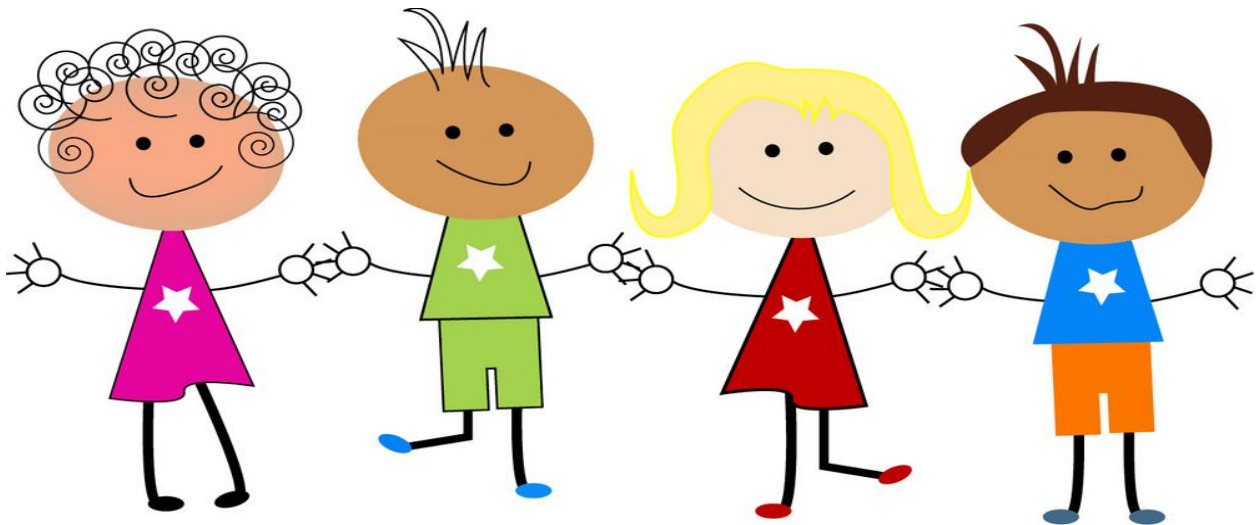


# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs



## Parent/Guardian Handbook

Updated August 2020

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### Welcome to Sylvan Lake School Age Care Society (SLSACS)

SLSACS Board of Directors, program coordinator, administrative coordinator, supervisors, and caregivers welcome you to Kidz Club. The club wants to ensure your child and family feel welcomed into an inclusive community. Please let us know what the program can do to support you in this new adventure.

We pride ourselves in providing a fun and exciting environment for both children and staff.

#### **Philosophy**

SLSACS Kidz Club 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.

#### **Our Mission Statement**

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. Children gain an understanding of the world around them by experiencing a curriculum that is meaningful.

#### **Objective and Goals**

The Sylvan Lake School Age 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 intent to provide kind, professional care for children 4.5 to 12 years old (up to 13<sup>th</sup> 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.

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### Kidz Club Programs

Sylvan Lake School Age Care Society (SLSACS) is a non-profit, licensed out of school care program. Kidz Club offers before and after school care at the following locations in Sylvan Lake, AB:

#### **Steffie Kidz Club (at Ecole Steffie Woima School)**

403-887-4044

[steffiekidzclub@live.ca](mailto:steffiekidzclub@live.ca)

4720 45 Avenue, Sylvan Lake

Steffie Kidz Club operates out of the gymnasium, with a daily take down/set up style of programming. The library is used as an alternative space, providing a change in dynamics and new play opportunities. Steffie Kidz Club has two beautiful large playgrounds, along with a large field which offers natural play setting opportunities. This location is utilized for non-instructional days and summer programming. Licensed capacity: 50 (gymnasium), 33 (library)

#### **OLR Kidz Club (at Ecole Our Lady of the Rosary School)**

403-396-5086

[olrkidzclub@live.ca](mailto:olrkidzclub@live.ca)

4520 Ryders Ridge Blvd, Sylvan Lake

OLR Kidz Club operates out of the gymnasium, with a daily take down/set up style of programming. This program has access to the school kitchen and utilizes the common area for snack time, as well as an alternative programming space. OLR has a playground and basketball courts for the children to utilize, as well as a skating rink and small tobogganing hill for winter activities. Board meetings and staff meetings are hosted at this school. Licensed capacity: 50.

#### **CP Kidz Club (at CP Blakely School)**

403-887-4096

[cpkidzclub@live.ca](mailto:cpkidzclub@live.ca)

4815 43 Street, Sylvan Lake

CP Kidz Club operates out of the gymnasium, with a daily take down/set up style of programming. The STEPS classroom is used as an alternative space. This program has access to the kitchen and common area for snack time. CP Kidz Club has two playgrounds and a large outdoor field space great for large group activities and field games. This location is used for non-instructional days and summer programming. Licensed capacity: 50 (gymnasium), 29 (STEPS Classroom).

### SLSACS Administration Contact Information

#### **Administrative Coordinator**

Ph: 403-505-7225

Email: [slsacsdirector@live.ca](mailto:slsacsdirector@live.ca)

#### **Program Coordinator**

Ph: 403-877-9056

Email: [slsacsdirector@live.ca](mailto:slsacsdirector@live.ca)

#### **Mailing Address**

Box 8939 Sylvan Lake, AB

T4S 1S6

#### **After Hours Contact:**

403-877-9056

**Website:** <https://sylvanlakeschoolagecaresociety.com>

### Operating Procedures

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### Hours of Operation:

CP Kidz Club and Steffie Kidz Club operates before school care from 7:00am to 8:35am and after school care from 3:00pm to 6:00pm, Monday to Friday (on school days).

OLR Kidz Club operates before school care from 7:00am to 8:20am and after school care from 3:00-6:00pm, Monday to Friday (on school days).

On non-instructional days, Kidz Club operates from 7:00am to 6:00pm.

### Holidays:

Kidz Club programs will be **closed** on all statutory holidays.

### Full Days of Childcare:

Kidz Club operates full days of childcare on all non-instructional days (PD days, school breaks, etc.) from 7:00am-6:00pm.

### Summer Programming:

During July and August, Kidz Club offers summer programming from 7:00am-6:00pm, Monday to Friday (excluding holidays). Registration will begin May 1 for current Kidz Club members and May 15 for non-members; subject to space availability, on a first come, first serve basis. All Kidz Club programs combine at one location during the summer months.

There is a \$25 non-refundable registration fee per child for summer programming due at the time of registration. Summer childcare fees are \$30/day. All fees are non-refundable unless parents/guardians provide two weeks written notice to cancel booked days. Post dated cheques for the first of each month are due at registration, along with registration fees, and any applicable field trip fees.

## Fee Schedule

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

Postdated cheques dated for the first of each month (September to June), are due at the time of registration for child enrollment in the program to be considered complete. Cheques are made payable to SLSACS. Kidz Club is unable to accept cash, credit card, or email money transfers as payments. As monthly fees are paid in advance to secure your child's spot in the program, there are no refunds/credits on fees if the child is absent from the program (i.e. sick days, vacation, etc.) Parents/guardians are responsible for ensuring monthly childcare fees are paid on time and balances are not carried forward to the next month. If your balance is 30 days overdue, without payment arrangements made to the Administrative Coordinator, childcare will be suspended until payment is received in full. To register, any balance for childcare fees must be paid in full.

### 2020-21 FEE SCHEDULE

#### Grade 1 and Up

Before school care	\$225/month
After school care	\$325/month
Before and after school care	\$375/month

#### Kindergarten

Before school care	\$135/month
After school care	\$185/month
Before and after school care	\$235/month

#### Full Days of Childcare Fees:

Full days of childcare are not included in monthly childcare fees. Full days of childcare will be charged at a rate of **\$30/day**. Full days of childcare must be booked and paid for in advance, by the **first day of each month**. Full days of childcare will only operate based on a minimum of 8 children enrolled. These fees are **non-refundable** unless two weeks written cancellation is provided. Sign up sheets will be available at each Kidz Club programs. Parents/guardians will be provided with a yearly Kidz Club calendar at registration outlining all additional paid days.

#### Registration Fees:

A **\$50 registration fee** per child is due at time of registration for the child's enrollment in the program to be considered complete. This cheque is processed up front to secure your child's spot in the program. This fee is **non-refundable** and used to offside program costs, such as Kleenex, craft supplies, program guests, etc. Summer programming registration is \$25 per child.

