

Sylvan Lake School Age Care Society

Student and Parent Handbook
Policies and Procedures.

Licensed and Accredited
Reviewed & Revised June 5, 2018

Sylvan Lake School Age Care Society (SLSACS)

Philosophy:

Reviewed and Revised February 2018

SLSACS strives to offer children a home away from home where they can feel supported, safe, and connected.

The program offers children an environment in which they can develop new skills, learn through play and interactions with peers and adults, and exercise their unique interests and abilities.

Kidz club is staffed with professionals who are dedicated in providing proficient care through play engagement, positive role modeling, patience, and understanding. Staff support children in their growth and provide opportunities for them to celebrate their uniqueness and achievements.

Mission Statement:

Reviewed and Revised February 2018

To provide a professional high standard of care to children in a supportive, enjoyable, and inclusive environment.

Includes ALL “walks of life”:

SLSACS does not discriminate based on age, sex, gender identity, culture, ethnicity, ability, religion, race, status, views, or interests. Kidz club will be a safe place for everyone and promote complete acceptance.

Objectives and Goals:

Reviewed and Revised January 2017

The Sylvan Lake School Aged Care Society was formed in August 2004. The Societies objective is to enhance the lives of children and families in our community by providing quality School Age Care Programs for working parents in Sylvan Lake. The following information will describe the program and the intent to provide kind and professional care for children 4.5 to 12 years old (13th birthday), encompassing grades K to 6. Our goal is to have a program of children and caring, enthusiastic staff. Serving the family as a whole is instrumental in childhood development.

Operating Procedures:

Reviewed and Revised January 2017

Beacon Kidz Club at Beacon Hill Elementary School, CP Kidz Club at CP Blakely Elementary School and Steffie Kidz Club at Steffie Woima Elementary School will operate from 7:00 AM to 8:35 AM and 3:00 PM to 6:00 PM on school days.

On school days, Our Lady of the Rosary will operate from 7:00 AM to 8:25 am (Monday to Friday), from 1:50 PM to 6:00 PM (Mondays) and from 3:00 PM to 6:00 pm (Tuesday to Friday). Well planned and facilitated daily programs will be available on school holidays (compressed days, Christmas Break, Easter Break, teacher’s convention and summer holidays) from 7:00 AM to 6:00 PM.

On Non Compressed Days (Christmas Break/Winter Week / Spring Break, etc.) there will be a charge of \$25/DAY – Based on a minimum of 8 Children. - Please note that Compressed Days are made available for regularly attending Kidz Club children first and subject to availability. Paid Non-Compressed Days must be booked and paid in advance, and two weeks written notice must be given to cancel any pre-booked days. If under two weeks' notice is given, those days will be non-refundable.

On Statutory holidays the program will be closed. **Late Fee** – There will be late fees charged for children picked up after 6:00pm. Charges are as follows: \$10.00 for the first 15 minutes and \$1.00 per additional minute thereafter.

Board of Directors:

Reviewed and Revised January 2018

SLSACS is operated by a volunteer board as a Non-Profit organization. This 5-9 person board is made of parent volunteers that meet monthly to review program operation, future plans/fundraising ideas, and collaborate with the Program Coordinator, Administrative Coordinator and occasionally program supervisors. The Program Coordinator and Administrative Coordinator work at ensuring information is shared about board meetings to parents and staff. SLSACS strives to have a diverse range of parents on the board.

Governing Bodies:

Reviewed and Revised February 2015

The Sylvan Lake School Age Care Society will be named as the license holder. The Program Coordinator will oversee program operation and answer to the Board. Policies will be followed and monitored by Child and Family Services Authority, Health and Safety policies will conform to rules of Alberta Health Services and Fire Department. Inspections by these authorities will be performed on a regular basis to ensure program quality. The program will have Liability insurance thru Chinook's Edge School Division and Foster, Park & Basket (for Our Lady of the Rosary School) for staff, volunteers and children for a minimum \$2,000,000.

Program Review Policy:

Reviewed & Revised September 2016

Policies, procedures and programming are reviewed monthly by the board at their monthly meetings, based on new information on Best Practices and recognized authorities. Input is encouraged and recorded in meeting minutes by staff at staff meetings also held once a month. Staff and Board address the short, intermediate and long term goals in regards to Quality Enhancing Plan (QEP) every staff meeting. Surveys and parent/child suggestion box is displayed and staff and child suggestions are reviewed at board and staff meetings to help improve our childcare program. Parents will complete a survey every spring to help improve our program. Surveys will be created using Survey Monkey to encourage a more user and time friendly survey for parents. The results of the surveys are summarized in the up-coming newsletter, reviewed at the board meeting and included in the meeting minutes, and a copy is posted for parents on the parent board. A record of program changes and reasons for them will be maintained.

Communication Policy

Family/Parent Policy:

Reviewed and Revised October 2017

- Communication between families, staff, and SLSACS Board of Directors strive to remain respectful, professional and promote positive relationships. Parents are highly valued and have the right to be fully informed of their child's experience while involved in the program. This includes however is not limited to:
 - Written communication such as newsletters, incident reports, positive action plans, field trip permission forms, and daily programming sheets on display.
 - Verbal communication will be used on a regular basis to establish positive relationships with each family and promote on-going open communication. Staff will engage in conversation with families upon drop off and pick up and share relevant information about their child's experience in the program. Orientation to the program will take place for children and their families upon registration. Families will be encouraged to share their ideas, cultural traditions, and pertinent information to foster positive experiences for their young one.
 - Parent Participation and feedback will be conducted on a regular basis. Yearly surveys will take place and be reviewed at board meetings, staff meetings, and changes will be made accordingly. Parents are greatly encouraged to serve on the Board of Directors. Monthly board meetings will take place to discuss policies, procedures, program overview, and relevant information regarding best practices within the program.
 - Emergency program contact number will be posted on the main entrance of each SLSACS program for parents to access if after hours contact is needed. Program Coordinator contact number will be utilized as the afterhours emergency: 403-877-9056.

Child Involvement Policy:

Reviewed and Revised March 2015

The team will provide and facilitate a well prepared and thoughtful program. There will be a number of activities for the children to choose from. Just approach a staff member to ask to use or reach for them! Daily Programming sheets will have routines and ideas from staff, children and parents based on interests, backgrounds, preferences, needs and abilities and why certain activities or experiences are planned. Child meetings are held 2 times a month, with staff, to brainstorm with children about themes, projects, field trips, special events, games and craft ideas. Programming incorporates a variety of planned and spontaneous activities that can occur simultaneously. Staff will have input into programming and encourage the children and parents to be involved as well. Incorporate popcorn ideas and put out surveys for parent/child suggestions. Children will be expected to be toilet trained before attending Kidz Club.

