



JASPER PLACE
Family Resource Centre

Early Learning and Child Care Program
Parent Handbook
2023-24

Dear parents, caregivers and family members,

Welcome to the Jasper Place Family Resource Centre- Early Learning and Child Care Program. We have prepared this handbook to share details about our ELCC Program with you and to help answer your questions.

A little bit about Jasper Place Family Resource Centre

We have been serving the community since 1972. As a not-for-profit agency, we are governed by a volunteer board of directors, consisting of participants of the Centre and community members.

We provide a range of child and family related programs and services. Our focus is on supporting the capacity of families to lead healthy and productive lives that promote the well-being of children and the community.

Our mission

To partner with parents in promoting children’s healthy growth and development by providing high quality early learning and care, and coordinated family programs and services

Our vision

We are a leader in Early Learning and Care,
We create stronger, healthier families and communities

Our values

Relationship . Community . Inclusion . Learning

Because Children are Citizens

Our Early Learning and Child Care Program

JPFRC offers 2 Early Learning and Child Care Programs, **Cabrini** and **Orange Hub**, for children between the ages of 1 and 6 years old.

Our program consists of three components:

- Early Learning Program (ages 1 – 5 years)
- Kindergarten Program (4 1/2 - 6) **Cabrini ELCC only**
- Inclusive Program for children with special needs (ages 1 - 6 years)

Program Philosophy

Our ELCC program is grounded in the following five, evidence-based beliefs:

1. Learning through play

Children learn through play. Play is the child's natural way of exploring and responding to the world around them.

"We value play. Children's active, collaborative, complex, communicative, vivacious playfulness within commonplace and imaginary events and experiences is a meaning making process."

(FLIGHT, P. 22)

"Play enhances every aspect of children's development and learning. It is children's window to the world. Play is so important that its significance in children's lives is recognized by the United Nations as a specific right."

Hewes, J. (2006). Let the children play: Nature's answer to early learning, Canadian Council on Learning

2. The first five years of life are important

Research confirms that the first five years are particularly important for the development of a child's brain, and the first three years are the most critical in shaping the child's brain architecture. Early experiences provide the foundation for the brain's organizational development and functioning throughout life. They have a direct impact on how children develop learning skills as well as social and emotional abilities.

"Children's life-long health, well-being, learning, and behaviours are strongly connected to their early childhood experience."

(FLIGHT, P. 28)

3. Relationships are central

A child's well-being is influenced by the quality of the relationships they experience. These relationships are supported by the responsive and reciprocal relationships we have with families, our community, with one another, with materials and with the environment. It is through relationships with parents and other family members that we build our understanding of the child and the family's socio-cultural perspectives, values and beliefs which in turn ensures our program is supportive and reflective of individual children and families.

"Children thrive when they are nurtured in close, consistent relationships, and their families benefit from these close caring relationships as well."

"Families know their children in ways that no one else can."

(FLIGHT P. 24, 29)

4. Inclusion of all

Children and families of all abilities, attributes, experiences and worldviews have equal access to and participate meaningfully in our ELCC program.

"When children are together as part of a diverse group, their development is enhanced and positive social attitudes are fostered."

(Inclusion: Policy Development Guidelines for Early Learning and Child Care Program. City of Toronto Children's Services)

"Children experience reciprocity of relationships and interconnectedness of ideas in inclusive early childhood communities where educators value children's contributions and seek out diverse perspectives of/for learning."

(FLIGHT P. 23)

5. An educated workforce of life-long learners

Early Childhood Educators that have sound knowledge of child development, who are life-long learners and continually explore evidence based, leading edge practice in early learning and care are a key component in the quality of our ELCC Program.

"Educated and well-supported early childhood educators provide the foundation for high-quality early learning and care."

Muttart Foundation. (2014). Advancing the Educational Preparation and Professional Development of Alberta's Early Learning and Care Workforce.

“.....work as educators is more than love, caring, and joy—it is work that is multifaceted, complex, and dynamic.”

