child's safety is our prime concern. Our staff members take many steps throughout the day to ensure that your child is in a safe and healthy environment. Our policies include conducting daily safety checks both indoors and outdoors, monitoring and supervising children's play at all times, conducting head counts, positioning themselves and equipment in the room to ensure adequate supervision, participating in children's play and monitoring their health to identify early signs of illness.

Adverse Weather or Utility Disruptions

In order to maintain a safe and secure environment at all times, Mighty Learner Child Care must follow policies and procedures that respond to any natural events or disasters that may affect a child's health or safety. Recommendations or orders made by any authority such as Alberta Emergency Services, Alberta Environmental Health, Police/Fire must be followed. The Program Director or Educator in charge will direct classroom Educators, staff and children at the time of each incident as to any protocols that must be followed. An example: If access to safe drinking and washing water is interrupted for a long period of time, the centre may have to close for the day and parents would be asked to find alternative care.

The health and well-being of the children in our care and our staff members will be first priority. In the event of adverse weather, lock down procedures may be implemented.

Rest and Sleep Time

Each child needs a small blanket for use at rest time. The children rest after lunch between 12:30 and 2:30 p.m. Due to the level of activity during the day we do feel the children benefit from a quiet time. Alternative activities are available for children who do not sleep. Our oldest children enrolled in the Willow Classroom, do not sleep, but do have quiet activities after lunch.

Infant Care

Our infant care is based on the principal that each infant is unique and requires unique care to meet his/her individual and developmental needs. We provide many developmentally appropriate toys and interest centers for infants to explore, experiment and develop their skills at their own pace. Infants' individual needs are met as they arise. We stimulate infant's development by providing attentive and loving care, many one-to-one interactions and by extending and initiating their play.

The infant program provides provisions for feeding, diapering, sleeping and indoor/outdoor play. Infants will be taken outside at least once a day, weather permitting. Please ensure that your child comes dressed properly for the weather and season. Reports of infant's activities are communicated daily.

Our centre provides freshly cooked food for your infants and we modify our weekly menu to meet the needs of the older infants. In order to provide a smooth transition from the home to the day care environment we ask that parents spend some time with your baby in our infant room before the first day of care and let us know about the infant's daily routine (sleeping/feeding times, likes/dislikes, ways to calm your baby when upset, etc.)

Parents are required to supply:

- Diapers and wipes
- bottles and sippy cups
- 2 full sets of clothing daily
- a blanket for sleep

Nutrition

The Center provides a daily Food Program that includes morning snack, Lunch, and afternoon snack based on the guidelines provided by Alberta Health and the Canada Food guide. All food offered is plant based. The menus are planned carefully with protein alternatives to take care of the nutritional needs of children. e.g., tofu, legumes, beans, grains and soy products will be used to replace meat in the recipes. As we are not experts in child nutrition, parents are welcome to opt out of the Food Program or bring supplemental food for their children. While we prefer that supplemental food is plant based, we will honor a parent's request to bring whatever food they feel is necessary to meet their child's nutritional and physical needs. As we have children on site with severe allergies, all food must be free of Nuts and Peanuts. The meals are eaten in a family style so educators can model good eating habits with children and encourage them to enjoy meals and show appreciation for the healthy food and those who prepared it.

Birthdays

At Mighty Learner, we love to celebrate birthdays!

We take special care to ensure that each child feels valued, recognized, and celebrated on their special day. Our goal is to create joyful memories while maintaining a safe and healthy environment for all.

If you would like to celebrate your child by providing a special treat on their birthday, we kindly ask that:

- **All food items be peanut- and nut-free, and egg-free if possible.**
 - If you are unable to provide egg-free baking, that's okay! We simply ask that you inform the Educators, and we will ensure the item is stored safely in the classroom or the staff refrigerator.
- **Healthier options are encouraged**—children especially enjoy:
 - Fruit and dip
 - Dessert yogurts
 - Cheese and crackers
 - Veggie trays

We understand that parents sometimes like to send treat bags or goody bags for their child to share. While we appreciate this thoughtful gesture, we kindly ask that **goody bags be reserved for birthday parties held outside of the centre.**

Room moves and transitions

Our classrooms provide age appropriate opportunities to the children. At the time of enrollment, the child is registered in a specific room according to the age and needs of the child. Educators are aware of the developmental stages of children and their individual interests and program plan accordingly. Room moves are done throughout the year according to the developmental needs and depending upon the availability of space in the next room. At times, full classes prevent a child from moving up to the next room. Rest assured that the Educators plan experiences and activities for children's ever evolving interests and development. When it is time for your child to move, you will receive an email and a child profile for you to fill out and provide to the new educators. This will allow them to start building a meaningful relationship with your child. You, as the parent, can also bridge this relationship by stopping in before your child's first day in the room and chatting with the new educators with your child.