School-SLSACS Policy:**Reviewed and Revised September 2017**

SLSACS encourages building relationships with the schools the children attend to complement the programs and share information. The basis for sharing information is that there is reasonable belief that the information shared will be in the best interests of the children. Parents will be given the opportunity to consent to information sharing between the program and their child's school staff in the registration form. Information regarding child guidance strategies may be shared to ensure that behavior management strategies are consistent between the two entities. The Program Coordinator will ensure that schools receive a copy of their programs monthly newsletter and request that a copy of the schools is also made available. The Program Coordinator, Admin Coordinator, Supervisors and Caregivers will take every opportunity to speak to school staff to establish a positive working rapport.

School Age Programs are very fortunate to be able to be hosted in the school. Parents, staff and children must remember to be considerate of the school staff and facilities. Care, interest and appreciation shown towards school staff, will go a long way in obtaining access to school facilities. Parents are asked not to go back to their child's classroom and lockers to get forgotten items as requested by the janitors. Parking is located in front of the schools, NOT IN STAFF PARKING LOTS. Please remove soiled footwear at entrance; the caretakers of each school have requested this gesture.

Community-SLSACS Partnership Policy:**Reviewed September 2016**

Relationships with the community are encouraged and initiated by the board members of the program. SLSACS will work to identify partners and will strive to build working relationships between community organizations that can support the development of children in the local and global community. The program and community share information that improves the services provided by each. Staff will be made aware of (at staff meetings) and asked to support community events. Information will be shared with the parents on the communication board when available and appropriate. The program will maintain current community resources on display that will be made available to parents who require additional support or information. Children are given opportunities to participate in community events and projects. Staff will encourage and support children's understanding, awareness and involvement in the broader community (Parades, BBQs, Field Trips, Fundraisers, Food Bank). Photos will be taken when such events take place.

Staff Communication Policy:**Reviewed & Revised June 2016**

There are planned, regular exchanges of information between administration and educators. Staff meetings are held to keep staff informed about changes to program delivery and government information that will directly affect them. Staff are welcome to attend Board meetings. E-mail and/or phone communication between the Program Coordinator, Administrative Coordinator and the Board member is constantly available.

As well as communication between supervisors and the Program Coordinator and Administrative Coordinator. Supervisors will meet with the Program Coordinator weekly to relay information. Each program will have a staff phone list, emergency numbers and staff schedule posted on the communication board.

The program will have a Communication Book where information relevant to all the staff will be shared. Program phone messages and text messages are checked and recorded at beginning of all shifts for all staff to read. Phone calls are returned if necessary.

Professional Development Opportunities such as conferences and workshops will be posted for staff to review and attend. Professional development plans (goal setting) will be done every 6 months by all staff and discussed at staff meetings. Performance reviews will be completed by the program director annually and with input from the program supervisors. The Program Coordinator will continuously complete staff performance observations and present these observations one-on-one to staff every 1-3 months. Please see Staff Programming Policy for child/staff interactions.

Staff Workplace Environment:

Reviewed and Revised January 2018

SLSACS Board and staff will work together to maintain co-operative and respectful relationships between all staff members. Team building activities will be conducted a minimum of once per year and all staff are encouraged to make suggestions on these activities or make suggestions on ways to improve staff morale within the program. Each staff and board member will sign the “Code of Ethics” documentation annually and will strive to ensure implementation of this practice. One-on-one meetings with staff and the program coordinator will be conducted on a regular and as needed basis to address personal goal plans, and/or issues that may arise within the workplace.

Programming Policy

Staff Programming Policy:

Reviewed and Revised February 2016

Staff will show interest, respond attentively and acknowledge children. They will be actively engaged with children and are available to them at all times in daily program schedules. Staff will involve children in the development of activities and routines, and encourage children to interact with each other positively and respectfully. They will also guide children to respect the rights of others, encourage strategies that support relationships and problem solving skills. Staff will model respectful interactions with adults and children and show that rules and expectations for children are age and ability appropriate. Staff will provide opportunities that allow children to use their own activities, skills and talents and encourage children to try new things on their own. There will be a variety of planned and spontaneous activities. Staff will ensure that children of all abilities can participate in activities and allow children to express their needs and desires. Staff will provide the children with opportunities to celebrate individual differences and unique qualities. Staff will engage in active conversations with children

and allow them to finish without being interrupted and facilitate a safe environment for children to express their feelings. Staff will be responsive to child's needs for assistance. Staff will plan leadership/teamwork opportunities with the children and ensure they have opportunities to develop leadership skills. They will support child's understanding of safety issues and child's awareness of the community. Staff will also encourage children and families to share their cultural traditions.

Staff will ensure activities and materials are prepared and ready to go for the day. There will be a wide variety of toys and activities (cooperative games, sports and cultural and inclusive activities) arranged to occur simultaneously and in small or large groups. There is an art center, where crafts, drawing and imaginative creating will occur. The toy center will consist of construction activities, such as Lego and other toys that develop small motor skills and encourage cooperative play. It will also contain costumes and props for imaginative games. There is sufficient portable equipment accessible to the children and appropriate to the season. The sports and recreation equipment promotes physical activity. Toys and materials are rotated to avoid boredom and spark new interest. A birthday celebration will be held once per month to celebrate the special day of all the children born in that month. There will be a treasure box with small items (pens, pencils, notepads, etc) for the child to choose from on their birthday.

Technology Policy:

Reviewed and Revised September 2016

The TV center consists of a soft area where the children can watch a movie. A movie may be provided on Friday afternoons @ Steffie and C.P. rated G and PG only and @ O.L.R. on Early Dismissal Mondays. Technology devices will no longer be allowed at the Kidz Club Program on Regular School Days / Early Dismissal Days. The children and staff can utilize the Kidz Club iPad devices together on these days to search for craft/game/theme ideas.

On compressed days, Winter Break, Christmas Break, Spring Break, etc., technology days are at the discretion of staff. Some Technology Devices (D.S.I, Game Boys, I-Pods cell phones) may be brought from home, however, caregivers are not responsible for them. It is the responsibility of the child and parent to keep track of games, electronic devices and chargers. This time will be marked on the programming sheet and monitored with a media sign in sheet. The rating on these games must be "E" for everyone. These activities will be limited as play and physical activity is encouraged. Items brought from home will not be given to friends to play with, however, friends are encouraged to watch each other play or listen with a head-phone.

On the day's staff permit the use of technology brought from home, if songs on I-pods are inappropriate for the ages of our program or games are inappropriate personal technology may be asked to stay at home for the involved child or group.