#### Late Fees:

Kidz Club programs close at 6:00pm. Parents/guardians picking up their children after this time will be charged a late fee. Charges are as follows:

**\$10.00 for the first 15 minutes and \$1.00 per additional minute thereafter.**

Charges will be added to the monthly invoice and balances must be paid in full by the first of each month. If parent/guardian is continually late to pick up their child, it may result in suspension and/or termination from the program.

#### Late Payment Fee:

If payment has not been received and processed by the 5th day of each month, parents/guardians are subject to a \$25 late fee.

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### NSF Fees:

Monthly childcare fees are processed on the first of each month. If the bank returns a post-dated cheque NSF, parents/guardians are subject to a **charge of \$75.00**. This charge will be added to the monthly invoice and must be paid in full by the first of the following month.

### **Subsidy**

Parents/guardians requiring childcare subsidy are encouraged to apply as soon as possible to avoid delay in subsidy payments. Parents/guardians are responsible for the registration fee (non-refundable), first and second month childcare fees, and any other fees that subsidy does not cover; including but not limited to, non-instructional days, field trips, etc.

SLSACS must be provided with all pertinent documents such as, the subsidy approval letter, expiry dates, and amounts paid for childcare from the parent/guardian. If documents are not provided within the first month and all efforts to reach the parent/guardian have failed, the second month childcare fees cheque will be processed. If the approval letter is submitted within the first 2 weeks, the second month's fees will not be processed but will be kept as a deposit until the end of the school year; this cheque will be processed in the event of any outstanding balances with SLSACS.

As the school year progresses and situations regarding subsidy change, parents/guardians will be notified of remaining balances/credits on their monthly statements. Parents/guardians will be required to provide postdated cheques to cover the outstanding difference between the invoice and what subsidy covers as balances must be caught up by the first of each month.

It may take up to three months for subsidy to make adjustments after the account has closed. SLSACS is not responsible for reminding parents/guardians of their subsidy renewal. The Government of Alberta will not back pay if a parent/guardian does not complete subsidy renewal on time.

Parents/Guardians can apply for childcare subsidy using the website:  
[www.child.gov.ab.ca/childcaresubsidy](http://www.child.gov.ab.ca/childcaresubsidy)

### **Subsidy Program ID Codes:**

- OLR Kidz Club: 70049974
- Steffie Kidz Club: 70012040
- CP Kidz Club: 70021816

### **Termination of Care**

**Two (2) weeks written notice** is required prior to terminating your child's care from Kidz Club. If two weeks notice is not provided, the postdated cheque for childcare fees will be processed as scheduled and there will be no refunds. Parents/guardians can obtain the *Termination of*

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

Care form from the program your child attends. If childcare is required at a later date, a new registration will need to be completed.

### Orientation for Children and Parents/Guardians

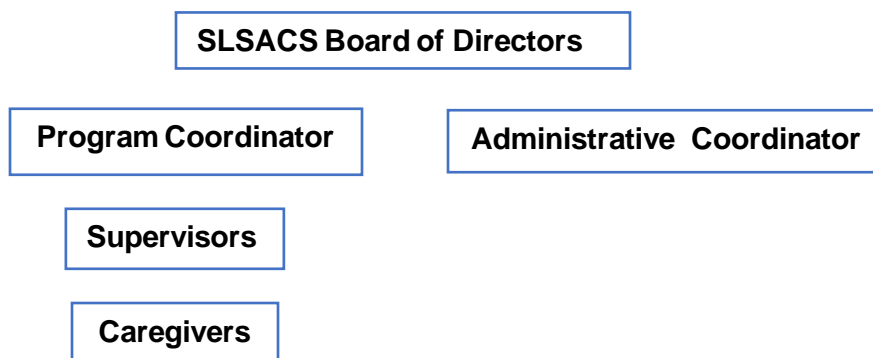
SLSACS offers orientation for new and/or current parents/guardians and children to establish positive relationships. During this time, the supervisor or program coordinator/director will review the registration package to ensure all information is completed, collect payments, discuss the fee schedule, review the parent handbook/policies and procedures, explain Kidz Club philosophy, and give a tour of the program location. During orientation children are invited to play or join in activities. Parents/guardians are encouraged to ask questions, give feedback, and provide any pertinent information for their child.

### Board of Directors

Revised May 2020

As a non-profit organization, SLSACS operations are overseen by a governing body, the SLSACS Board of Directors. This 5 to 9-person board is made of parent/guardian volunteers. Members meet monthly to review program operation, goals, fundraising ideas, and policies. The Board of Directors collaborates with the program coordinator, administrative coordinator, and occasionally program supervisors. The program coordinator and administrative coordinator provide program updates during monthly meetings and work to ensure information is exchanged from board meetings to parents/guardians and program staff. SLSACS strives to have a diverse range of parents/guardians on the Board. All members of the SLSACS Board of Directors are required to sign an *Oath of Confidentiality* and *Code of Ethics* annually. The SLSACS Board of Directors will follow board bylaws, which includes roles and responsibilities of its members.

## SLSACS Organizational Chart



## SLSACS Policies and Procedures

### Grievance Procedures

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### Grievance Procedure (for parents/guardians)

Revised March 2020

Daily communication with parents/guardians is important and will be encouraged. SLSACS staff will always have time to discuss children and family needs. Serving the family is instrumental in childhood development. Parents/guardians are encouraged to use the following procedure if they have a concern or complaint about a staff member, volunteer, child, or other parent/guardian.

**Step 1:** If you can, discuss the matter with the person involved.

**Step 2:** If you are not able to do so, or if you do not get a satisfactory response, discuss this matter with the supervisor at the Kidz Club program your child is enrolled in.

**Step 3:** If you have not received a satisfactory response, or if the issues/concerns continue, direct your concerns to the program coordinator. \*If you have a complaint about the program coordinator, or you do not get a satisfactory response;

**Step 4:** Submit your concerns in writing to the SLSACS Board of Directors. (Board members are volunteers and may only respond to concerns in the evening or in person at meetings). SLSACS will make it a priority to discuss the needs of the children and families we serve. If we are not capable of meeting the needs of a child and/or family, resources will be suggested to find a suitable childcare facility after a review of the case by the board members.

**Step 5:** At any time, parents/guardians may contact the Central Region Child and Family Services at (403) 340-5338.

Organizational Chart: Board of Directors (President, Vice-President, Treasurer, Secretary, Participation Coordinator, and Members at Large), program coordinator, administrative coordinator, supervisors, caregivers.

### Technology

Revised March 2020

The TV center consists of a soft area where the children can watch a movie. A movie will only be provided on Friday afternoons at Kidz Club programs. Movies must be rated G and PG only. Children and staff can utilize Kidz Club technology devices together to search for crafts/games/theme ideas.

On non-instructional programming days (i.e. compressed days, winter break, Christmas break, spring break, etc.) technology days are at the discretion of Kidz Club staff. Some technology devices (D.S.I, game boys, I-pods, etc.) may be brought from home on scheduled technology days. However, program staff are not be responsible for any lost or damaged items brought from home. It is the responsibility of the child and parent/guardian to keep track of games, electronic devices, and chargers. Technology time will be marked on the programming sheet and monitored with a media sign in form. 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 may watch or listen with a headphone. If staff feel the music or games are inappropriate, personal technology will be asked to stay at home for the involved child(ren).



# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### Social Media

Created April 2020

SLSACS will utilize a Kidz Club Facebook page to notify parents/guardians on any upcoming events (i.e. Board meetings, non-instructional days, fundraisers, etc.) and news within the programs. Any posting on social media of confidential information regarding the children, Kidz Club programs, and staff are strictly prohibited. No names or identifying features of children in Kidz Club programs will ever be released on social media. SLSACS must receive prior written parent/guardian consent prior to releasing any photos of children on Kidz Club social media.

## Kidz Club Programming

### Programming

Revised May 2020

#### Kidz Club Programming:

SLSACS understands the importance of play opportunities for children and how it greatly affects the development of life skills. Through accessible play opportunities and the guidance of professional caregivers, children may discover new interests, skills, and make friends. Staff will ensure activities and materials are prepared each day. There will be a variety of planned and spontaneous activities, arranged to occur simultaneously and in groups. Kidz Club will have sufficient portable equipment and toys accessible to children and will be appropriate for the season. Toys and materials are rotated to avoid boredom and spark new interest.