Child Guidance

All child guidance is to be age and developmentally appropriate and positive. The policy will be communicated to all educators; and when developmentally appropriate; children. Child Guidance will

not include, under any circumstances any physical punishment, hitting, spanking, shoving, or require a child to repeat inappropriate physical movements. Discipline will also not include any abusive language, emotional deprivation, physical degradation, loud and/or aggressive statements or time out. Children will not be confined, isolated nor physically restrained. Children will not be threatened to be denied, nor actually denied any form of basic necessities. Limits must be set for children using logical consequences to help them take responsibility for their own actions. These types of guidance show respect for the child's feelings, and will help him/her gain control of his/her own actions. Positive direction and guidelines help the children learn and understand limits.

- Positive reinforcement of desirable behavior(s) must be the predominant discipline style. Children tend to repeat those behaviors that are satisfying and rewarding.
- Educators will be pro-active in their guidance of children's behavior(s) by ensuring the environment meets the needs of the children, that the children understand the expectations as they move through their day and that programming and communication is developmentally appropriate.
- Children will be reminded, when necessary, of appropriate boundaries, given choices whenever possible, and/or re-directed to other activities.
- The Educators will use a positive approach to help children problem solve by listening to them and encouraging them to verbalize their feelings.
- When developmentally appropriate, Educators will guide children through problem solving giving them the words or actions to use to solve issues with other children.
- Educators will be consistent and firm in enforcing socially appropriate behaviors and interactions between children. They will also take into consideration the individuality of each child and choose the most effective methods of guiding children's behaviors.

Health

It is understood that if your child is at the centre they must be healthy enough to fully participate in the day's activities, **including going outdoors**. We cannot provide one-on-one supervision for children who are sick nor "move them" to the office for long periods of time. **(PLEASE SEE THE WEATHER POLICY FOR TEMPERATURES AND OUTDOOR PLAY)**

If your child becomes ill while at our centre you will be informed, and if we are unable to reach you, we will attempt to contact the emergency contact person on file. Parent(s) of children who are displaying symptoms of any contagious illness, fever, vomiting, diarrhea, or a new and unexplained rash or cough will be asked to come immediately and take the child home or to the doctor. Children must be symptom free for a full 24 hrs before returning to care. This means, for example, that if your child's last bout of diarrhea, vomiting or any other symptom of a contagious illness as mentioned above, happens at home at 3pm the afternoon you are called to take them home, they CAN NOT return to care before 3pm the following day. Please consult with your doctor for any other illness, specifically regarding the length of time your child should be excluded from child care.

In the event the Provincial Public Health Authority or any governing body, reports an epidemic/pandemic and puts new Health Protocols in place, the Center is bound by law to follow these rules. Every effort will be made to communicate these changes to families in a timely manner.

When your child is absent, the centre must be informed as to the reason. If he/she is absent for three consecutive days or more, we might request a note from the Doctor for confirmation that the child is well enough to return. If your child has a communicable disease, such as measles, mumps, etc., a

Doctor's note stating that he/she is completely recovered and no longer contagious is required before he/she is allowed to return to the centre.

Medication

If you are bringing medicine for your child to the centre, please ensure that it is in the original container with the prescription label on it. Non-prescription medication must be labeled with the child's name and dosage to be given. The parent must complete and sign a medical consent form, which gives the Educators permission to administer the medication. The medication must be handed to an Educator who will ensure it is stored safely. Only Educators with a valid first aid certificate are authorized to administer medication. They are unable to give your child any medication that has expired.

Tylenol and other over the counter medications CANNOT be administered for fevers. (FOR EXCEPTIONS TO THIS PLEASE SEE EMERGENCY MEDICATIONS) If a child has a fever, as per the Health Policy, the child must be fever free for a full 24hrs before returning to care. Tylenol can ONLY be administered for pain, such as teething pain. Exact times that the medication is to be administered must be listed on the medication consent form as well as the last time the medication was given to the child. Educators are not allowed to give dosages of medication that do not match the directions on the prescription label or the instructions on a bottle of over the counter medication. For example if your child is aged 3 years and the directions state that a child of 3 receives 5 mls, the Educator MUST follow the instructions on the bottle.

Emergency Medications

If your child has severe allergies, asthma, or other health conditions, they may require emergency medicine and/or medical equipment on site. It is important for parents to provide this information to the Director at the time of registration. There are other documents that must be filled out that provide permission and list procedures to administer these medications and/or the use of the medical equipment. These may include medications and equipment for the treatment of diabetes, asthma, allergies, anaphylaxis, or febrile seizures.