(FLIGHT p. 50)

We are informed by 2 resources in implementing our ELCC Program Philosophy

1. Flight: Alberta's Early Learning and Care Framework
Makovichuk, L., Hewes, J., Lirette, P., & Thomas, N. (2014). flightframework.ca
2. Access, Support and Participation (ASaP)
Get Ready for Inclusion Today. (2021, July 20). www.asapgrit.ca

Kindergarten Program Cabrini ELCC only

Our Kindergarten Program is approved and funded by Alberta Education. We are accredited as a Private Early Childhood Service (ECS) Operator. A teacher with a Bachelor of Education degree teaches the Kindergarten Program.

We follow the Kindergarten Program Statement, as outlined by Alberta Education. For this year, children who will turn five years of age before December 31 of the school year are eligible to attend the Kindergarten program.

We accommodate the needs of parents who want their child to benefit from full time early learning and care in one location. Our Kindergarten Program runs from 8:45 – 11:45 AM, Monday through Friday except for statutory and school holidays. Our child care hours are from 7:15 AM - 5:30 PM. The children are in their Kindergarten Classroom with the same educators for the full day.

Inclusive Program

JPFRC believes that all young children benefit from a quality early learning and childcare environment regardless of ability, culture, ethnicity, religion, family composition or gender. The Centre is committed to working closely with families and other supports in providing equitable early learning experiences for children in our care.

Alberta Education ECS

As an Alberta Education accredited Early Childhood Service Operator, JPFRC is able to administer specialized services for children 2.8 – 6 years who have an identified special need. This includes; An Individual Program Plan overseen by a certified teacher, access to Speech Language Pathologist, Occupational Therapist and Physio Therapist supports as needed, and enhanced Educator/child ratio.

Our Facilities

Cabrini

Located on the main floor of the Cabrini Centre on the Misericordia Hospital campus. The facility meets all fire, health and safety standards and is regularly inspected by the Fire and Health Departments. Our facility consists of:

- Five playrooms
- Art studio
- Special project space
- Gymnasium
- Outdoor play spaces
- Meeting room
- Office spaces
- Kitchen
- Staff and resource room

**The child care playrooms exceed child care licensing space requirements of 3 square meters per child.*

Orange Hub

Located on the fourth floor of the City of Edmonton's Orange Hub. The building meets all fire, health and safety standards and is regularly inspected by the Fire and Health Departments. Our facility consists of:

- Four playrooms
- Art preparation room
- 2 Outdoor play spaces
- Meeting rooms
- Office spaces
- Kitchen
- Staffroom

**The child care playrooms exceed child care licensing space requirements of 3 square meters per child.*

Here are answers to some frequently asked questions

What are our hours of operation?

The Centre opens at **7:15 AM** and closes at **5:30 PM** Monday through Friday

Closure dates – We are closed on statutory holidays, December 24 to January 1, as well as for 3 Professional Development days throughout year. *See our online calendar for dates*

How do I contact the Centre?

Cabrini ELCC Program

780-489-2243

Program Director sherie@jasperplace-cfrc.com

Pedagogical Mentor paulina@jasperplace-cfrc.com

Orange Hub ELCC Program

587-635-1776

Program Director gina@jasperplace-cfrc.com

Program Director Katie.sharp@jasperplace-cfrc.com

What should I bring to the Centre to support my child's experience?

Family photos

Feel free to bring a variety of photos with images of family, friends and familiar places. These photos are a comfort for your child; they also help your child to share your home life and to build a sense of community.

Blanket and/or soft toy

These items may help your child to feel comfortable at rest time. As we wash the bedding weekly, ensure that the blanket is a thinner, child sized one. If your child's comfort blanket is quite large, we may send it home weekly to be washed.

Clothing

Dress your child in clothing that is comfortable, easily managed by your child in dressing and undressing, that is washable and okay to get messy in. Our play is often messy!