Rules and expectations for children will age and ability appropriate. Kidz Club will meet each child's developmental needs in the following areas:

**Creative:** Kidz Club will provide opportunities for children to use their imagination and express themselves creatively through the following:

- costumes and props for role play and games
- an art centre for crafts, drawing, and imaginative creating
- construction/building materials, such as Lego, to develop small motor skills and encourage cooperative, creative play
- craft materials readily available and within easy access to the children
- regular planned crafts and activities based on children's interests
- sensory play
- music and movement

**Physical:** SLSACS understands the importance and benefit of physical activity for children, such as improving children's physical health, mental health, and overall well-being. Health Canada recommends children between the ages of 5 to 17 get at least 60 minutes of moderate to vigorous physical activity a day; Kidz Club will incorporate physical activity/play into daily programming. Staff will encourage children to participate in physical activity by providing opportunities through play, large and small groups games, outdoor play, and education. Each program operates in gymnasiums which provides children with optimal space to engage in physical activities. A variety of sports equipment will be available, and Kidz Club will participate in activities such as run clubs, Yoga, movement and dance games/activities, and walks. Special trips for tobogganing, skating, and swimming are also planned throughout the year.

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

**Social:** Kidz Club will foster the development of positive social skills by encouraging interactions with peers and caregivers, through role modelling. Staff will guide children to respect the rights of others, encourage strategies to support relationships and develop problem-solving skills. Various activities will be available in small and large groups to encourage children to build relationships, work together, take turns, share, and cooperate. Field trips in the community will broaden the children's view of the world around them and teach the importance of social and environmental responsibilities. Staff will support the children's understanding of safety issues and awareness of the community. Staff will plan leadership/teamwork opportunities such as, allowing children to plan activities, being snack helper, and being a buddy to younger children in the group.

**Emotional:** Kidz Club will foster an environment where caregivers are attentive to the needs and emotional growth of children. Staff will show interest, respond attentively, and acknowledge all children. Staff will ensure children of all abilities can participate in activities; Children will be taught language to allow them to express their needs, desires, and frustrations/conflicts. Staff will celebrate each child's individual differences and unique qualities, with staff being responsive to each child's needs for assistance. Children will have the opportunity to use their own skills, as well as be encouraged to try new things to develop self worth and confidence. Children will have access to a variety of play experiences to promote the following:

- problem solving
- decision making
- flexible thinking
- emotional regulation
- facing and overcoming fears
- working through challenges

**Intellectual:** Kidz Club will provide various opportunities to meet the intellectual needs of the children in the group. This will include literacy time and reading materials always available, science experiments, puzzles, educational games and activities, cultural activities, discussions, and exploring topics the children are interested in.

### Child Involvement:

Kidz Club children will be involved in the development of program activities, routines, and rules. Children will have a variety of activities to choose from and participate in. Materials will be readily available for children to promote choice and independence. Child meetings are held regularly to brainstorm activity ideas, projects, field trips, special events, and games. Parents/guardians, children, and staff are encouraged to share their ideas and input for Kidz Club programming. Kidz Club will have a suggestion box and surveys available for input and suggestions. Children will be encouraged to share their ideas directly with staff at anytime.

A birthday celebration will be held monthly 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.

### Emergent Curriculum:

As children are individuals and learn at their own pace, a diverse program is required to recognize and celebrate their individuality. By providing mental and physical challenges at a level the

# Sylvan Lake School Aged Care Society (SLSACS)

## Kidz Club Before and After School Care Programs

children will succeed at, children will find their self worth and develop positive self esteem. Kidz Club will have various areas set up to target the wide range of needs and interests of the children. Flexibility within the program will ensure that each child has an option that meets their needs. Kidz Club uses emergent curriculum; This philosophy of teaching and activity planning focuses on the children's interests to create meaningful learning experiences. Staff will plan activities based on the specific group of children, considering the children's skills, strengths, needs, learning styles, lived realities, and interests. The goal of this type of curriculum is for children to be successful at learning experiences within the program. Emergent curriculum promotes diversity by responding to interest, questions, and concerns of the Kidz Club group.

Kidz Club will document all emergent planning and activities on programming sheets, it will be available for review on the parent/guardian communication board. It will include routines, ideas, and activities that emerged based on interests, backgrounds, preferences, needs and abilities and why certain activities/experiences were planned.

### Quiet Space:

Kidz Club will have a designated quiet space for the children. This will give children a space to retreat when they feel overwhelmed and overloaded by the environment. This may include the use of pop up tents at the program. The quiet space will also provide opportunities for staff to assist children with homework and for children to read, relax, and emotionally regulate. Kidz Club will allow time to transition between activities and will have quiet/reading time; Staff and older children can assist younger children with reading. Staff and children will create rules together regarding quiet spaces.

### **Toilet Training Requirements**

**Revised May 2020**

Children are expected to be toilet trained before enrolled in Kidz Club. If there are 3 incidents that could have been controlled and the child does not have a medical condition, it could result in the suspension and/or termination of care.

### **Inclusion/Diversity**

**Revised May 2020**

SLSACS provides children of all abilities equal access to a meaningful before and after school care program. Kidz Club is responsive to the diverse and individual needs of the children and families we serve. Kidz Club will embrace each child's diversity by ensuring children can use their own abilities, skills, and talents. Program activities are modified to accommodate all abilities, so every child can participate. Adaptations and strategies used by staff will be specific to each child. Kidz Club believes in providing developmentally appropriate experiences for all children and encourages the socialization of children with their peers. Transitions between activities are consistent yet allow for flexibility to meet the individual needs of children who need support. SLSACS values input from parents/guardians and encourage them to be actively involved in the decision-making process for their child. Parents/guardians can arrange a meeting at anytime with the program coordinator and/or supervisor to discuss any additional supports their child may need to be successful in the program.

Family Support for Children with Disabilities (FSCD) may provide funding to assist children with special needs in childcare. This may include having a support aide work within the program with eligible children. Parents/guardians are encouraged to speak with the supervisor for assistance in applying for this funding. The program will provide ongoing access to information and

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community resources for children and families who require additional supports. Information is posted on the parent/guardian communication board.

Cultural heritage is an integral part of Kidz Club programming. Children will be given ongoing opportunities to learn about other cultures through programming, activities, and special guests. Families are invited to share cultural traditions and celebrations. Staff will provide children with opportunities to celebrate individual differences and will recognize children's unique qualities.

### **Off-Site Activities**

**Reviewed and Revised May 2020**

Kidz Club staff, parents/guardians, and children are encouraged to provide suggestions for off-site activities. Field trips are typically planned for full days of childcare (i.e. school breaks, non-instructional days, etc.). Staff will inform parents/guardians of upcoming off-site activities through verbal communication, monthly newsletters, the Kidz Club Facebook group, and on field trip permission forms.

When a field trip is to be located off program property, written consent must be given by the parent/guardian prior to the child attending the field trip. The permission form will include the child's full name, supervision arrangements, date, location, cost, time frame, and mode of transportation.

During offsite activities reduced staff to child ratios will be in effect. It is the responsibility of the supervisor to ensure ratios are maintained. Attendance will be done before leaving the program and when returning. All staff are responsible for ensuring child attendance happens consistently and frequently (minimum of every 30 minutes) during offsite activities. All relevant information regarding the field trip will be posted on the programs outside door for parents/guardians. The program phone number and the program emergency contact number (program coordinator) will also be clearly posted. Staff will follow all SLSACS policies and procedures during off-site activities to ensure the safety of the children. The program coordinator will be notified of all offsite activities prior to them occurring.

During offsite activities, including while on the program's playground (i.e. field trips, walks, and emergency evacuations, etc.), staff will take the Kidz Club emergency backpack. The backpack will include the first aid kit with adequate supplies, each staff and child's portable record, and the permission form for the field trip (if applicable). Staff will ensure children have all necessary items with them before offsite activities (i.e. appropriate clothing, a bagged lunch/snacks, water, sunscreen, bug spray, etc.). During field trips children and staff will wear a SLSACS shirt to identify them as part of the group, it will include the program contact information. During off site activities the buddy system will be used whenever possible, a staff will lead the children while another follows at the rear.

Parents/guardians are invited to participate in off-site activities. All parents/guardians attending must provide a current criminal record check (dated within 6 months, and every 3 years thereafter) to SLSACS prior to the field trip. If volunteering, SLSACS will provide a letter for the parent/guardian to receive the criminal record check free of charge.

