



**Southgate Medallion
Family Day Homes**
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Office Closed:
Remembrance Day
Friday, November 11th

**Provider
Anniversaries:**

The following
Providers opened their day
homes in November of the
year listed:

Edith Arel	2010
Dolores Del Cid	1998
Christina Fletcher	2009
Navnit Gupta	2009
Amna Ibrahim	2006
Jabeen Khan	2005
Malgorzata Lawicka	2002
Irfana Memon	2010
Jody Merrick	2004
Linda Nitz	1988
Bobbie Olmstead	2008
Samina Qureshi	2006
Qin Zhou	2009

National Child Day 2011— November 20th

The theme for National Child Day this year is:
“The right of the child to the enjoyment of the highest attainable standard of health.”

“This is the day when people across the country take time each year to celebrate Canada's most precious resource - our children. It's a day to remember that children need love and respect to grow to their full potential. It's a day to marvel at their uniqueness and all they have to offer. It's a day to celebrate the family and think about how adults affect the development of children close to them.” www.eccenb.com

Announcements

Daylight Savings Ends: **Sunday, Nov 6th.** Set your clocks back one hour.

Providers may take the following days off:
Dec 26th—paid day off unless a family needs care and has to use back up/alternate care.
Dec 27th—paid day off in lieu of Xmas Day
Jan 2nd—paid day off in lieu of New Year's Day

Your Consultant will present an application form to you to fill out as we transfer from one group insurance provider to another. Please fill it out in a timely manner and return it to the office by November 20th.

National Child Day Potluck Lunch

Please join us in our
National Child Day Celebration
for all providers on
Saturday, November 19, 2011
11:30 am

Brookside Community Hall
5320 143 St.

Exit Whitemud freeway at 53 Ave and drive east.
Then turn left at the 4 way stop sign.

We look forward to your participation in a potluck lunch
and workshop “Songs, Stories and Rhymes”.

Call the office or email wkosteriva@southgatemedallion.com



Peace of Mind First Aid

Piece Of Mind First Aid Ltd. offers a stress free approach to educating you on how to act quickly and appropriately when life & death emergencies strike. A unique and exciting way for you to learn life saving skills, in the relaxing and convenient environment of your own home or work place!

Piece of Mind First Aid Ltd. is independently owned and operated, but privileged to be affiliated with and serve as a training partner for both the Canadian Red Cross and the Heart & Stroke Foundation of Alberta.

www.peaceofmindfirstaid.ca

Timesheets should be faxed in to the office on Wednesday, November 30th to avoid delay in provider payment.

Look it over to ensure all spaces are filled in properly.

Interactions with Toddlers

When we think of toddlers we see children with a bundle of energy. They are often running, jumping, climbing, looking at and picking up anything and everything that attracts their curiosity. It is with this energy and curiosity that they explore and learn about their world. We just have to guide them in the right direction. Toddlers have a short attention span and do not usually sit in one space for long. This is why it is important to have active interaction with them to keep their interest. Even a short book can become boring if just plainly read but if you tell the story or use expression on your face and in your voice it will keep their attention. Making a toddler sit to teach them something is not natural for them and you will quickly lose their attention. However if you sing, laugh, dance and run with them they will be learning through play. When they feel you are having fun with them, children will bond better with you and be more willing to listen to you.

When toddlers interact with others it is important to try to see things from their point of view.

“Seeking their point of view, wondering what is on his or her mind, offers us new possibilities. Perhaps we’ll see a child wanting a connection with another child, rather than their aggressive behavior; an eager explorer rather than an impatient child; a person longing for some power, a sense of agency rather than a defiant or mischievous two year old”

Source: **Marie Carter** "Encouraging a New View of Toddlers" in the Exchange Essential, "Caring for Infants and Toddlers".



Toddler Communication

Toddlers communicate with a combination of gestures and sounds, one word sentences, two word sentences, positive and negative emotional expressions and body movements. This makes listening an important part of interaction with toddlers. Listening is not just hearing it is paying attention to their words, facial expressions and their body language.

Encourage toddler communication:

Give words for actions:

“You are pointing to the fridge, is it time for some milk?”