Serious Injury Procedures

If a child has an accident and receives a serious injury while in our care, the following protocols will take place:

- Call 911
- Ensure that all other children are safe and are moved to another location if possible
- Call the parent or emergency contact if the parent is not available
- Report the injury to Child Care Licensing

Child Care Licensing investigates all critical incidents and injuries. Families may receive a call to follow up on any reported accidents or incidents, ensuring that Mighty Learner is in compliance. Each year Child Care Licensing will analyze all incidents and accidents to ensure all protocols are being adequately followed.

Family and Community Diversity

For children to feel comfortable and secure in the Program, the environment, daily experience, and routines need to reflect the diversity of the children, their families, and the larger community. We, at Mighty Learner Child Care, welcome, value, and celebrate children and families of all races, ethnicity, gender, age, ability, family make up and religion. We are committed to treating everyone with dignity

respect and with a welcoming approach. We ask that families have the same commitment to positive interactions and communication within our diverse community.

Inclusive Programming and Classroom Environments

At Mighty Learner we are committed to providing a nurturing, safe, and inclusive environment where every child is valued, respected, and supported to thrive. We believe that all children, regardless of ability, have the right to participate fully in high-quality early childhood experiences.

We welcome children with diverse abilities and special needs, and we actively work in partnership with families and community partners to ensure individualized care that supports each child's development. Our educators receive ongoing training in inclusive practices and adapt environments, routines, and strategies to meet the unique strengths and needs of each child.

Our goal is to foster a sense of belonging, promote equitable access to learning, and encourage social-emotional growth in all children. We believe that inclusion benefits everyone—children, families, educators, and the broader community—by cultivating empathy, acceptance, and shared learning experiences.

Together, we strive to build a community where every child feels seen, heard, and empowered.

Developmental and/or Behavioral Issues

Group childcare does not always meet every child's needs. Every attempt will be made to meet the needs of children with diverse needs or challenging behaviors, within the group setting. It is also understood that a new child may need sufficient time to adapt/adjust him/herself to the new environment. This time period will vary depending on the child. The educators, in conjunction with the Program Director, will make this decision based on observations and the capacity of needs within the classroom. Mighty Learner partners with the Lead Foundation who will assist in meeting the child's/group's needs. If the child's needs cannot be met after strategies have been implemented or if a child's behavior presents a danger to the child, other children or our Educators, then Mighty Learner Child Care reserves the right to terminate care. We have a responsibility to ensure the well-being and safety of all children in our care. Terminating care happens only when all efforts made to successfully include the child have failed. Usual behavior management techniques will be followed first. If we identify a developmental concern or the behavior is an ongoing concern, the Program Director will do the following:

1. Conduct child observations for a suitable length of time.
2. Program Director will work with the educators to assess physical environment, program, social context and approaches to determine their impact on child's development, needs and behavior.
3. Educators will do more formal observation with a behavior/development chart as a study tool.
4. Meet with parents and outline concerns and get permission to seek outside assistance from appropriate professionals.
5. Provide the outside assistance and implement strategies.
6. Assess success of the strategies at an agreed upon time.
7. Decide if placement is still possible. If not, set out timeline and refer to outside agencies if possible.

Parental Involvement

At Mighty Learner, we believe that parents are a child's first and most important teachers. We are committed to building strong, respectful partnerships with families to support each child's development, learning, and well-being.

We encourage active parental involvement in the following ways:

- **Open Communication:** We maintain regular and transparent communication with parents through daily reports, newsletters, emails, and scheduled meetings.
- **Family Participation and volunteering:** Parents are invited to participate or volunteer in classroom activities, field trips, and special events, and to share their cultural traditions and family experiences.
- **Collaborative Goal Setting:** We work with families to set individual goals for each child and develop strategies to support learning and growth both at home and in our care.
- **Feedback and Input:** We welcome parent feedback and transparency. We always want to know what we can do better.
- **Supportive Environment:** Our educators are here to support families by providing resources, referrals, and a listening ear. We respect the diverse values, cultures, and parenting styles of every family.

Together, we aim to create a nurturing, inclusive, community of vitality where children can thrive and families feel valued and empowered.

Communication

Mighty Learner believes that open, honest, and consistent communication between parents and educators is essential to providing high-quality care and promoting the healthy development of every child. We are committed to building a strong partnership with families through transparent communication and mutual respect. We ask that you take the time each day to stop and chat for a few minutes with your child's educators. Building this relationship with them only makes for a better child care experience for your family.

As well, if you ever have a concern, chat first with your child's educator. If you feel that your concern has not been addressed in the way you would like, please take the time to contact the program director. Open, honest and transparent communication usually solves issues quickly.