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

Kidz Club staff will ensure the following information is communicated to the children and parents/guardians in advance and on the day of the field trip:

- when and where they are going
- transportation for the field trip
- what children will need to bring
- what the children can expect to see and do

Staff and children will have a discussion to develop age and developmentally appropriate rules and expectations for the field trip. Simple rules for the children will include:

- children will always stay with the group
- children will listen to the caregivers and volunteers
- wear appropriate clothing
- be respectful of the people who are providing the field trip such as tour guides, bus drivers, etc.
- have fun and ask questions!

### **Parent/Guardian Involvement**

**Reviewed and Revised May 2020**

#### Open Door Policy:

SLSACS has an open-door policy and encourages parents/guardians to be involved in Kidz Club programs. Parents/guardians are welcome to come unannounced to visit or join in with programming.

#### Parental Involvement:

SLSACS welcomes and encourages parent/guardian involvement in Kidz Club programs. Parents/guardians are encouraged to share their ideas, cultural traditions, and pertinent information to foster positive experiences for their child. Parents/guardians are welcome to share their special talents with the program, participate in Kidz Club activities, and/or field trips.

Parents/Guardians will be encouraged to complete annual surveys. Survey results will be documented by the program coordinator and reviewed at board and staff meetings; changes to the program will be made accordingly. Parent/guardian feedback will be encouraged on a regular basis through staff communication and a suggestion box. Parents/guardians are invited to attend monthly board meetings (dates will be posted in the monthly newsletter), as well as serve on the SLSACS Board of Directors to assist in overseeing SLSACS's vision. Monthly board meetings will discuss policies, procedures, program overview, and any other information regarding best practices within the program.

#### Communication:

Communication between families, staff, and the SLSACS Board of Directors strive to be respectful, professional, and promote positive relationships. Parents/guardians are highly valued and have the right to be fully informed and involved in their child's experience in the Kidz Club program. This includes, however is not limited to:

- Written communication such as monthly newsletters, parent/guardian handbook, incident reports, positive action plans, field trip permission forms, SLSACS website, Kidz Club Facebook group, and daily programming sheets/posts on the communication board.
- Verbal communication will be used to establish positive relationships with each family. Staff will engage in conversation with parents/guardians at drop off and pick up times to share relevant information about the child's experience in the program.

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- Parents/guardians may communicate by phone call, text, or email at any time. Parents/guardians may request a meeting with the supervisor and/or program coordinator at any time to discuss concerns, ask questions, and/or provide feedback.
- The programs emergency contact number will be posted on the main entrance of each SLSACS program for parents/guardians to access if after hours contact is needed. The program coordinator number will be utilized as the afterhours emergency contact: **403-877-9056.**

### Volunteer Participation:

SLSACS is a non-profit organization, overseen by a volunteer Board of Directors. To keep costs down for parents/guardians and the program, a variety of fundraising will be done throughout the year. Funds raised offset the cost of equipment, field trips, and activities for the children. Kidz Club encourages parents/guardians to be involved with fundraisers, field trips and activities.

Parents/guardians are required to pay a participation fee at the beginning of the year. Parents/guardians have an opportunity to work back the fee through involvement with the program (i.e. attending Board meetings, donating equipment/snack items, volunteering, fundraisers, etc.). Parents/guardians will be provided with a list of ideas at registration of ways to be involved with Kidz Club programs.

### **Community - SLSACS Partnership**

**Reviewed and Revised May 2020**

Relationships with the community are encouraged and initiated by the program coordinator, board of directors, and supervisors. SLSACS will identify partners and strive to build working relationships between community organizations to support the development of children in the local community. Kidz Club will utilize community resources and create partnerships to share information to enhance services. Program staff and families will be informed of and encouraged to support community events. Information will be shared with parents/guardians on the program communication board and newsletter when available and appropriate. The program will maintain and display current community resources to parents/guardians who may 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 (i.e. parades, BBQs, field trips, fundraisers, food bank, etc.). Kidz Club will take all opportunities to be actively involved within our community. Photos will be taken during these events; SLSACS will not take photos of children unless prior written parental consent has been given.

SLSACS will utilize community resources on field trips such as parks, skating rinks, swimming pools, etc. The children can explore their community during field trips while learning and having fun. Kidz Club will invite community members from diverse organizations to provide presentations and activities for the children; This will further develop positive connections SLSACS has in the community.

The program coordinator will network and liaise with other professionals and organizations monthly to assist in improving programs and to provide best childcare practices (i.e. other childcare providers, schools, interagency meetings, trainings, etc.).

Fundraisers are community driven to build connections with local businesses, such as Booster Juice and the Nexsource Centre. Each year the program receives donations from the community



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for events such as the Halloween mixer. The children make thank you gifts for involved organizations/businesses, and the company name is acknowledged on the SLSACS website.

### **School - SLSACS Partnership**

**Reviewed and Revised May 2020**

SLSACS encourages building relationships with the schools the children attend to complement the program and share information, when necessary. Information will only be shared between Kidz Club and the schools with written parental consent; consent will be given on the child registration form. To share information, Kidz Club will have a reasonable belief that the collaboration will be in the best interest of the child. Information regarding child guidance strategies may be shared to ensure behavior management strategies are consistent between the two entities. Supervisors will ensure the school receives a copy of the Kidz Club monthly newsletter and will request the schools' calendars and newsletters. The program coordinator, administrative coordinator, supervisors, and caregivers will take every opportunity to speak to school staff to establish a positive working rapport. The program coordinator and supervisors will work closely with the schools' principle and vice-principle to ensure strong, positive working relationships are maintained.

SLSACS programs are extremely fortunate to be hosted in local schools. Parents/guardians, staff, and children must 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/guardians are asked not to go back to their child's classroom and lockers to get forgotten items. Parents/guardians are to remove soiled footwear at the schools' entrance. Parking is in front of the schools; Kidz Club staff and parents/guardians are asked not to park in the staff parking lots.

### **Transportation**

**Reviewed and Revised May 2020**

Mother Teresa School students registered with OLR Kidz Club will be bused before and after school between Our Lady of the Rosary School and Mother Theresa School. In the morning, children will be walked to the bus stop by a Kidz Club staff member. Children will be supervised until they are safely on the bus. In the afternoon, a Kidz Club staff member will greet children at the bus stop and will walk them to Kidz Club. If a child does not get off the bus in the afternoon, staff will confirm with the bus driver that the child did not get on the bus after school. If the child's absence has not been excused by the parent/guardian, staff will immediately contact the parent/guardian to verify the absence. If the parent/guardian cannot be reached, the child's emergency contact will be informed. Once the parent/guardian has been informed their child did not arrive as expected, Kidz Clubs will no longer be responsible to track down the child.

Red Deer Catholic School Division provides the busing service for a fee. For bus service, parents/guardians must register their children annually through the Red Deer Catholic School Division transportation department. Sylvan Lake School Age Care Society does not transport children. In the event of inclement weather and buses are cancelled, there will be no bus service to and from Mother Teresa and Our Lady of the Rosary for Kidz Club. Parents/guardians will be required to make alternative transportation arrangements.

During planned offsite activities that require transportation, parents/guardians will be informed of the transportation arrangements. Parents/guardians will be required to provide written consent on the field trip permission form prior to any offsite activities.

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### Supervision and Safety

#### Supervision Policy and Practices

Reviewed and Revised May 2020

#### Supervision:

It is SLSACS priority to ensure children are always supervised to ensure their safety, well-being, and development. Staff will engage in play with the children while ensuring full supervision takes place. Staff will supervise all children by:

- ensuring staff is placed throughout the room/outdoor play space to ensure thorough childcare and supervision
- performing attendance checks every 30 minutes throughout program hours, before going outdoors, when returning indoors, during offsite activities, and at shift changes
- observing and monitoring children adequately during all activities
- ensuring children are always accounted for, including bathroom breaks or any time a child leaves the program location
- watching for signs of unusual behavior, discomfort, or other signs and symptoms of illness
- ensuring only one staff is performing administrative duties, allowing other staff to fully engage in supervision and childcare responsibilities

Supervisors will be responsible for overseeing all program expectations are being met, responsibilities of caregivers are being completed, and all caregivers are adequately engaged in best care practices. All staff will be provided with a copy of staff policies and procedures outlining best care practices and expectations. Supervision policies and practices are reviewed quarterly by the program coordinator with all childcare staff. All new staff are provided with a tour of each Kidz Club program at orientation to be aware of the programs indoor and outdoor environments.

During child registration and/or orientation, the supervisor will discuss SLSACS supervision policies and practices with the parents/guardians. Parents/guardians will be provided with a copy of the SLSACS parent handbook which will include supervision policies and practices.