Supervision Policy and Practices:**Reviewed & Revised October 2017**

Staff members are required to sign each child in upon arrival to the program and sign them out when they leave with their appropriate pick-up. Sign in/out sheets will be readily available to staff at all times. Staff will ensure that head counts are done on a regular basis and number of occupants is always known. If a child does not arrive when expected after school staff will ensure a search is completed which will include; a search of the hallway or classroom, speaking with the school office, and texting or calling a guardian.

Caregivers will engage in play with the children while ensuring full supervision takes place within the program. Staff will be placed throughout the room to ensure consistent and thorough care of each child. When preparing for an offsite excursion, staff will have a child meeting to review expectations while in the community and safety rules. All children will receive a program T-shirt to wear while on offsite excursions depicting Kidz Club program name and contact number. Staff will also wear a program T-shirt with similar information to help ensure the safety of the group and be easily seen.

Staff will supervise all children by:

- Performing a head count throughout program hours, before going outdoors, upon returning indoors, on community excursions, and at shift changes.
- Adequately observing and monitoring children during all activities.
- Ensuring children are accounted for at all times including bathroom breaks or any time a child leaves the program location.
- Watching for signs of unusual behavior, discomfort, or flu & illness symptoms.
- Staff will ensure that only one caregiver is performing administrative duties or answering phone calls therefore allowing other staff to fully engage in supervision and child care responsibilities.
- Supervisors on shift will be responsible for overseeing all program expectations are being met, responsibilities of the caregiver position are being completed, and all caregivers are adequately engaged in best care practice.
- Staff will be provided with a copy of program policies and procedures outlining best care practices and expectations.
- Policies and best practices are reviewed at monthly staff meetings.

Distal Supervision Policy:**Reviewed & Revised April 2016**

Older children with in our care may be without direct staff supervision for limited periods of time for specific activities, based on staff discretion. However, they are not to leave the school without a caregiver and cannot leave without a parent or other assigned adult initials. Transitions from Kidz Club to classroom and vice versa may have the staff walking

the Kindergarten children to and from class. All other parents and children may ask for assistance from staff with this task.

Our Lady of the Rosary School keeps the front doors locked at all times (after school is done for the day or on days off) whereas Steffie Woima and CP Blakely allow theirs to stay open until the Kidz Club Program ends at 6:00pm. Due to the doors being locked, children within the OLR Kidz Club do answer the door at the program for parents. As there is ratio with the staff and children (15 to 1 for no Kindergarten children and 10 to 1 with Kindergarten children) and to avoid disruption to games/crafts/etc of having a staff member take the extra kids each time the doorbell rings (to stay in ratio), parents can give authorization for their child to answer the door. When a child answers the door, it will be done in the buddy system and staff will review with the children that they can only answer the door if they know the parent. If there is someone there that they do not know, they are not to answer the door and they are to go get a caregiver at that point. An authorization form will be added to registration forms for the program.

Off-Site Excursion Policy:

Reviewed & Revised January 2016

Staff and children both have input with off-site excursion ideas. These are often planned for full days (Easter, Christmas, Compressed Days.) Staff will let parents know about excursions using the field trip forms located by the Sign in/out sheets on the desktop and parents will also be informed of the supervision arrangements. Date, location, objective, time frame and mode of transportation will be outlined on the field trip form. When visiting our school playground, there will be no off-site excursion sign in sheet. If the field trip is to be located off school grounds, written consent must be given by each parent of any child attending. If the field trip is located out of Sylvan Lake, each parent will be required to fill out a separate form for their child.

Parents are invited to participate in off- site excursions with their children however each parent attending field trips must provide a criminal record check prior to the field trip date. The SLSACS Kidz Club can provide a letter that the parent can bring to the RCMP to get their criminal record check for free (if volunteering).

First aid kits, program cell phone, children's portable records, contact information for families and sites to be visited are all taken when away from the school. Water bottles will also be taken for walking trips and snacks/lunch for extended trips. Children are to wear SLSACS identification which includes our program name and phone number. The buddy system will be used whenever possible. One staff will lead and another at the rear of the group. Attendance will be checked throughout the trip. Sign will be left at the program reminding parents of destination, transportation, time of departure and return with a cell phone number.

Health and Safety Policy

Indoor/Outdoor Play Space:

Reviewed and Revised October 2017

Children will be taken outdoors as weather permits and opportunities to learn about the benefits of regular exercise will be available. Sunscreen, bug spray, and appropriate clothing and equipment are to be worn to ensure their own personal safety when outside.

As the program is run from an elementary school location, the school playground will be inspected then utilized. CP Blakely, Steffie Woima, Beacon Hill and Our Lady of the Rosary all have adjacent playgrounds). Equipment includes swings, climbing apparatus, slides, monkey bars, etc.

An indoor and outdoor safety inspection list is checked once a day to ensure safety and appropriate cleaning is done where custodians have not attended to. The outdoor checklist will be kept in the emergency backpack at each school. The indoor Safety Checklist will be located onsite at each program. Safety of equipment in room and on playground will be discussed often between staff and children. Children will play outside in any season. As our program are located in the school gymnasium indoor physical play is supported. However, some days the school requires our program to use another room as they require the use of the gym. In the case of bad weather or colder than -20 (including wind chill) the caregivers will find creative ways to support physical play when in the other rooms.

Indoor space is arranged so that a variety of activities can occur simultaneously. It is also arranged in a way that meets the diverse needs as well as number of children in the program. Beacon Hill, OLR, Steffie Woima and CP Blakely have adequate space for administrative/staff purposes, washrooms that are easily accessible and the space equals 2.5m²/Child. Steffie Woima, Our Lady of the Rosary and CP Blakely currently are run out of the gymnasium and Beacon Hill will be run out of its own portable classroom. Backup Spaces for the schools are:

CP Blakely – STEPS Classroom & Library

Our Lady of the Rosary – Common Area

Steffie Woima – Library

Beacon Hill – Additional Space/Use of Common Area and Gymnasium

Supervision Policy and Practices:

Reviewed and Revised December 2015

It is the parent's responsibility to see their child safely to the room the program is located in and sign them in. Children are not to leave by themselves without parental consent. A parent can give permission to the staff for their child to leave either by verbal communication or text. A child must leave with an adult assigned on the registration form and signed out. Those people not familiar to the staff will be asked to present Photo ID. Parents are asked to let staff know with a phone call when a different person is picking

up their child. If a child does not arrive when expected in the PM, staff are expected to look at classroom, then check with teacher (to see if someone picked them up), then office, then phone parents to see where they are.