Changes of clothing

We suggest 2-3 complete changes of clothes, including shirts, pants, socks and underwear. If your child is in the toilet training process, 4-6 changes of clothes is helpful.

Seasonal outdoor clothing

Outdoor play is an important part of our program. Proper outdoor clothing enables your child to participate fully.

Winter – coat, snow pants or snowsuit, boots, waterproof mitts and toque.

Spring and Fall - coat, splash pants, rubber boots, light hat and mitts (2 or 3 pairs as they tend to get wet).

Summer- light-weight clothing, running shoes, bathing suit & towel, sun hat.

Indoor/outdoor footwear

Children and educators wear indoor and outdoor footwear. This is to help keep the play environments clean and to help control the spread of germs. For safety, children and educators wear socks and closed toed shoes outdoors. Sandals and/or slippers can be worn indoors.

Labeling items helps them to be easily identified.

Diapers and diaper cream

The Centre supplies wipes and diaper cream. You supply diapers and diaper cream (if you prefer a specific brand). Parents will sign a form giving permission to the Centre to apply diaper cream.

What do I need to know about Arrival and Departure?

Arranging set arrival and departure times gives your child a predictable routine which can help your child's sense of security and overall well-being for the day. Try to allow enough time in your routine so that arrivals and departures are not rushed. Please let us know what your typical schedule will be and if you anticipate a change in this schedule. Arrivals are great times to share with the Educators about your child's evening and morning. Departures are great times to connect with Educators about your child's day at the Centre.

It is important that an educator is made aware that your child is arriving and leaving.

Plan to arrive before 11:00 AM

Between 11:00 AM and 3:00 PM we have many transitions and self-care routines such as lunch and nap time. This can be a difficult time for your child to arrive and settle into the day.

Orange Hub ELCC

You will be provided with a scan card to enter the Centre. There is a \$20 fee for lost scan cards.

Cabrini ELCC

Please discourage your child from using the keypad locks, we would prefer only parents push the buttons.

Please remove your outdoor footwear before entering the playroom hallways.

Where can I park?

Cabrini ELCC

There is 30-minute parking available for the parents for drop-offs and pick-ups in the adjacent parking lot. As this is a paid parking lot, you will be supplied with a parking pass during your intake.

Parking right in front of the Centre's entrance is not allowed. This space is an emergency access route enforced by the City of Edmonton Bylaws

Orange Hub ELCC

30-minute parking is available for the parents for drop-offs and pick-ups on 155 Street, you will be supplied with a parking pass during your intake.

What if someone else will be picking up my child?

Permission to have your child picked up by someone other than you, must be authorized by you personally. Please inform us by phoning or emailing the Centre to let us know of somebody else picking up your child. We cannot release your child to anyone else unless you authorize it. The alternate pick-up person will be required to show picture identification.

What happens if no one arrives to pick up my child?

We close at 5:30 PM, if you will be unavoidably delayed; it is your responsibility to inform us.

Cabrini ELCC

Please connect to your child's playroom extension directly if you will be late picking up your child.

780-489-2243

Rowan **Ext 223**

Pine **Ext 224**

Maple **Ext 225**

Oak **Ext 222**

Cypress **Ext 230**

Orange Hub ELCC

Please call your child's playroom directly if you will be late picking up your child.

Sunrise **587-635-1781**

Amber **587-635-1779**

Marigold **587-635-1780**

Monarch **587-635-1778**

If there is no answer, you can call the main line **587-635-1776**

If no one arrives to pick up your child, we will try to reach you or your emergency contacts by phone. If we are unable to reach anyone, we will call Alberta Emergency Child and Family Services.

Absences

It is important that you inform us if your child will be absent.

Managing illness outbreaks

Our aim is to provide the healthiest environment possible for your child. Handwashing is the most important way we can reduce the spread of illness. Educators and children wash their hands: when they arrive at the Centre, after coming in from outdoors, after using the toilet or changing a diaper, before and after mealtimes, after wiping noses, and any other time hands are soiled. Children are guided in proper handwashing procedures.