It is the parent/guardian's responsibility to see their child safely to the program location and sign them in. Children in Kidz Club care cannot leave without a parent/guardian, parent/guardian consent, or approved adult listed on the registration form. However, if a parent/guardian provides prior written consent, their child may leave the program by either verbal communication or text; in this situation, the staff will sign the child out. Parents/guardians are expected to let staff know when a different person is picking up their child. Individuals picking up a child not familiar to the staff are required to present photo identification. Emergency contacts need to be over 18 years of age and living in Sylvan Lake for quick pick up access.

In the afternoon, staff are required to sign each child in upon arrival to the program and ensure the child is signed out when they leave the program. Sign in/out sheets will be readily available to parents/guardians and all staff. It is all staff responsibility to ensure attendance sheets are complete and accurate to reflect the number of children at the program. All staff will ensure head counts are completed and recorded every 30 minutes, and number of children is always known.



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Parent/guardians must inform Kidz Club when their child will be absent. Phone messages are checked at the beginning of each shift. If a child does not arrive when expected after school and staff have not received a call from parents/guardians excusing the absence, staff will check classroom/hallways, check with the teacher/office, and then contact the parents/guardians to confirm the absence.

When preparing for an offsite activity, staff will have a child meeting to review expectations while in the community and safety rules. All children and staff will wear a program T-shirt during offsite activities, which will include the Kidz Club program contact information. This will ensure children will be easily seen and identified as part of the Kidz Club group. Staff to child ratios will be reduced during off site activities to ensure the adequate supervision of children. Attendance will be completed more frequently while offsite.

Transitions from Kidz Club to classroom and vice versa will have Kidz Club staff walking Kindergarten children to and from class. Parents/guardians and children may request this assistance from staff. Staff will walk Mother Theresa students registered at OLR Kidz Club. to and from the bus stop at OLR. If a child being transported from Mother Teresa fails to make it to Our Lady of The Rosary School, parents/guardians are immediately contacted. Steps are taken by the parent/guardian to find the child. Once contact has been made with the parent/guardian, it is no longer Kidz Club's responsibility to track down the child.

If a child is left at the program after hours, staff will contact parents/guardians and/or emergency contact. A staff member will stay with that child until the parent/guardian or authorized person picks up the child. If a parent/guardian expects to be late, they must call the Kidz Club program to let staff know. Parents/guardians who arrive late (after 6:00PM) will be charged \$10 for the first 15 minutes and \$1 for each minute thereafter. Payment will be added to the monthly invoice. If parents/guardians are late picking up a child on a regular basis, childcare may be subject to termination. If contacts are not able to be reached, Child and Family services shall be contacted. In extreme cases, the RCMP may be called to assist staff. Incident reports will be completed for children left onsite and shall be forwarded to the licencing officer and program coordinator immediately.

The schools the Kidz Club programs run out of lock the front doors after school hours and during non-instructional days. Due to the doors being locked and to maintain program ratios, children may answer the door for parents/guardians with staff supervision.

In the event where custody is an issue, parents/guardians are responsible to provide custody documentation to verify who is responsible for the child's care.

### Staff to Child Ratios:

Kidz Club programs must follow the Alberta Childcare Licensing staff to child ratios. To ensure children are supervised at all times, there will be adequate staff at the program to ensure staff to child ratios are met. The staff to child ratio will never be exceeded, under any circumstances. During offsite activities, the number of staff to children will be increased. Staff must know the

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licensed capacity of each program. When there are more than 7 children onsite, there will be a minimum of two staff on shift. Staff to child ratios are as follows:

Kindergarten children 1:10

Grades 1 and higher children 1:15

### Indoor/Outdoor Play Space

**Reviewed and Revised May 2020**

Kidz Club programs will spend time outdoors daily. It is a time for fresh air, physical activity, connecting with and exploring nature, and fun in a safe place. Outdoor play is geared not only for free play but also for facilitated games and activities. In the case of bad weather or colder than -20 degrees Celsius (including wind chill), staff will find creative ways to support physical activity/play indoors. Children are encouraged to wear sunscreen, bug spray, and appropriate clothing outside to ensure personal safety.

As the programs are run at school locations, the school's playground will be utilized as the outdoor play space. The playground will be inspected daily, and the outdoor safety checklist will be completed before being utilized by children. Outdoor equipment includes swings, climbing apparatus, slides, monkey bars, etc. Kidz Club staff will position themselves around the playground covering all areas. If the staff is alone, they will travel around the environment. The entire playground area will be supervised to provide a safe, outdoor play environment that promotes creative and constructive play for children. Ratios will not be reduced at any time while on the playground. Emergency backpack, first aid kit, and attendance will be taken outside with staff.

An indoor safety inspection checklist is completed daily to ensure safety, appropriate cleaning is done, and to note any deficiencies. All broken toys/equipment will be reported to the supervisor immediately. All furnishings and equipment at Kidz Club will be maintained and in good repair, developmentally appropriate for children, and will be of sufficient quality and variety for children. Safety of equipment in programs and playgrounds will be discussed often between staff and children.

Indoor space is arranged so that a variety of activities can occur simultaneously. It is also arranged to meet the numbers diverse needs of children in the program. OLR Kidz Club, Steffie Kidz Club, and CP Kidz Club have an adequate and designated space available for administrative/staff purposes. Washrooms are easily accessible in each program and the program space equals 2.5 square metres per child. Indoor physical activity/play is supported as programs are run in gymnasiums. Alternative spaces are provided at each program in the event the gymnasium is unavailable. All alternative spaces must have prior approval from the licensing officer to ensure all requirements are met. Approved, alternative spaces for each program is as follows:

CP Kidz Club – STEPS classroom

OLR Kidz Club – common area

Steffie Kidz Club – library

## Administrative Records

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### Child Administrative Records

Reviewed and Revised May 2020

Each child enrolled in the Kidz Club program will have an administrative record containing registration information. The following information will be kept in each file:

- child's name, date of birth, home address
- completed enrollment/registration form
- parent/guardian(s) name, home address, and telephone number
- the name, address, and phone number of an emergency contact
- medication administration documentation, including written consent of parent/guardian for medication administration (if applicable)
- other relevant health information provided by the parent/guardian, such as immunization and allergies
- particulars of any healthcare provided to the child, including written consent from the parent/guardian
- documentation on child behaviour and incident reports
- each child will have a portable record for off-site activities, including the program playground

Kidz Club programs will keep child administrative records and will include the daily attendance of each child (arrival and departure times). Throughout the day, staff will complete head counts every 30 minutes and document attendance, ensuring all children are signed in and out of the program. Supervisors are responsible for ensuring attendance records are accurate and complete, reflecting the children in the program. The result of this monitoring will ensure program staff are always aware of the number of children onsite.

Supervisors are responsible for updating child records as necessary and reviewing to ensure all information is complete and accurate. Records will be reviewed at least twice a year in September and January. Parents/guardians are to notify the supervisor of any changes to their information. The supervisor will document the changes in the child's file and update the program coordinator and administrative coordinator. Child records will be kept for a minimum of two years after the child discharges from the program. All records will be made available parents/guardians and the licensing officer.

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## Kidz Club Before and After School Care Programs

### Nutrition and Safety

#### Nutrition and Food Handling Procedures

Reviewed and Revised May 2020

##### Nutrition:

A healthy afternoon snack will be provided by Kidz Club within a suitable time (approximately 4:00PM) of the children arriving. The snack menu will be made available to parents/guardians on the communication board. Any substitutions to the menu will be immediately and clearly documented on the menu. Supervisors will meal plan according to the Canada Food Guide and purchase groceries, unless otherwise assigned by the supervisor. A fruit, vegetable, and dairy option is provided at least once per week.

Children attending the program in the morning will have time to eat a breakfast brought from home, to accommodate individual family needs. On full days of childcare, parents/guardians are to provide a nutritious and nut free morning snack and lunch. Morning snack will be at 10:00 am and lunch at 12:30 pm. Parents/guardians should advise staff if the foods listed on the menu are not appropriate for their child; substitutions may be provided by the program or parents/guardians will pack extra food for the day. Staff will never deny food or water to any child requesting.

Kidz Club programs are **nut free**. All food allergies will be clearly posted in a prominent place to avoid reactions. Parents/guardians must read ingredient lists to ensure food brought from home is nut free. Any food containing nuts will not be able to be eaten by the child while at the program due to possible high allergic reactions. On full days of childcare, staff will check the children's lunches for any foods containing nut products. A note will be attached to the item reminding parents/guardians Kidz Club is nut free. The item will not be thrown away, it will be left in the lunch kit to be taken home.