Release of a Child

At the time of registration, parents will be asked to specify who will be picking up the child on a regular basis, and names of other individuals who have permission to pick up the child occasionally. Identification will be verified for these individuals prior to the release of the child. At no time will the centre release a child to someone whom we have not had prior permission from the parent.

Parents will also be asked if there is any specific person who is not allowed access to the child. Depending on circumstances and in the case of custody issues, legal documentation such as restraining orders or court documents must be on file at the centre. We will take any and all necessary steps in order to ensure that all legal orders are followed.

When a parent/guardian arrives to pick up their child and appears to be under the influence of drugs or alcohol, there are direct implications for the safety of the child. Signs of being under the influence include slurred speech, staggering or swaying when walking, a strong odour of alcohol on their breath, loss of train of thought or not being able to follow normal conversation, dilated or extremely constricted pupils, etc. An educator who observes these signs will take the following steps in order to ensure that the child is going to be transported and cared for in a safe manner:

- Identify the concern to the parent and determine if they are driving. Notify the Program Director or Alternate Supervisor in charge.
- Assist the parent in finding alternate transportation and arranging for the emergency contact, or other adult designated by the parent, to pick up and care for the child.
- If the parent is resistant to obtaining alternate transportation and care for their child, the staff must then call the police (911) to report the situation. Ideally, the child is not to be released to

the parent until the police have deemed it safe to do so. If the parent becomes aggressive or threatening, the educator will release the child and if possible take note of the parent's License plate number. This will be reported to the police when they arrive.

Should a parent have more than one instance where this occurs, the staff are under a legal obligation to report the concern to the Ministry of Children's Services Child Intervention.

Fire Drill and Emergency Evacuations

1. Fire Marshall or Alternate will:
2. Trip the alarm or call for an evacuation
3. Report fire by calling 911.
4. Alert other Agencies in the building.
5. Wait in the front parking lot to direct firefighters.
6. All staff and children will proceed to Sharon Danish Lutheran Church, 210 10 Ave NE, in the case of extreme weather or a wait of 10 minutes or more.
7. If this site is unavailable, the group will proceed to Deepak's Dhaba Indian Food & Market, 1032 Centre A St
8. All parents will be called and informed of the situation. If it causes closure of the centre for more than one day, parents of children who were not in attendance at the onset will also be called.
9. Parents will be asked to either pick up their children, have someone else pick up their children and make alternate care arrangements for the day.

The fire evacuation plan is also posted on the main bulletin board and outside each room. The fire inspector has approved Mighty Learner's fire evacuation plan.

Fire Drill Procedures

The centre conducts fire drills monthly as per licensing regulations.

Staff will escort children to the main door and then take the stairs to either the main lobby or the back exit, depending on safety. The muster point is the Tokyo Station Patio at 111 9 ST NE.

Staff will ensure that:

- All lights have been turned off and doors are closed.
- All children are accounted for at all times.
- Staff will take attendance at the muster point but children will be counted as they leave the classroom, again in the stairwell, and as they exit the building

Photo and Video Statement

Mighty Learner will document children's play through the use of pictures and videos. We capture parental consent at the time of registration. At no time will Mighty Learner post pictures of the children on any social media platform, but will share pictures and video through the app used to document play and learning or through weekly emails to families.

When taking pictures or video of your child/ren while visiting the centre, we ask that parents be mindful when those pictures or videos include groups of children. We respectfully request that you do not post pictures or videos that include children other than your own on any public internet forums such as "Instagram", "Snapchat", "Facebook" or "X" or any other public internet site.

Confidentiality

The nature of the business carried out by Mighty Learner Child Care Corp is that of support to parents and children in the form of Child Care Services.

While dropping off or picking up your child/ren or while volunteering your time, you may be exposed to information of a private nature related to the families we serve. You might also witness business practices and planning procedures and policies of the Mighty Learner Child Care Corp. itself. All information is absolutely confidential to anyone who is not directly involved with the information and shall remain in strict confidence at all times.

Any breach of this agreement may be grounds for further actions or termination of your child's space.

Concerns and Concern Resolution

Within the Centre: Day to day concerns should be addressed with the Educators in the individual classrooms. Questions regarding accounts should be addressed either to the Program Director or by email to our finance person.

If you have a concern regarding the overall program, a policy or procedure, or with an Educators approach, please speak to the Program Director.

Externally: Concerns regarding non-compliances can be addressed to Ministry of Children's Services, Calgary Region. The office is located at: Westmount Regional Office #140, 4820 Richard Road SW, Calgary, Alberta T3E 6L1 (403) 297-8033

For your information: All concerns are anonymous and your identity is not divulged. All complaints regarding non-compliance to the regulations will be investigated. Written complaints will be responded to in writing indicating whether the complaint was verified and that appropriate action was taken.