We also work to reduce the spread of infection by regularly disinfecting materials, equipment and play spaces. Objects mouthed by children are removed from play immediately and washed at the end of the day.

What if my child is sick?

Provincial Early Learning & Child Care Licensing Regulations state that a child cannot attend the program when they

- are vomiting, have a fever, diarrhea or a new or unexplained, rash or cough
- have a communicable disease or infection
- require greater care and attention than can be provided without compromising the care of the other children in the program

Children who have been ill may return to the program when;

- The stage of contagiousness for the specific communicable disease has passed
 - When the program is satisfied that the child no longer poses a health risk to others
 - They are well enough to participate in usual daily activities
- And/or
- They have been under a doctor's care and the doctor has given permission for them to return to the program

If your child becomes ill while at the Centre, we will contact you or you and arrangements will be made for you to pick up your child. Unwell children will be cared for in a quiet space, away from the rest of the group while waiting for their parent to arrive.

Even with these precautions, illness outbreaks sometimes happen. Alberta Health Services (AHS) requires the Centre to report any outbreaks of illnesses at the Centre.

When AHS deems the program to be in **outbreak status** we will follow their guidance. This may mean a defined amount of time a child may not attend the program. Parents will be notified of any outbreaks.

**During a Pandemic, this policy is superseded by Pandemic Policy*

What if my child needs medication while at the Centre?

We recognize that at times your child may need to receive medication while at the Centre as part of their health care. Educators can only administer medications that have been prescribed by a physician. We are unable to administer over the counter medications or herbal remedies.

- Parents will complete and sign a consent form containing information about the medication and when it was given to the child prior to arriving at the Centre.
- Medications must be in their current and labeled container.
- The first dose of medication must be given by the parent.
- The medication will be administered according to the physician's directions on the label.
- Medications will be stored in a locked box in the refrigerator or closed cupboard.
- All educators administering medications have valid first aid certification.
- Emergency medications such as epi-pens and inhalers will be kept in an unlocked labeled place, inaccessible to children but easily accessible by educators. Educators will have training specific to each emergency medication.

What if my child becomes seriously ill or gets hurt while at the Centre?

It is the aim of the Centre to ensure a safe environment for the children in our care. If your child does get injured or becomes seriously ill, educators will administer appropriate first-aid and complete an injury/incident report that will be given to you to sign at pick up time.

If the injury or serious illness requires immediate medical attention, we will call you. In cases of a medical emergency, we will call 911.

It is important that you keep your contact information up to date with us. We will check in with you once every six months to update your family's information.

What is the program's child guidance policy?

The program's aim in child guidance is to support children's healthy social and emotional development, recognizing children as individual citizens within a community. Educators are trained in the strategies of the ASaP Program (Access, Supports and Participation) and work with these strategies in encouraging this development, including:

- Building positive relationships with the children and their families
- Having developmentally appropriate expectations of the children
- Providing a safe, stimulating environment
- Providing engaging activities
- Planning ahead, including the children in the plans for the day, letting children know what will happen next
- Role modeling appropriate behaviour
- Providing encouragement and approval by describing the behaviour that is appreciated
- Supporting children in re-directing to desirable activities
- Acknowledging and labeling children's feelings
- Encouraging, describing and modeling appropriate expression of emotions
- Teaching and modeling problem solving skills
- Using scripted stories to build capacity, teach new skills and encourage desirable behaviour
- Providing clear direction, giving clear, calm instructions
- Backing up limits and directions with logical consequences
- Re-directing the child from the current activity to a quieter space
- Educators recognize their emotional responses to children's actions and behaviours
- Educators participate in pedagogical conversations with one another in creating strategies that support children's social and emotional development.
- Educators work as a team with parents, educators and specialists to create program plans and strategies for individual children requiring additional support.

Under no circumstance do we permit physical punishment in any form, nor any harsh, humiliating or degrading actions of any type; verbal, emotional or physical, including the denial or threatened denial of basic necessities.