Parents/guardians may bring a "treat" for a birthday or special occasion. Parents/guardians will let staff know prior to the special occasion and will bring a treat that includes the list of ingredients.

##### Special Dietary Needs:

Snacks and meals will be provided by parents/guardians for children with special dietary needs that are not conducive with the program menu. When food is brought from home, Kidz club encourages food to be nutritional and the following is required:

- food/lunch kit is clearly labeled with the child's name
- all food must be **nut free**

##### Food Handling and Sanitizing Procedures:

SLSACS staff are required to take the food handling safety course within six months of employment.

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Children are given the opportunity to help in the planning, preparation, and serving of snacks. Children helping with snack will wash their hands before putting on protective gloves. Children will be supervised continuously throughout this process. Children are not permitted in the kitchen without a staff. In the event the kitchen is inaccessible to the program, parents/guardians are required to provide a snack as snacks cannot be provided by the program due to health regulations.

Food preparation areas, surfaces, and serving utensils are sanitized after each use using one of the following methods:

### Approved Sanitizing Solution:

For sanitizing purposes, dilute 2.5mL of chlorine (non-scented household bleach) to 4 cups (1 litre) of water. A fresh mixture must be made daily and tested with bleach testing strips to ensure a concentration of no less than 100ppm. All bottles of sanitizing solutions must be clearly labelled.

### Three Sink Method:

- a. wash with a detergent solution that is maintained at a temperature of not less than 45 degrees Celsius
- b. rinse with clean water that is maintained at a temperature of not less than 45 degrees Celsius
- c. sanitize by immersing for 2 minutes in an approved sanitizing solution
- d. air-dry

A high temperature dishwasher can be used to replace the three-sink method. When the program does not have access to a dishwasher or ability to use the three-sink method, staff will serve the children pre-portioned snacks that will not require the use of serving utensils/dishes.

Staff are required to document the completion of all cleaning and sanitization on the daily cleaning checklist.

### Handwashing:

Hand washing is the single most important way to prevent spread of illness in childcare facilities. All Kidz Club program staff and children will wash their hands frequently, with soap and warm water for at least 20 seconds. Staff will role model appropriate hand washing practices and monitor children washing their hands as needed. Children and staff should wash their hands at the following times:

- at the start of the program and before going home
- after using the washroom
- before preparing food and handling food
- before and after eating
- after getting hands dirty (outside play, crafts, etc.)
- after wiping nose or handling tissues/body secretions
- after cleaning tasks
- before and after administering medications

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## Kidz Club Before and After School Care Programs

### Behaviour Management

#### Child Guidance and Discipline

Reviewed and Revised May 2020

#### Child Guidance:

The following outlines strategic interventions Kidz Club will utilize while guiding children in developing their own skills, such as positive coping skills, appropriate ways of expressing themselves, and problem-solving skills. Kidz Club will promote safety for the children and others.

Children are encouraged to spend time with staff expressing their feelings and working through conflict/frustrations. Children will be given the opportunity for personal time and/or a quiet activity to reflect, de-escalate, and emotionally regulate. Staff will utilize various methods and resources within the program to assist children to develop language regarding their feelings, such as age appropriate feelings charts, worksheets, behavioural goal plans, behavioral incident reports, and thinking sheets. Parents/guardians are invited to share their insight during this process and open communication with families will be practiced. All worksheets and documentation will be available to parents/guardians.

All parents/guardians are required to sign the child guidance and discipline policy (on registration forms), indicating their agreement and understanding. The policy will also be posted in the program and in the parent handbook for review. Supervisors will review the policy with parents/guardians during registration and/or orientation. New staff will familiarize themselves with the child guidance and discipline policy during orientation and give feedback to ensure they understand; these policies are reviewed quarterly with staff.

It is a Kidz Club goal to treat children equally, this includes respecting them in each moment of their skill development and interactions. Staff will use the following child guidance strategies but are not limited to the resources they may utilize to positively teach children appropriate behaviors and new skills:

**1.) Preserve the Child's Dignity** – Kidz Club will utilize teachable moments and role model appropriate skills. Staff will ensure the child's dignity is protected and confidentiality is maintained.

**2.) Set Clear & Reasonable Limits** - A social contract/set of rules will be established annually within the program. These rules will be developed with input from the children in a group discussion. Group rules and expectations will be created and posted in the program. This interactive process will focus on expectations of positive behaviours and will be reviewed/revised with the children throughout the year, as needed. Staff will ensure expectations are developmentally appropriate and children understand.

**3.) Encourage Efforts and Meaningful Feedback** - Staff will give positive, meaningful feedback to children on a regular basis to foster further growth in identified positive behaviors or skills. Feedback will be developmentally and age appropriate. Children are encouraged to use and are shown appreciation for good behaviors. Staff will allow children time to develop their own sense of self discovery.

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**4.) Cues** - Children will be redirected with cues from staff that are age appropriate and developmentally sensitive. This may include but is not limited to the following: verbal cues, hand gestures, props or pictures, and individualized signals.

**5.) Redirect Behavior/Early Intervention and Recognizing Stress** - Staff will practice recognizing possible triggers for behaviors and intervene in early stages to support de-escalation. Staff will redirect children and utilize creative techniques to support children in learning appropriate behaviours and responses; such as, changing the current activity that may be causing stress, allowing the child time away from the group, offering alternative responses to stress, responding in a respectful and non-judgemental manner. Children are provided with opportunities to practice skills and techniques, with gentle guidance by staff. Staff will work with children to develop appropriate language to express themselves, staff will model appropriate responses.

**6.) Change It** – Kidz Club will continually work on adapting to what works for the current group of children. If the program has trouble spots, parents/guardians and staff are encouraged to bring forward concerns and ideas on how to improve. Staff will discuss feedback during monthly staff, board, and supervisor meetings. All decisions will be a collaboration of staff, parent/child feedback, program coordinators/supervisors, and the board of directors.

**7.) Teach Conflict Resolution** - Staff will continuously utilize moments to teach children conflict resolution. Staff will support children in their own discoveries of working through conflict by engaging in conversations 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.

**8.) Setting Boundaries with Children** - Staff will set appropriate boundaries for children and clearly outline expectations. If a child is displaying negative behaviors, staff will intervene in a gentle manner. Staff will acknowledge the child's feelings and support them in utilizing appropriate coping skills.

**9.) Teach Appropriate Behavior** - Staff will observe the group, as well as the individual child to determine what skills need to be taught. The most effective way to guide children is by modelling the behaviour. Appropriate coping skills will be taught and discussed with children.

**10.) Practice Sessions** - Children will have opportunities to practice skills through staff guidance. Staff will facilitate activities that highlight skills, using real life situations to give guidance. For younger children, staff may practise social and behavioural skills with puppets and role play. Staff will be creative in methods used to teach children new skill development.

**11.) Active Listening** - Staff will attentively listen to what the child is saying by word, body language, and feelings. Staff will model active listening and will relay back their understanding of the child's feelings. Staff will be attentive and show concern for a child's feelings, in a non-judgemental manner.



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**12.) Redirection** - Staff will explain to the child why their behavior is inappropriate. Staff will utilize 'I messages' to accurately convey feelings about the behaviour and offer appropriate behaviour to replace it.

### Child Discipline:

The following outlines the discipline policies and procedures used in the Kidz Club program, alongside relationship building and child guidance strategies. Child disciplinary action taken will be reasonable to the circumstances and may help increase the personal growth of a child while developing problem solving skills.

At no time will physical punishment, verbal abuse, or emotional deprivation be used. Staff must not deny or threaten to deny basic necessities; and must not use or permit the use of any physical restraint, confinement, or isolation. All child disciplinary actions used will be relayed to parents/guardians. Staff are to respect the children, parents/guardians, and staff of the program. Staff are required to follow, and role model the same positive behaviours as the children. Expectations within the program will be clearly outlined and developmentally suitable. Kidz Club focuses on prevention of difficult behaviours and positively intervening in the early stages. Consequences will be aligned with the behaviour shown and staff will utilize each opportunity as a teachable moment.

Should the child behave negatively within the program, staff will intervene using child guidance strategies, and/or other applicable resources. Staff will discuss the situation with the child and parents/guardians at pickup, in a private setting. However, in the event these strategies fail to resolve a situation and Kidz Club has exhausted our own abilities to handle the child, **staff may contact the parent/guardian or emergency contact**. As it is imperative all children in our care are safe, Kidz Club may have to consider removing any child that is consistently disruptive, destructive, or abusive to other children or staff.