Staff members are required to do daily indoor/outdoor inspections to ensure the children's safety. All primary staff members will position themselves in the room/playground to insure all children can be seen at all times. Older children with in our care may be without direct staff supervision for limited periods of time for specific activities, based on staff discretion. However, they are not to leave the school without a caregiver and cannot leave without a parent, parent consent or other assigned adult initials. If a child being transported from Mother Teresa fails to make it to Our Lady of The Rosary School parents are immediately contacted and steps are taken by the parent to find the child. Once contact has been made with the parent the child is no longer Kidz Club's responsibility to track down. All Parents are given our programs Philosophies and Policies hand book at Orientation.

Nutrition Policy (Food Handling Procedures): Reviewed and Revised September 2015

Staff are required to take a home study course on Food Handling/Safety in the first months of employment. A healthy afternoon snack will be provided by the program within a suitable time from arrival. If needed it will be prepared in the kitchen and brought to the table and individually served. Staff will wear gloves when serving non-individually wrapped items. Children are to wash in the washroom before snack is eaten and caregivers should role model hand washing before snack. When the kitchen is inaccessible due to renovations and a snack cannot be provided due to health regulations. Parents are responsible to supply an after school snack. Children that arrive in the morning are to have had a healthy breakfast and time is given in the am for children to eat their breakfast from home. We encourage healthy food from Canada's Food Guide, which will be posted and reviewed by staff with children. Our programs snack schedule is posted month-by-month and a fruit, vegetable, and dairy option is provided at least once per week. There will be shared responsibility for serving and cleaning up after lunch and snack which helps teach further sense of responsibility and independence.

Parents must provide a nutritious, nut free lunch on all full care days as we are a nut free program. All food allergies will be clearly posted so serious reactions can be avoided. Any food that contains nut products will not be able to be eaten by your child while on the premises due to high allergic reactions. Staff will check the children's lunches for "Nut" products during morning snack on full care days. A sticky note will be attached to the "Nut" item reminding parents or program is nut free. The item will not be thrown away by staff as it will be left in the lunch kit to be taken home. Parents must inform staff of any medication required. Parents have the opportunity to let staff know if some foods listed are not appropriate for their child. In this case, substitutions will be provided or parents can pack extra food for that day. Parents wishing to bring a "treat" for a birthday party are encouraged to bring something made or bought at a store with ingredients listed.

Emergency Evacuation Policy:**Reviewed and Revised January 2015**

When evacuation of the Club becomes necessary (Ex: fire, smoke), staff will indicate the need to evacuate. Children will stop what they are doing and staff will encourage children to move quickly and calmly towards the exit. The children will be organized at a safe distance away from the building. One of the caregivers will lead the group and the Supervisor will take attendance and follow the group. Once all children are accounted for, the staff will walk the children to our other Kidz Club location and parents/guardians will be contacted (parents must give written consent for all offsite excursions). There will be no transportation, unless it is unsafe to walk. In this event, taxi service will be used, as they have the appropriate insurance. Children will be cared for until they can be picked up or other arrangements are made for their care. It is important that the child have a pair of shoes for quick response outside. The Director and supervisors will teach the staff how the evacuation is to take place. Staff and children practice a fire drill once a month with the use of a hand held bell to alert the children. Monthly fire drills must be posted, as well as all required emergency phone numbers. After hour contacts are posted visible to the outdoors.

Topics such as public safety and strangers are discussed often with children, specifically before off-site excursions. Environmental emergencies such as a storm are rare but important to have emergency lighting, such as flashlights. In a lock-down situation, children will be kept in the room under strict watch. Our program's cell phones will be used to alert parents of any extreme emergencies when it is safe to do so.

Potential Health Risk**Reviewed and Revised February 2016**

Parents will be called should the child have a fever, diarrhea, new unexplained rash or cough, nausea, vomiting or dental emergency. The program staff expects the parent or guardian to arrive within ½ hour of receiving our phone call informing them that their child is ill. Sick children are happier at home. Keeping them home also prevents the spread of illness in the program. In the case of an accident or serious illness involving a child, the staff will ensure that the child receives medical attention and the parent is notified with an incident report. Staff members will make observations on children's behaviors to determine if their symptoms are severe enough to be sent home. The child will be permitted to return to the program with a Doctor's note clearing them of any contagious symptoms or be symptom free for 24 hours. Staff will record and document all ill children on our form for ill children. They will include their name, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, and name of the staff member who contacted the parent, time the child was removed from the program and the date the child returned to the program. A copy of this document will be given to the parent at pick-up and one copy placed in their child's file. In the case a parent cannot pick-up their child within ½ an hour of receiving a phone call or communication cannot be made between staff and parent their emergency contact/other individuals on pick-up list above the age of 18 will be notified to pick-up child as soon as possible. All Parents are given our programs Philosophies and

Policies hand book at Orientation.

Medicine Policy:

Reviewed and revised May 2016

Medication can only be administered with the consent of a child's parent and is brought in its original labeled container with the child's name and dosage written on the container. Medication is to be administered by the Supervisor or an assigned staff member. For non-prescription drugs (Ex: Tylenol or cough medicine), unless there are different instructions given to us by a doctor, we will follow the recommended dosage described on the container. Medication is kept in a locked box out of child's reach and/or in the refrigerator if required. Emergency medication will not be locked, but kept inaccessible to others. Children with medication will have their backpacks kept in a separate location from the other children and all staff will be informed as to where the backpacks are kept and what medication is in them. In the case of an inhaler or EPI-pen, self-administration is allowed because of the urgent need for it. In this case, a Permission for Self-Administration of Medication Form will be filled out by the parent when registration is first discussed. A record of medication will then be kept which includes name of medication, time of administration, amount administered and initials of person who administered the medication. A copy of this form will be kept in the child's file, the portable binder and a copy will also be placed in a ziplock bag with the child's medication to be kept in their backpack. This ensures that the medication form is with them at all times when they are at the different schools (request parent permission prior to doing this).

Allergy Policy:

Reviewed & Revised October 2017

An updated and accurate list of allergies present in the club will be posted by the parent center to raise awareness to parents, staff, school staff, and visitors. Notices and reminders will be sent out to ensure that all families are aware of our peanut/nut free environment. On-going practices of a nut free environment will take place within each program and fostered in an appropriate manner. Staff will practice checking lunches and snacks that children bring into the program to ensure these safety measures are followed.

Individual Record of Medication and Allergy Assessment Form will be kept onsite providing Caregivers with pertinent information regarding specific allergies. The Allergy Assessment form is optional for parents however they will be encouraged to fill this form out as it provides in depth information regarding allergy signs, symptoms, and best care practices. Individual Record of Medication will be filled out and signed by a guardian upon registration and prior to distributing a medication. A copy of these documents will be also kept in the emergency backpack, child file, and portable binder. A copy will also be placed in the child's backpack with their medication and/or in the lock box alongside their medication.