Educators are oriented to the guidance policy when hired and are coached in its implementation. Parents are informed of our policy at intake and in this handbook.

How are the play spaces set-up?

Our educators create play spaces that ignite possibilities for children's exploration, imagination, creativity, and decision-making. Environments with ample opportunities for free play with a wide variety of materials, where your child can initiate activities of their own interest and need. Spaces for group play, spaces for quiet and solitude, and spaces for large muscle exercise.

Who are the educators?

The quality of our program depends a great deal on the education and experience of our educators. The majority of our team has a minimum of 2 years education specific to early

childhood and possess the highest level of Provincial certification in early learning and child care. All educators have first-aid in child care certification, a current criminal record check and children's services intervention check.

In support of the education of early childhood educators, the Centre is a field placement site for MacEwan University Early Learning and Child Care students. You will see students in your child's playroom throughout the year.

What happens during the day?

Daily routines vary in each playroom depending on the needs of the children and are adjusted throughout the year. Times indicated below are generalized.

7:15 - 9:30 Children arrive and settle in to play

8:30 - 9:30 Morning snack is served

7:15 - 12:30 Play based learning activities

- Planned developmental experiences based on educator's observations of children's interests
- Meeting times - group time with story-telling, singing and discussions
- Focus groups - smaller groups of children working on ongoing projects
- Outdoor play - may include a walk to investigate the community around us or time to explore the outdoor play spaces

11:30 - 12:30 Lunch time

12:00 - 2:30 Rest time, quiet time or story time

2:30 - 3:00 Wake-up time, quiet activities

3:00 - 4:00 Afternoon snack is served

3:00 - 5:30 Play based learning activities and preparation for the end the day

What guides our program planning?

Programming is built on the educator's observations of the children at play. Through observation Educators inquire about what children are curious about and interested in. The interests of the children are used to create environments, plan activities and experiences with all areas of child development in mind. We call this emergent curriculum. Unlike traditional curriculum that focuses on achieving pre-determined outcomes, emergent curriculum focuses on creating environments that foster children's learning and development through play.

How will my child's development and learning be documented?

Our educators have sound knowledge of child development. Your child's learning and development through play will be observed and documented through pictures, video and written narrative. Your child's learning will be described using the holistic learning goals of the FLIGHT Framework. Each playrooms documentation of learning is shared with you weekly as well as in individualized learning stories.

Educators will reach out to you at times throughout the year to see if you would like to meet to discuss your child's development and to create goals for your child. You are also welcome to arrange a meeting with Educators at any time should you have questions or concerns.

If you have concerns about your child's development, we can provide you with an Ages and Stages developmental checklist for you to complete which will provide more detail.

What is our daily nutrition program?

The Centre considers good nutrition a primary element in healthy child development. We provide the children with sufficient quality and quantity of food to meet 2/3 of their daily nutritional requirements based on the Canada Food Guidelines.

The program employs a cook who holds a certificate in safe food handling. Meals and snacks are prepared using fresh, natural ingredients. The use of pre-prepared food is minimized.

We have a six-week rotation of menus developed in consultation with a dietician. The menus are adjusted regularly based on the season and best fresh produce availability. Menus are reviewed and revised annually, to ensure they reflect a variety and diverse amount of healthy food choices. Individual children's diets are accommodated based on allergy and or special dietary needs. A list of the children with allergy restrictions is posted in the kitchen and in each playroom.

The following foods are not served at the Centre: nuts/seeds, any peanut products, hard candy, popcorn, wieners, chewing gum, grapes, raw carrot or celery sticks for children under 3 years.

The children eat lunch and snacks at a table with an educator, in small groups, family style. Children are encouraged to serve themselves and to clean-up after themselves.

If your child is arriving early in the morning, you are welcome to bring them a light breakfast to eat at the Centre. We ask that you bring nutritious food based on the Canada Food Guidelines, and that any unconsumed food be brought home at the end of the day.