Behaviors that will not be tolerated and **can** be reason for immediate suspension and/or termination of care include:

- swearing, yelling, kicking, hitting, punching
- any sort of physical or threatening violence, including threatening tones
- spitting on/at others
- damage to property
- bullying
- running away/hiding from staff
- stealing
- bodily exposure or inappropriate gestures

Kidz Club staff will use the following steps to work with children and families who may be experiencing challenges within the program:

**Step 1:** Kidz Club will utilize school resources, community resources, and specific trainings to increase knowledge in best practices for child behavior interventions. Staff will collaborate at supervisor meetings, staff meetings, or special called meetings to discuss implementations of best practice. Staff will utilize child guidance strategies and reflect on possible reasons for the



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child's behavior (i.e. environment, lack of interest-based activities, relationship with staff and peers, etc.).

**Step 2:** Following an incident, staff will complete a positive action plan and a behaviour report with the child.

**Step 3:** The positive action plan and behaviour report will be shared with the parent/guardian to read and sign. Staff will discuss the incident with parents/guardians privately to identify possible reasons for the behavior and any current strategies that may assist staff in redirecting behaviour. The report will be placed in the child's file, and parents/guardians will receive a copy.

**Step 4:** If there are 5 positive action plans/behaviour reports in a child's file, a meeting with the supervisor, program coordinator/director, and parents/guardians will be scheduled to develop strategies to correct behaviour. The supervisor and parent/guardian will maintain ongoing, open communication to discuss if strategies are working or not.

**Step 5:** If after 3 weeks of implementing strategies the behaviour continues, a meeting will be scheduled with the supervisor, program coordinator/director, and parent/guardian. At this meeting staff will discuss additional strategies and/or the need to contact a professional/utilize additional community resources.

**Step 6:** In cases where outlined discipline methods fail, a satisfactory solution cannot be found, and staff are unable to support the child to thrive, the SLSACS board of directors will be utilized to discuss further strategies and/or termination of care.

Communication between staff and parents/guardians is imperative in coming to a favourable solution. **Any parent/guardian unwilling to meet with staff will result in termination of care.**

If a child has 3 reports in their file, the child will not be permitted to attend field trips or full days of care, for a period determined by the supervisor and program coordinator/director, with feedback from parents/guardians.

### Contraventions of Behavior Management Policies

Revised May 2020

All staff are expected to comply with SLSACSs policies and procedures with respect to child guidance and child discipline. Failure to comply will result in disciplinary action including a verbal warning, written warning, and/or termination from position. The following criteria is considered, but not limited to:

- seriousness of the offence
- actual or potential risk to a child
- past performance of employee or child
- frequency of occurrence
- previous disciplinary action taken

In the event of any physical or corporal punishment to any child, the staff will be immediately terminated from their position with SLSACS.

### Bullying

Revised May 2020

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

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behaviors include however are not limited to, intimidation, 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 expects all incidents of bullying to be reported to staff, supervisors, or the program coordinator. The *Child Guidance and Discipline policy* will be followed in addressing bullying behaviors. All pertinent information will be documented and communicated to parents/guardians. Bullying behaviors are taken seriously to ensure the safety of all individuals involved in Kidz Club and could result in the suspension and/or termination of care.

### Running Away

Revised May 2020

If a child runs away from the group and cannot visibly be seen, a staff member will attempt to locate the child. The staff is not required to leave school property to follow a child that has run from the group. If a child leaves program property, staff will immediately call the parent/guardian to inform them their child has left property. If the parent/guardian is unavailable, staff will contact the child's emergency contact. If the emergency contact is unavailable, staff will contact the RCMP. When the RCMP are contacted, an incident report will be completed by the supervisor and forwarded to the program coordinator and licensing officer before the end of the shift. Staff will not physically move or carry a child back to the program or out of their hiding space, but staff will continue to supervise the child.

In the event the RCMP are not called or the child returns to the program on their own, all incidents of running away are still required to be clearly documented by all staff involved. The incident will be shared with the parent/guardian and forwarded to the program coordinator. If the running away behaviour is ongoing, a meeting will be held with the supervisor, program coordinator, and the child's parent/guardian. A plan of action will be constructed to address this concern. All information from the meeting will be clearly documented in the child's file. Due to safety concerns, ongoing running away behavior could result in the suspension and/or termination of care.

## Healthcare and Medication

### Medication Administration

Reviewed and Revised May 2020

SLSACS will only administer medication with the written consent of a child's parent/guardian. The medication must be in its original, labeled container with the child's name and dosage of medication. Medication is administered by a supervisor or other assigned staff member. All medications, including over the counter medications (i.e. Tylenol, cough medicine, etc.) will only be administered according to the labeled directions; unless otherwise directed by a doctor, but must include the doctor's instructions. Medication is kept in a locked box inaccessible to children and/or in a locked box in the refrigerator, if required.

An *Individual Record of Medication* form will be kept for each child requiring medication. The record will include the following information:

- full name of child
- name of the medication
- time of medication administration
- amount (dose) administered
- signature of the staff who administered the medication

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- date medication begins and ends
- when medication was last administered
- how medication will be administered

Emergency medication will not be locked but kept inaccessible to others. Children with emergency medication will keep it in their backpacks kept in a separate area from the other children. All staff will be informed where the child's backpack is kept and what medication is in it. In the case of an inhaler or EPI-pen, self-administration is allowed because of the urgent need for it. In this case, a signed consent on the **Self Administration of Medication** form will be completed by the parent/guardian at registration. This form will be kept in the child's file, the portable records binder, and with the child's medication. The parent/guardian will ensure staff have instructions on how to administer emergency medications and perform any necessary medical procedures. A copy of the form will be placed in a clear plastic bag with the child's medication. This ensures that the medication form is always with the child if they are at different program locations.

Errors in medication administration (i.e. missed medication, incorrect dose, etc.) will be documented. The supervisor will report the incident immediately to the parents/guardians, program coordinator, and the licensing officer, as necessary.

Staff will observe children carefully while taking medications and monitor for any reactions after receiving medication. All medications will be sent home daily and returned each day by the parents/guardians. Staff will check expiry dates of medication, as needed.

### Allergy

**Reviewed and Revised May 2020**

Anaphylaxis is a serious allergic reaction and can be life-threatening. SLSACS will keep an updated and accurate list of known allergies present in the program. This will be posted on the communication board to raise awareness to parents/guardians, staff, school staff, and visitors. Notices and reminders will be sent out to ensure all families are aware Kidz Club is a peanut/nut free environment. Staff will check lunches and snacks children bring into the program to ensure safety measures are followed.

**Individual Record of Medication and Allergy Assessment** forms will be maintained, providing staff with all pertinent information regarding children's allergies. *The Allergy Assessment* form is optional for parents/guardians to complete; however, it will be encouraged as it provides in depth information regarding allergy signs, symptoms, and best care practices. Individual record of medication forms will be completed and signed by the parent/guardian upon registration and prior to staff administering medication. A copy of these forms will be kept in the program's portable records binder, the child's file, the child's backpack with their emergency medication, and/or in the medication lockbox with the medication. The *Allergy Assessment* form will include the following information:

- a description of the child's allergy
- monitoring and avoidance strategies
- signs and symptoms of an anaphylactic reaction
- parent/guardian written consent for staff to administer medication in the event their child has an anaphylactic reaction, and/or the *Self Administration of Medication* form
- emergency contact information and emergency services contacts
- updates or changes to the allergy, medication, or treatment; including if the child no longer needs the medication

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## Kidz Club Before and After School Care Programs

To reduce the risk of exposure to anaphylactic causative agents', SLSACS will not use certain foods like nuts and shellfish, and materials/foods used for craft and sensory programming (based on allergies of children attending). Each child's allergies/food restrictions will be assessed on an individual basis in conjunction with the parent/guardian and supervisor, a plan will be put into place accordingly.

The supervisor will review with all staff the child's individual plan, including the emergency procedure to be followed if the child has an anaphylactic reaction. Epinephrine (Epi-pen) will be carried by the child in their backpack, which will be in a separate location from the other children. All Kidz Club staff are required to have first aid training, including recognizing the signs and symptoms of an anaphylactic reaction and proper use of an Epi-Pen. When a child with an allergy is enrolled, all staff will review the procedures to be followed in the event of the child having an anaphylactic reaction.