Expand on one word sentences:

Hot, that’s right, the carrots are hot”

Talk through daily routines: “I’ll turn the water on, here is some soap, now let’s wash your hands “

Describe what you see, instead of giving your opinion: “You are driving your cars up the ramp, now they are falling to the floor” (Instead of saying “You have built a great ramp but you need to build a place for your cars to go at the top”.)

Personalize your interactions by using their names: “Thank you for picking up the blocks, Tanner”.

Let children know what they CAN do instead of what they can’t: “Bailey, you can put a doll in the toy stroller or a stuffed toy “. (Instead of “Bailey, you can’t sit in the toy stroller”.)

Take time in your day with the children to be aware of how you interact with them. Get down to their level and show you are interested in what they are saying and doing. Challenge yourself to put a positive spin on your interactions. Be aware how many times you say “NO or DON'T” try to go for a whole morning without using those words and substitute them with positive choices. Change “Don’t throw the sand on the floor “to “Let’s keep the sand in the sand table”. Change “Don’t run across the cross walk” to “ When we get to the crosswalk you can hold my hand or your friends hand to walk across”.

10 Points of Interaction

1. **Get down to the child’s eye level and use the child’s name.**
2. **Accept, help identify and validate children’s feelings.**
3. **Teach and encourage children to problem solve.**
4. **Be aware of your tone of voice.**
5. **Speak to children respectfully, being mindful of their self esteem.**
6. **Ask open-ended questions to encourage thinking skills.**
7. **Greet children warmly when they arrive, and continue to make them feel welcome and accepted throughout the day.**
8. **Say things in a positive way: tell children what they can do, not what they can’t do.**
9. **Be a positive role model.**
10. **Remember to use positive reinforcement-including appropriate affection.**



by Cathy Abraham

Best Business Practices

Jeff Mowatt is known for his Customer Service insight. His book, Influence with Ease offers tips and personal anecdotal stories to convey messages about offering **better customer service**.

One such story was about his own video store experience. The story addressed the issue of customer loyalty and the perception of customer loyalty. He described his local video store as a place with unhelpful staff, poor selection and mediocre prices. He went to this video store every week to rent movies and was sure that he gave the perception to the store that he was a loyal customer. But when another video store opened in his neighbourhood, he immediately switched.

This anecdote is very applicable to the operation of a day home. Parents choose day homes and continue to attend for a number of reasons, one of which is convenience. **We may think that because the parents are not complaining and continue to attend that they are loyal and happy when they may be attending for reasons of convenience. When another, better option arises, they will be quick to grab that opportunity.** This may be a daycare, a neighbour opening a day home or a relative.

Ensure loyalty by presenting a high quality program that parents are highly satisfied with.

Real Life Experiences



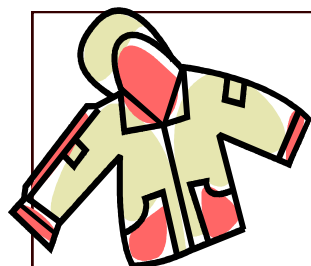
Children should be invited to help with everyday chores such as:

- | | |
|-------------------------------------------|---------------------|
| Baking or cooking | Caring for pets |
| Dusting furniture | Watering plants |
| Sorting, folding and putting laundry away | Cleaning up spills |
| Washing dishes | Setting the table |
| Vacuuming | Clearing the table |
| Recycling | Sweeping the floor |
| Shoveling snow | Taking out new toys |
| Tidying up toys | Shopping for items |

Best Practices



Farzana Hussain is a student at CDI College, taking a level 3 course. She plans and implements 10 activities per week, and documents the activities with photos. She displays the photos on a poster board and writes descriptions of the activity and what the child is doing in the photo. The parents have commented on how much they enjoy the displays and asked if they could keep the photos when she takes them down. Farzana also writes child observations on each child after the activity.



Accreditation Standard: Allow children sufficient time to complete tasks

Farzana Hussain recently recognized an opportunity to meet this standard when an 18 month old boy struggled with taking his coat off. She waited and allowed him the time that was necessary to learn how to remove his own coat. He used his fingers in a pincer grasp to pull on the zipper, tugged at the coat to open it, removed his arms and took it off. He was frustrated, and cried but she remained supportive. He needed encouragement through each step and reassurance that she cared. They celebrated his success and now he insists on removing his coat on his own each day!