Can I bring special foods in for my child's Birthday or other celebrations?

In an effort to support healthy nutrition, the Centre is committed to serving foods that are recommended in the Canada Food Guidelines, as well, the Centre is only able to serve foods that have been prepared in a licensed kitchen. Your playroom Educators will connect with you to arrange a special snack to be prepared at the Centre and other ways to mark the special occasion.

Will my child nap or rest at the Centre?

Young children, especially when engaged in a group setting on a daily basis, benefit greatly from a rest or nap during their day. Time to relax and unwind, to have some quiet and alone time is important in healthy development.

All playrooms have a quiet time where the lights are dimmed and quiet music is played. Children are provided with their own cot, sheet and blanket. Sheets and blankets are laundered weekly.

Children who need to sleep will be supported to do so by an educator with a back rub, lullaby, story or rocking.

Children who do not require a nap will be encouraged to lie quietly for a short period of time and then will be provided quiet activities within the playroom or when available, outside the playroom.

Will my child play outdoors?

Outdoor play is integral part of our program. Opportunities to play physically and to connect to the natural world are an important part of healthy development. The children will participate in outdoor activities daily. Weather conditions, air quality and other environmental hazards (mosquitos, wasps) will determine the amount of time spent outdoors. Parents can support the success of outdoor experiences by ensuring that children have appropriate clothing for outdoor play.

Sunscreen and mosquito repellent

Parents provide the program written permission to apply sunscreen and mosquito repellent as needed, according to directions on the label. Sunscreen and repellent will be supplied by the Centre. If the sunscreen or repellent is supplied by the parent, it will be labeled with the child's name. We cannot apply repellent that has a DEET content higher than 10%.

Will my child participate in field trips?

At times, off-site activities are planned to support further development of the children's understanding and connection to the world around them. The safety of the children during these experiences is of utmost importance.

Parents are informed well in advance of a planned off-site activity and its connection to the children's current learning. Written permission from a parent is required for all off-site activities. For walks around the close perimeter of Centre that occur regularly, a general written parent permission is obtained every six months.

Educators complete a field trip checklist prior to leaving the Centre. Educators bring a cell phone with them when off-site. Children wear tags with the Centre's contact information on them when on field trips. A minimum of three educators will accompany the children on off-site activities. We also welcome and rely on parent volunteers in the safety and success of these experiences.

How do I pay my fees?

Fees are payable in advance, at the beginning of the month. We accept direct debit or cash. If, for any reason you are behind in your fees, please contact the Director. Absenteeism and vacation time will not result in reduction of the monthly fee. Non-payment of fees may mean termination from the program. A holding fee (equivalent to one month's regular fees) is required for the children who will be away during the summer (July, August) and returning in September. Families can access child care subsidy through the Alberta Government.

To determine your subsidy eligibility, visit <https://www.alberta.ca/child-care-subsidy.aspx>

Withdrawal

Please inform the Centre **on or before the first day of the month one month in advance**, if your child is leaving the Centre. This helps us to notify the parents on our waiting list of upcoming vacancies.

Termination Policy

It is our aim to work cooperatively with the parents to ensure positive solutions for the individual family's circumstances. However, if this fails, termination from the Centre might be necessary. Factors that may result in termination are:

- Chronic non-payment of fees.
- Repeated lateness in picking up.
- The program cannot adequately serve or care for a child.

Your family is part of our community

We work within a practice of relationships with children and families. We appreciate the significance of the family in the life of the child, we enter into relationships with families along with the relationships we nurture with children.

Building responsive, reciprocal relationships

We value family connections and contributions, we engage families in open, respectful, and reciprocal dialogue to share and generate ideas, solve problems, and learn more deeply about your child. Educators make an intentional effort to communicate daily with each parent. Parent-teacher get together times are held regularly to connect with parents about their child's development and goals for their child. Parents are encouraged to contact the staff at any time throughout the year if they have questions concerning their child.