### **Health Care**

**Reviewed and Revised May 2020**

All staff must have First Aid certification within six weeks of commencing employment with SLSACS. A first aid kit is in the programs emergency backpack that will go out to the playground and all off-site activities. The first aid kit is checked and restocked monthly by the supervisor to ensure there are adequate supplies. SLSACS will provide or allow for the provision of health care to a child only if written consent from the parent/guardians is obtained or the health care provided is in the nature of first aid. Consent to provide health care will be completed by the parent/guardian on the child's registration form, it also includes the use of sunscreen, bug spray, etc. by the program.

### **Accident or Illness**

**Reviewed and Revised May 2020**

In the case of an accident or serious illness involving a child, the parents/guardian and/or emergency contact will be called immediately. If it is not safe to wait for the parent/guardian to transport the child to the hospital, an ambulance will be called to ensure the child receives medical attention, as necessary. Appropriate first aid and care will be given to the child by staff until medical help arrives. The program coordinator will be contacted immediately and notified of the situation; the parent/guardian will be kept up to date until they arrive.

The supervisor will complete incident reports for all injuries and accidents requiring the child to need medical attention, a serious injury or illness, and/or any other incidents that occur that affect the health and safety of a child. Reports will be forwarded to the licensing officer and program coordinator prior to the end of the shift. The program coordinator will document and track all incidents. Reports will be reviewed at monthly staff and board meetings to discuss patterns, preventative measures, and ensure all staff have the appropriate training. Incident reports are reported by the program coordinator to childcare licensing each year through an annual audit.

### **Potential Health Risk**

**Reviewed and Revised May 2020**

To reduce and prevent the spread of illness in the program, children displaying signs and symptoms of illness are not allowed to attend the program, until symptoms have resolved. If a staff knows or suspects a child is sick, staff will make observations on the child's symptoms and behaviors to determine if the child will be sent home. The supervisor or designate will contact the child's parent/guardian. If the parent/guardian is unavailable the emergency contact will be

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contacted. Parents/guardians must arrange for the immediate removal of the child from the program. Staff expects the parent/guardian to arrive within 30 minutes of receiving a phone call. Children will not be permitted in the program if the following is observed:

- fever, diarrhea, new unexplained rash or cough, nausea, and/or vomiting
- the child requires greater care than can be provided without compromising the other children
- the child is displaying symptoms that indicate the child poses a health risk to others at the program.

Children can return to Kidz Club after being ill if the following guidelines have been met:

- 48 hours after last incident of diarrhea or vomiting
- 24 hours after fever or other symptoms have subsided
- With a note from a physician stating the child is cleared from any contagious symptoms, including a return date

SLSACS staff must follow the above noted guidelines when returning to work after illness. Parents/guardians will be informed of these policies at registration and/or orientation, as well as in the parent/guardian handbook.

Staff will document all instances of ill children, to be placed in the child's file. Documentation will include:

- child's name
- date the child was observed to be ill
- name of staff who identified the child was ill
- time the parent/guardian was contacted
- name of the staff member who contacted the parent/guardian
- time the child was removed from the program
- date the child returned to the program

### Outbreak Management

**Reviewed and Revised May 2020**

If the number of children/staff that have become sick with similar symptoms is more than usual, the facility may be having an outbreak. During outbreaks, Kidz Club programs will operate differently to reduce the spread of the illness. If an outbreak is suspected, the supervisor will notify the program coordinator. The program coordinator will contact Alberta Health Services (AHS) to report the details of the suspected outbreak. Kidz Club will follow all AHS guidelines to manage the illness. During outbreaks, the recommended disinfectant is a solution of 1/3 cup of household bleach to 4 cups (1 litre) of water, creating a 1000ppm chlorine solution. Staff will use testing strips to ensure the appropriate solution is used. SLSACS staff will follow the below guidelines during a potential outbreak or after an ill child has been at the program:

- increased, frequent hand washing
- toy/equipment sanitizing with an approved solution
- no sensory activities
- avoid contact with blood/stools and body fluids
- wear gloves and disinfect area the child was in
- document and review with all staff

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### **Supervised Care for Sick Children**

**Reviewed and Revised May 2020**

In the case of a sick child, SLSACS will have a staff monitor the child as far away as practicable from the other children. Parents/guardians will be called if their child is displaying signs and symptoms of an illness; Parents/guardians are expected to make arrangements to have their child removed from the program within 30 minutes of receiving the call from staff. A staff supervise will keep the child comfortable until they are picked up.

### **Sun Safety**

**Reviewed and Revised May 2020**

SLSACS will encourage healthy lifestyle habits and make daily outdoor time safer for children in relation to 'sun safety'. Staff will ensure the following guidelines are used for children at Kidz Club programs:

- children will apply sunscreen of SPF 30 or higher with assistance of staff as needed, 30 minutes before outside activities
- staff will check expiry dates of sunscreen monthly
- sunscreen may contain peanut oil; staff will check ingredients lists to avoid allergic reactions (any chemical with **arachis** refers to peanuts)
- children are encouraged to wear hats when outside
- there should be some shade available for the children to take a sun break, activities are set up in shaded areas to avoid direct exposure if possible
- where possible, outdoor time should be scheduled before 11:00 am and after 3:00 pm when the sun's rays are not as intense
- staff should be aware of the temperature and UV index when making plans to be outside in the sun
- sunscreen should be reapplied often, especially when water play is involved
- staff will have drinking water on hand and available for children to reduce the risk of dehydration
- staff will discuss sun safety practices with children and role model safety precautions
- sunscreen is provided by the parent/guardian, labeled with child's full name, and kept at the program location. Parent/guardian written consent is required, which will be completed in the child registration forms



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### Emergency Evacuation

#### Emergency Evacuation

When evacuation of a Kidz Club program becomes necessary (i.e. fire, smoke, etc.), program staff will indicate the need to evacuate. Staff will instruct the children to stop what they are doing and encourage them to move quickly and calmly towards the exit. A designated staff will line the children up at the appropriate exit door and lead them to the programs predetermined muster point. The supervisor or designate will be the last one out, making sure all children and staff have evacuated. The supervisor will take the emergency backpack, which includes children and staffs' portable records, the program cell phone, and attendance list. The supervisor will follow the group and take attendance to ensure all children and staff are accounted for.

If staff and children are unable to re-enter the program premises due to safety concerns, they will proceed to the program's alternative emergency location. The program coordinator will be contacted immediately. When it is safe to do so, parents/guardians will be contacted and informed of the emergency evacuation. Parents/guardians must give written consent at registration and be aware of the program's alternative emergency location. There will be no transportation to the alternative location unless it is unsafe to walk. In this situation, a taxi service will be used, as they have the appropriate insurance. Children will be cared for until they can be picked up. All emergency evacuations in the program will be documented by the supervisor in an incident report and will be reported immediately to the licensing officer. The supervisor will forward a copy of the report to the program coordinator.

The program coordinator/director and supervisors will ensure all staff are aware of emergency evacuation procedures. These procedures will be reviewed at orientation, as well as quarterly (September, December, March, June). Fire drills will be completed monthly at each Kidz Club program with the use of a handheld bell to alert the children. Supervisors will lead these drills, but all program staff will be trained and must know what to do in the event of an emergency evacuation. Monthly fire drills will be documented and posted visibly within each program. These documents will be kept on file for a minimum of two years. Emergency procedures are posted in each program to remind staff what to do in the event of an emergency evacuation. All required emergency phone numbers are posted and readily available to staff.

Kidz Club programs are checked before each shift for potential hazards. All staff are responsible for ensuring exits and passageways leading to exits are always clear and safety checklists are completed daily. The programs emergency contact/after hours number (the program coordinator 403-877-9056) will be clearly posted on the outside door of each Kidz Club program location.

Program staff will have ongoing discussions with the children to ensure they are aware of what to do in the event of an emergency evacuation. Topics such as public safety and strangers are also discussed, specifically before off-site activities. Due to environmental emergencies (i.e. storms), Kidz Club will ensure there is available and operational emergency lighting (i.e. flashlights). In a lock-down situation, children will be kept in a room under close supervision.

### COVID-19 Protocols

# Sylvan Lake School Aged Card Society (SLSACS)

## Kidz Club Before and After School Care Programs

### **COVID 19 Policies and Procedures**

Changes have been made for the 2020-21 school year regarding policies and procedures in place to protect the safety and well being of the children in SLSACS care. Guidelines can be found at <https://www.alberta.ca/assets/documents/covid-19-relaunch-guidance-daycare-out-of-school-care.pdf>