First Aid Policy:**Reviewed March 2016**

All staff must have First Aid shortly after commencing with SLSACS. A first Aid kit is located in the back pack that goes out to the playground or off-site excursions. The kit must be checked and restocked every 3 months by the supervisors. In case of an injury requiring more than a Band-Aid solution, first aid will be administered and the parent or guardian will be alerted. If it is not safe to wait for the parent or guardian to arrive to transport the child to the hospital, an ambulance will be called. SLSACS will provide or allow for the provision of health care to a child only if written consent of the children's parent has been obtained on the child's registration form or if the health care is provided in the nature of first aid.

The parent or guardian will be kept up to date until they arrive. Accident/incident reports will be completed with all injury & accidents requiring more than a simple band-aid solution.

Accident or Illness:**Reviewed and Revised October 2017**

The staff cannot stay at the program with sick children when the program is closed. During regular school day, our program is closed between 8:45AM to 3PM. In the case of a sick child, our policy is to have one staff stay with that child as far away as practicable from the other children. Parents will be called should the child have a fever, rash, nausea, vomiting or dental emergency. The program staff expects the parent or guardian to arrive within ½ hour of receiving our phone call informing them that their child is ill. Sick children are happier at home. Keeping them home also prevents the spread of illness in the program. If there is any indication of the above symptoms, staff will make notes regarding the illness. If there are more than 2 children or staff showing signs of the same illness, Alberta Health will be contacted immediately. Any illness reports will be filed in the filing cabinets.

In the case of an accident or serious illness involving a child, medical attention will be provided by a caregiver phoning 911 (Fire, police, ambulance), appropriate care will be given by a caregiver until medical help arrives. The parent will be contacted immediately about the situation as well as given a detailed incident report. Accident/incident reports will be completed with all injury & accidents requiring more than a simple band-aid solution. Also, Alberta Child and Family Services Authority will be notified of applicable incidents immediately by the Program Coordinator. The incident reports will then be filed in the filing cabinets and reported to Alberta Child and Family Services each year through an annual audit. (See administration Policy, re: Children left after hours). There will be no refund of fees for sick days, even if the child does not come to Kidz Club that day at all.

Children are expected to be toilet trained before enrolling in Kidz Club. If there are 3 incidents that could have easily been controlled and the child does not have a medical condition the child will be expected to be dismissed from Kidz Club.

Child Abuse/Neglect Policy:**Reviewed October 2015**

Abuse and neglect of children is against the law and SLSACS will not tolerate it in any form. Physical punishment, verbal or physical degradation or emotional deprivation is not allowed; must not deny or threaten to deny any basic necessity; and must not use or permit the use of any form of physical restraint, confinement or isolation. Abuse means actively hurting a child or depriving a child of affection and acceptance. Neglect means failing to take proper care of a child and/or depriving them the essentials of life. Abuse and neglect include but are not limited to; constantly humiliating the child, shaking, slapping or sexually abusing the child. It also means doing nothing to stop abuse or neglect from happening. Child Abuse Line will be called and steps will be taken. If the allegation has merit, the Alberta Child and Family Services Authority and police will be notified. Identification of all parties will be private and confidential. Provincial Authorities will not inform parents where the complaint has originated from. Staff members who have been accused of abusing a child will be immediately suspended for the duration of the investigation.

Smoking Policy:**Reviewed May 2015**

No person shall smoke on program premises nor shall they smoke where child care is being provided (must be off school grounds). Children must not be able to see cigarette smoke. If a staff member requires on a full day, a smoke break is allowed after 3 hours of work (if staffing allows for it).

Phone Numbers Readily Available for Staff:**Reviewed and Revised October 2016**

- Staff members
- Police and Fire
- School Phone Numbers
- Child Advocate
- Hospital, Doctors offices in town and Health Unit
- Alberta Child and Family Services and Child Abuse Line
- Board Members
- Poison Control Info
- Club Phone Numbers

Incident reporting:**Reviewed and Revised October 2017**

Incidents will be reported to the licensing officer or regional office immediately. Policy states that an emergency evacuation, unexpected program closure, an intruder on the program's premises, a serious illness or injury to a child that requires the program to conduct first aid, a serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight, an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously ill, the death of a child, an unexpected absence of a child from the program (i.e. Lost child), a child removed from the program by a non-custodial parent or guardian, an allegation of physical, sexual, emotional abuse and/or neglect by a program staff member or volunteer, the commission by a child of an offence under an Act of Canada or Alberta, or Alberta, a child left on the premises outside of the program's

operating hours will be reported to licensing staff.

Staff will use the appropriate forms to fill out incidents reports of illness or accidents. Incidents reports will be reviewed and practiced at staff meetings to ensure the proper training with staff. All incidents are analyzed annually and reported using the prescribed form which is submitted to the regional child care office.

Parental/Family Involvement Policy

Orientation Policy:

Reviewed May 2015

SLSACS offers an orientation by the Supervisor to new and/or current parents in order to establish positive relationships between all parties involved. While parents sit with the supervisor and go through policies, registration forms and payment, children are allowed to play and join in with any activity currently going on. Questions may be asked at that time about any topics not yet stated. A time should be agreed upon between parent and staff to sit and have time to discuss without being in a hurry.

Subsidy Policy:

Reviewed and Revised July 2015

Apply as soon as possible using the website: www.child.gov.ab.ca/childcaresubsidy , and print off an approval letter. You will still be responsible to hand in registration fees, fundraising fees, the full first and second month fees. SLSACS must be provided with an **approval letter** in order for the first check not to be cashed. If this is not given to SLSACS within the first month and all efforts to reach the parent have failed, the second month fees will be cashed. As the school year progresses and situations change regarding

subsidy, parents will be required to provide postdated chq's to cover the outstanding difference between the invoice and what subsidy covers. Parents will continue to be notified of balances on their monthly statements. SLSACS is not responsible for reminding parents of their subsidy renewal. The Government of Alberta will not back pay if a parent does not complete their subsidy renewal on time.

Administration Policy:

Reviewed and Revised November 2015

Children will have a file containing registration information including: (All information is to be transferred to a portable record binder, which is taken to field trips and playground.)

- Child's name, DOB, home address
- Completed enrollment form
- Medication administration records and permission forms.
- Parent's name, home address and phone number
- Name, address and phone number of a person who can be contacted in case of an emergency
- Written consent of parent in regards to medication
- Other health information such as immunization and allergies
- Records on child behaviour and incidence reports

- Each child must have a portable record on site and off-site excursions.