We also communicate important notices, updates, and on children's daily experiences with you through:

- Email
- Storypark
- Bulletin boards located in playrooms and in hallways and on the doors leading into the hallways
- Learning stories

When do we all get together?

Welcome Family Event - held in the fall for the parents; this is a chance to find out more about our program, and to have conversations with your child's playroom team.

Birthdays and other celebrations - the children, together with the staff, get together for birthdays and other celebrations. You are welcome to join us!

Family Celebration – held in the winter, an opportunity for the children to perform for their families, a chance for us to celebrate family.

Annual General Meeting Picnic - held in the spring, an opportunity to hear about the successes of the past year and to gather with families and staff.

Parent/Educator Meetings – offered regularly as an opportunity for families to connect with educators.

How can I be involved?

- Do you have a special skill or interest that you are willing to share with us? This could be coming in to bake with the children, sharing something about your culture and traditions, helping us to hang a shelf or take care of the outdoor spaces.

- Join us on a field trip
- Serve on the Board of Directors

Beyond our Early Learning and Child Care Program

As a Family Resource Centre, we offer a wide variety of programs and services including; parent/child early learning opportunities, parent education workshops, information about community resources and basic needs supports for families like clothing and food. The educators in your child's playroom are also wonderful resources for information on child development, positive parenting, community resources and other family supports.

What does it mean to be a member of a not-for-profit Society?

Jasper Place Family Resource Centre is a registered not-for-profit society governed by Bylaws with a volunteer Board of Directors. As a parent or guardian of a child enrolled in our ELCC Program, you are automatically a member of the Society. Your rights and responsibilities as a member include:

- Participating in general and special meetings of the Society
- Casting one (1) vote at all general and special meetings of the Society
- Serving on standing or ad-hoc committees
- Participating in the general activities of the Society
- Be nominated and elected to serve on the Board

Every member shall:

- Adhere to the Bylaws of the Society and support its philosophy
- Participate in the Society's activities so as to further its aims and interests

(Ask a Director for a copy of the Society's Bylaws)

How does fundraising support the program?

As a not-for profit organization, fundraising is critical to the success of the program. The Centre holds a variety of fundraising activities each year. Casinos are the Centre's major fundraising activity. We have opportunity to work a Casino once every 2 years and rely on families to volunteer their time. Fundraising dollars are used for ongoing program improvements.

Who are the Board of Directors?

The Board of Directors are volunteers who have been voted into their positions by the membership. They are responsible for developing the goals and policies that support the Centre's vision and mission. Members generally serve a three-year term. Let the Executive Director know if you are interested to serve on the board.

How is the Centre monitored?

We are licensed under Provincial Early Learning and Child Care Regulations and monitored by a Licensing Officer on a regular basis. The Centre's license ensures compliance with licensing standards and best practices in child care. Recent licensing inspection reports are posted outside each playroom. Copies of past inspection reports are placed in a binder located in the main lobby alongside of our current license. The Centre is also monitored regularly for compliance with health and fire standards in child care.

What if the Centre is found out of compliance with regulations?

It is the Centre's upmost responsibility to maintain a safe and healthy environment. The Centre stays current with research and emerging best practice as recommend by Early Learning and Child care Licensing and Alberta Health Services.

In a case where the Centre is found to be out of compliance with regulations, families will be notified via email of the non-compliance and the Centre's plan to rectify.

What if I have a concern or complaint?

JPFRC is committed to providing the best possible care and environment for your child. If you have a concern or complaint about any aspect of the program, we encourage you to use the following procedure:

1. Speak to the Director who will work with you to resolve the concern.
2. If the resolution is not satisfactory, the concern can be brought, in writing, to the Board of Directors who will determine the most appropriate course for resolution.
3. If you are not satisfied with the resolution to your concern, or if you have other questions, you can contact **Provincial Child Care Connect at 1-844-644-5165**

We are really looking forward to working with you and hope that your families experience with us is all that you want it to be!