Administrative records are to be kept as follows:

- Daily attendance of each child (arrival and departure times)
- Daily attendance of each staff including arrival, departure times and hours providing child care and planning time.
- Staff's child care certification, first aid and criminal record check (Criminal record checks are updated every 3 years).
- If a child is absent from school or will not be coming to Kidz Club, be sure and notify the program. Even if it is not during Kidz Club hours, messages on the phone are checked at the beginning of each shift.
- It is the parent's responsibility to see their child safely to the room the program is located in and sign them in. Children are not to leave by themselves without parental consent. A parent can give permission to the staff for their child to leave either by verbal communication or text. A child must leave with an adult assigned on the registration form and signed out. Those people not familiar to the staff will be asked to present Photo ID. Parents are asked to let staff know with a phone call when a different person is picking up their child. If a child does not arrive when expected in the PM, staff are expected to look at classroom, then check with teacher (to see if someone picked them up), then office, then phone parents to see where they are.
- Children left after hours: If a child is left after hours, staff will phone all phone numbers on the registration form and stay with that child until an appropriate guardian picks the child up. The staff are done work at 6:00 PM. If you will be late please call the Kidz Club program to let them know you are on the way! If you have an emergency, please have your alternate person (listed on your registration form) pick up your child. If parents are late picking up a child on a regular basis, the child may be subject to withdrawal from the program.

It is necessary for the program to charge a late fee as staff are paid if they need to stay beyond 6:00pm. Parents who arrive late will be charged \$10 for the first 15 minutes and \$1 for each minute thereafter; payment is made to the program and if payment is not received at time of pickup, it will be added to the parent's invoice for that month. It is your responsibility to have your child picked up on time. If a parent does not arrive to pick up their child emergency contacts are phoned by the staff and/or parent. If those contacts are not able to be reached, then Family Protective services are phoned to pick up the child. In extreme cases, the police may be called to assist staff with the issue.

- In the event where custody is an issue, custody papers must be brought in to prove when a child is in a specific parent's care. Otherwise the emergency contact on the registration form will be contacted to pick up the child. The emergency contacts need to be over 18 years of age and living in Sylvan Lake for quick pick up access.

Homework Policy:**Reviewed April 2015**

Children will have a quiet space available that provides opportunities for staff to assist them with homework, or just to read or relax. Allow reading time (during quiet time) for children; allow older children to assist younger children with reading. Staff will also help with reading books.

Open Door Policy:**Reviewed April 2015**

Parents are welcome to come and visit, sit in or join in our group during program hours. Staff will invite families to share cultural traditions and celebrations, explaining to them that we have an open door policy. Staff will provide the children with opportunities to celebrate individual differences and unique qualities.

Inclusion/Diversity Policy:**Reviewed and Revised August 2015**

The program is responsive to the diverse needs of the children and families we serve. This includes (however is not excluded to) special needs, hearing impaired, challenging behaviors, ADHD, and even field trips. Family support for children with disabilities program (FSCD) can be used to hire support aide to work within our center with eligible children. Funding is potentially available from Child and Family Services Authority to support children with special needs in childcare. Staff will ensure that children can use their own abilities, skills and talents. Program activities are modified to accommodate different abilities, so all children can participate and programming sheets are changed accordingly. Transitions are consistent yet allow for flexibility to meet the individual needs of children who need additional support. Cultural heritage is an integral part of our programming, and we invite families to share their cultural traditions and celebrations. Staff will provide the children with opportunities to celebrate individual differences and unique qualities. The program will provide access to information and communication resources to families when appropriate.

Volunteer/ Community Participation Policy:**Reviewed August 2015**

In order to keep costs down for the parents, different fund raising will be done to offset the costs of equipment, field trips and activities for children. This is also important in instilling responsibility and pride in what they do and have. Parents will be encouraged to be involved in the society. We invite all parents to attend monthly board meetings (specific dates in newsletters). We hope to see parents showing their resources and special talents. Craft and food ideas, items for crafts are needed from children, staff and parents. As our program is volunteer run we need the help of our parents to be involved with fundraisers, field trips and different activities throughout the year.

Grievance Policy:**Reviewed and Revised November 2013**

Daily communications with parents is important and will be encouraged. We will always have time to discuss children and family needs. Serving the family as a whole is instrumental in childhood development. The steps below are for the guidance of parents and children. Please use this procedure if you have a concern or complaint about a staff member, a volunteer, a child or a parent.

- If you are able to do so, discuss the matter with the person involved.
- If you are not able to do so, or if you don't get a satisfactory response, please discuss this matter with the Director or program supervisor at the school your child is enrolled in.
- If it is the director you are having difficulties with, or you do not get a satisfactory response;
- Please contact the President of the Board. (Board members are volunteer working parents and can only respond to Kidz Club concerns in the evening or in person at meetings. We will always have time to discuss child's and family's needs. If we are not capable of meeting the needs of a child and/or their family, resources will be suggested to find a suitable care facility after a review of the case by the board members.)
- Please contact Region 4 Child and Family Services at 340-5338

Organizational Chart:

Board Members: President, Vice-President, Treasurer, Secretary, School Representatives
Staff: 3 supervisors (1 assigned per location), Caregivers

Staff/Personnel Policies**Staff Positions and Certification:****Reviewed and Revised September 2017**

- 4 Supervisors (1 assigned per location)
- Additional staff depending on the number of children expected for that day.
- This will meet the 1:15 (majority Grade 1 and higher children) or 1:10 (majority kindergarten children) ratio insuring that the maximum number doesn't reach 30 in a group.
- At least one staff member on duty has First aid and Child Development Worker (Exemptions at each school required by licensing if do not have a Level 2 at each school at all times).
- Certification for all paid staff: Child development assistant (completed within the first 6 months of employment), criminal record check, First aid, Food handling online safety course and Intervention Record Checks for all 18+ staff.

Staff Orientation:**Reviewed and Revised March 2018**

Once a staff has been officially hired, a meeting will take place with the program coordinator or program administrator to review the Orientation Checklist. Pertinent documents will be signed at this time including tax forms, staff employee contracts, etc. During this process you will be supplied with an orientation manual that you can take with you and use as reference. You will review this manual during orientation as it will include all utilized program documents. You will be given job description documents in which you should thoroughly familiarize yourself with to ensure your position is a good fit for you and to understand the expectations of your job title. Policy and procedures document will outline the SLSACS overall working philosophy and mission. During this time, you will also fill out a Professional Development Plan which will be reviewed on an annual basis. Please utilize this document to set goals for yourself and actions that the program can support you in accomplishing. You will be provided with the programs QEP through Accreditation of Early Learning and Care Services. This document outlines the specific goals of each program and identifies a strategic plan in child care.

Orientation will extend for three working days, unless requested otherwise by you or the program coordinator on a need basis term. During these three days you will also get tours of each program and be introduced to the Kidz Club team. After you have completed your first day of orientation you will be scheduled to work in ratio with the children at one of the Kidz Club programs during the remainder of your 3 training days. Welcome aboard.

Staff Dress Code:**Created March 2018**

Appropriate, professional, and active wear clothing should be worn at all times when working at the program. The program requests that staff model appropriate clothing and remember the target population and activities that take place during work hours. Please ensure that inappropriate tattoos are covered at all times.

On a beach day, a full bathing suit or a 2 piece suit may be worn with a program shirt over top accompanied with appropriate length shorts. On field trips SLSACS shirts should be worn to show that you are the caregivers in the group.

Staff and Volunteers:**Reviewed and Revised October 2017**

Screening of new staff is as follows: interview by the Coordinator or a Board member. References will be checked. Each staff member and volunteer who has unsupervised access to children is required to have a criminal record check (including vulnerable sector search) before starting with our program. This criminal record check is to be within the date of commencement with the program and every 3 years after that date. Ratio is 1 adult staff to 15 school aged children (if the majority of children attending is Grade 1 and above). Ratio is 1 adult staff to 10 school aged children (if the majority of children are in Kindergarten). SLSACS Will have a minimum of 2 staff at all times and if any staff is under 18 years old, they are not in ratio and there for accompanied by at least 1 adult caregiver.

The following policy will outline strategic interventions that staff will utilize while guiding children in developing their own skills. Staff will strive to positively guide children in developing positive skills to cope with peer or inner conflict, promote safety with themselves and others, learn appropriate ways of expressing themselves, and develop problem solving skills.

Physical punishment, verbal or physical degradation or emotional deprivation is not allowed. Staff must not deny or threaten to deny any basic necessity; and must not use or permit the use of any form of physical restraint, confinement or isolation.

1.) Preserve the Child's Dignity

Staff will utilize teaching moments and role model appropriate skills. In a case where constructive feedback is used, staff will ensure that the child's dignity is protected, and confidentiality is maintained.

2.) Set Clear & Reasonable Limits

A "Please and Thank you list" will be used at each program. Children will be a part of constructing rules within their designated program which will be posted. Staff will revisit these rules periodically so that children can make changes and are aware of the expectations. Staff will ensure that children understand expectations of that school and program on compressed days.

- * Please wash your hands before snack and after being on the playground.
- * Please wear your inside shoes when in the building.
- * Please put toys away after using them.
- * Please use your indoor voice inside.
- * Please ask to leave the room.
- * Please respect people and property.
- * Please play fair.
- * Please don't climb on the outside of the playground equipment.

3.) Encourage Efforts

Staff will utilize positive feedback on a regular basis to foster further growth in those identified positive behaviors or skills. Children will be encouraged and shown appreciation for good behaviors.

4) Cues

Children will be redirected at times with cues from staff that are age appropriate and developmentally sensitive. This may include and is not limited to the following;

- * Verbal cues
- * Hand gestures
- * Props or pictures
- * Individualized signals

5) Give Meaningful Feedback

Staff will avoid empty praise and give meaningful feedback to children. During this process staff will fully explain the feedback in an age appropriate manner.

5) Give Meaningful Feedback

Staff will give meaningful feedback to children. During this process staff will fully explain the feedback in an age appropriate manner. Staff will utilize these situations as teaching moments and allow the children time to develop their own sense of self-discovery.

6.) Redirect Behavior – Early Interventions

Staff will practice recognizing possible triggers for negative behaviors displayed and intervene in early stages to support de-escalation. Staff will redirect children and support their development of learning appropriate behaviors or responses. Staff will utilize creative techniques to support children in this process such as, changing the current activity that may be causing stress levels to rise, allowing the child time away from the group or noise level to re-think their responses, offering the children alternative response ideas to stress that they may not have thought of, and responding in a respectful and non-judgmental manner.

8.) Recognizing Stress

Staff will also practice recognizing possible stressful circumstances that may result in a child responding negatively. Staff will attempt to support children in the process of coping with stressful situations in a positive manner. Children will be provided with opportunities to practice their own skills and techniques, and gently guided by staff when needed. Staff will work with children to develop appropriate language in which they can use to work through their stress and express themselves. Patience of understanding will be practiced during these moments of learning and growth. Positive responses to stress will be modeled by staff during program hours.

9.) Change It

The program will continually work on adapting to what works for the current population it is serving. If the program has noticeable trouble spots within any of the centres, please ensure to bring forth concerns and ideas on how to improve. Staff will continually discuss new ideas and brainstorm during staff meetings and supervisor meetings. No decision will be finalized by one person, rather a collaboration of staff, parent/child feedback, administration, program coordinator, board of directors and schools.

10.) Teach Conflict Resolution

Throughout the day staff will continuously utilize moments to teach children conflict resolution. Staff will be gentle and understanding as they support children in the development of these new skills. Staff will attempt to support children in their own discoveries of how to best work through conflict. Staff will engage in positive conversations with children regarding possible solutions and management techniques. Staff will follow up with children to inquire how their new skills are working, and change the plan of action if necessary. Staff will continually encourage children to work through conflict appropriately and build new skills.

11.) Setting Boundaries with Children

Staff will set appropriate boundaries for children and clearly outline expectations for positive behavior. If a child having a rough day and showing behaviors that are not necessarily positive, staff will intervene in a gentle manner. Staff will acknowledge the young persons feelings and support the child in utilizing appropriate coping skills. A child will never be ignored, rather redirected and supported in gentle manner. Appropriate coping skills will be taught and outlined to that child.

12.) Teach Appropriate Behavior

Children do not always know how to behave or what is expected of them. We will observe the group as well as the individual child to determine what needs to be taught. The most effective way to guide them is by modelling the behaviour ourselves. Just a few of the things that can be taught as a group or individually are:

- Respect others and their opinions even if they are different
- Ask for things
- Take turns talking and listening
- Take responsibility for what you do and say
- Cleaning up after yourself
- Use your manners

13.) Practice Sessions

We will give the children opportunities to practice the things they have learned through our guidance. We will do this by setting up activities that highlight the skills that we have been teaching. We will also use live situations to give guidance right at the time something is happening. For younger children we will try practicing social and behavioral skills with puppets and role play. Staff will continue to be creative in the methods that teach children new skill development.

14.) Active Listening

Caregiver's will listen accurately to what the child is saying with word, body language and feelings. Staff will model listening attentively while not interrupting the child. Staff will attempt to discern what is being said without judging. When it is our turn to talk, we won't preach, we will just relay back to the child what we understand of that child's feelings. We will be attentive and show that we care about their feelings. With some communicative give and take we can show that we believe in the child's own skill to work through the problem.

15.) I - Messages

Caregivers will utilize "I messages" to accurately convey feelings while avoiding putting down another person.

- "I feel frustrated with you interrupt the group circle Bobby Joe. Can you please say what you have to say after the circle in done".
- Acknowledge your feelings.
- Avoid accusing the child.
- Articulate the feelings to the child respectfully.

In conclusion:

It is our goal to treat your children how we ourselves would wish to be treated. That includes respecting them in each moment of their skill development and interactions. Staff will attempt to work through the issues and conflicts arise and utilize these moments as teaching moments.

Staff will follow these guidelines however are not limited to the resources that may be utilized to positively teach children appropriate behaviors and develop new skills.

However, in the event that these strategies and guidelines fail to resolve a given situation and we have exhausted our own abilities to handle the child, staff may contact a parent or emergency contact. It is imperative for us that all the children in our care are safe so we may have to consider removing any child that is consistently disruptive, destructive or abusive to other children or staff. All parents are required to read the child guidance policy and sign indicating their agreement and understanding of the policy.

Bullying Policy:

Reviewed and Revised March 2018

SLSACS believes that every child, parent and staff have the right to a safe environment. The program will not tolerate behaviors that infringe on the safety of any individual.

Bullying behaviors include however are not limited to; intimidating, physical violence, emotional harm, or inappropriate use of power.

Staff will intervene if bullying arises and appropriate steps will take place to address the concern. The program would like any incidents to be reported to staff, supervisors or program coordinators if bullying occurs. The discipline policy may be followed if applicable in addressing bullying behaviors. All pertinent information will be passed on to parents or guardians if a child has been observed bullying. Bullying behaviors are taken seriously to ensure the safety of Kidz Club individuals.

Running Away Policy:

Reviewed and Revised August 2016

If a child runs away from the group, a staff member must leave the group to find the child. It is compromising the care of other children. All efforts will be made to find and move child to a room. Staff will not physically move or carry a child out of their hiding space. Phone calls to parents then alternative pick-ups will be made to pick up children after 5 minutes. If necessary the RCMP will be phoned to help find the missing child and an incident report will be filled out and Central Alberta Child Authority will be notified by the Program Coordinator. This behaviour may be grounds for dismissal from the program.

Discipline Policy

Reviewed & Revised May 2018

The intention of Kidz Club is to provide a safe, relaxing, and enjoyable out of school care environment. A true home away from home. Children will be provided with opportunities to develop new skills and guided in a positive way to overcome obstacles.

Expectations within the program for appropriate behavior will be clearly outlined and developmentally suitable. The program focuses on prevention of difficult behaviors and positively intervening in early stages. Consequences will be aligned with the behaviors shown and staff will utilize each opportunity as teaching moments.

A social contract or set of rules will be established each year at each program. These rules

will be set with input from the children themselves in a round table discussion. This initial discussion will entail the use of a white board or flip chart paper so that the children and caregivers can clearly see what ideas are being brought forth. The group will then discuss the ideas and group rules will be drafted and posted in the program. This interactive process of Rule Making will focus on expectations of positive behaviors and revamped if needed throughout the year.

Child disciplinary action taken will be reasonable in the circumstances and may help increase the personal growth of a child while developing their problem solving skills. At no time will physical punishment, verbal abuse, or emotional deprivation be allowed. Staff must not deny or threaten to deny basic necessities and must not use or permit the use of any form of physical restraint, confinement or isolation.

Children will be encouraged to spend time with a caregiver talking, expressing their feelings, and working through the conflict or frustration present. They will be given opportunity for personal time to reflect, read a book or other quiet activity that contributes to their personal de-escalation strategies. There will always be an adult available to listen when a child needs to talk.

Staff will utilize different methods and resources within the program that help children develop language regarding their feelings such as; age appropriate feelings charts, worksheets, behavioral goal plans, behavioral incident reports, and thinking sheets. Parents will be invited to share their insight during this process and open communication with families will be practiced. All worksheets or documentation will be available for guardians at all times and copies will be offered to families.

Should a child act out negatively within a program, a caregiver will intervene and then discuss the situation with the child in a private setting. This discussion will take place on a one-to-one basis and not in front of the other children. At no time will the child be embarrassed, verbally or physically abused by the caregiver. In the case of violent behavior, parents will be called immediately for the safety of children and staff. Incident Reports will be filled out in this instance.

Some of these behaviors that can be a reason for immediate suspension from child care and/or result in termination of care for a child include:

- Swearing, yelling, kicking, hitting,
- Any sort of physical or threatening violence including threatening tones
- Stealing
- Bullying
- Teasing with intent to hurt others
- Running away and hiding from staff
- Bodily exposure or inappropriate gestures

The program will utilize school resources, community resources and specific training to further staff knowledge in best practice for child behavior interventions. Staff will collaborate at supervisor meetings, staff meetings, or special called meetings to discuss implementations of best practice with each specific child that may be having challenges within the program.

Communication between staff and parents is imperative in coming to a favourable solution. In cases where outlined discipline methods fail and a satisfactory solution cannot be found, the board of directors will be utilized as a resource and give further direction on possible outcomes or solutions.

Staff are to respect the children, parents and staff members. They are to follow and role model the same positive behaviors as the children. If they fail to do so staff disciplinary actions will take place immediately. Failure to follow these guidelines could result in termination of position.

Transportation Policy:

Reviewed and Revised November 2015

Mother Teresa students who are registered with Kidz Club at Our Lady of the Rosary will be bused before and after school. These children will be walked out to the bus in the AM at OLR, they will be dropped off at Mother Teresa in the bus loop. In the PM the Mother Teresa children registered at Kidz Club will be greeted by one of our staff to ensure they get on the correct bus for the first week of care. That staff member will also greet those children at OLR to make sure they get off for Kidz Club. Once a routine is established, the children will get on and off the bus themselves. Red Deer Catholic School Division provides busing service for a fee (it is no longer free of charge) and Sylvan Lake School Age Care Society has no part (because of limits of insurance) to transport your children. In the event of inclement weather and buses are cancelled, so will bus service to Mother Teresa and OLR for Kidz Club. Those parents who have already dropped their children off at Kidz Club will be expected to pick up their children in the AM or bring them to Kidz Club in the PM. Please note that in order to take the bus, parents must register their children annually through the Red Deer Catholic School Division Transportation Department.