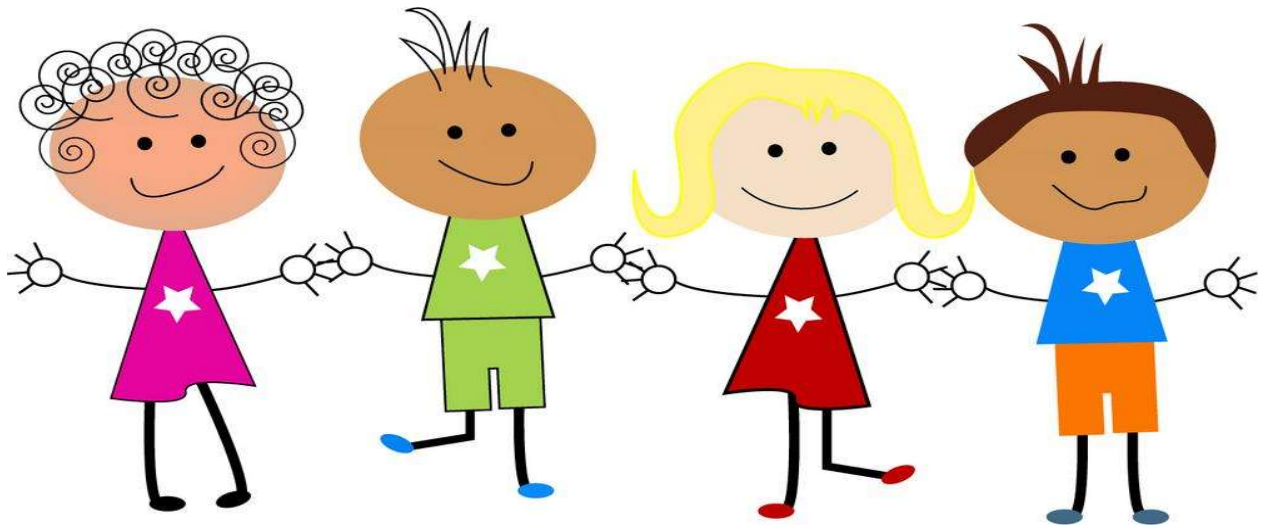


# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care



## Parent/Guardian Handbook

Updated August 2021

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

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

SLSACS Board of Directors, program coordinator, financial 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 programs strive to offer children a home away from home where they can feel supported, safe, and connected. The program offers an inclusive environment for all children; in which they can develop new skills, learn through play and interactions with peers and adults, and explore 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.

#### **Objective and Goals**

Sylvan Lake School Age Care Society (SLSACS) 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, encompassing Kindergarten to grade 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.

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 and observations, 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 the interests, questions, and concerns of the Kidz Club group. Observations will be documented on an ongoing basis.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### Kidz Club Programs

Sylvan Lake School Age Care Society (SLSACS) is a non-profit, licensed out of school care program. Kidz Club programs offer 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

4720 45 Avenue, Sylvan Lake

Steffie Kidz Club operates in the school gymnasium, with a daily take down/set up style of programming. The library and a classroom are 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 to offer natural play setting opportunities. This location is utilized for full days of care and summer programming.

**Licensed capacity:** 50 (gymnasium), 33 (library), 42 (classroom)

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

403-396-5086

olrkidzclub@live.ca

4520 Ryders Ridge Blvd, Sylvan Lake

OLR Kidz Club operates in the school gymnasium, with a daily take down/set up style of programming. This program has access to the school kitchen and utilizes the gathering 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 location.

**Licensed capacity:** 50 (gymnasium), 43 (gathering area)

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

403-887-4062

cpkidzclub@live.ca

4815 43 Street, Sylvan Lake

CP Kidz Club operates in the school gymnasium, with a daily take down/set up style of programming. Classroom #127 is used as an alternative programming 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 (Classroom #127)

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### SLSACS Administration Contact Information

<b>Program Coordinator</b> General inquires, registration	<b>Ph:</b> 403-877-9056	<b>Email:</b> slsacsdirector@live.ca
<b>Financial Coordinator</b> Accounts, payments, subsidy information	<b>Ph:</b> 403-505-7225	<b>Email:</b> slsacsdirector@live.ca
<b>After Hours/Emergency Contact</b> Program Coordinator	<b>Ph:</b> 403-877-9056	
<b>Mailing Address</b>	Box 8939 Sylvan Lake, AB T4S 1S6	
<b>Website</b>	<a href="https://sylvanlakeschoolagecaresociety.com">https://sylvanlakeschoolagecaresociety.com</a>	
<b>FaceBook</b>	Sylvan Lake School Age Care Society-Kidz Club	

### Operating Procedures and Fees

#### Operating Procedures

##### 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 8:15am** and after school care from **3:00 to 6:00pm**; Monday to Friday (on school days).

##### Holidays:

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

##### Full Days of Care:

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

##### Summer Programming:

During July and August, Kidz Club offers summer programming from **7:00am to 6:00pm**, Monday to Friday (excluding holidays).



# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### Payments and Fees

#### Payments:

Postdated cheques for monthly childcare fees for September to June are due at the time of registration, for enrollment to be considered complete. Cheques are made payable to SLSACS and dated the first day of each month. SLSACS is unable to accept cash or credit card as payments. All payments must be submitted prior to the child attending the program. Parents/guardians are responsible for ensuring monthly childcare fees are paid on time and balances are not carried forward into the next month.

Monthly fees are paid in advance to secure the child's spot in the program, therefore there are no refunds or credits on fees if the child is absent from the program (i.e., sick days, vacation, etc.).

If an account balance is 30 days overdue, without payment arrangements made with the financial coordinator, childcare will be suspended until payment is received in full. Late payments are subject to a late fee charge. To register, all account balances must be paid in full.

### Fee Schedule

#### Grade 1-6

Before school care	\$250/month
After school care	\$350/month
Before and after school care	\$400/month

PD days included in monthly fees (excluding school breaks/school holidays)

#### Kindergarten

Before school care	\$150/month
After school care	\$200/month
Before and after school care	\$250/month

PD days included in monthly fees (excluding school breaks/school holidays)

#### Full Days of Care

School breaks/School holidays (i.e., Christmas break, winter break, spring break, etc.)	\$30/day
*PD days included in monthly childcare fees	

#### Additional Fees:

Registration Fee (non-refundable)	\$50/year
Summer Registration Fee (non-refundable)	\$30/summer

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### Full Days of Care Fees:

Full days of care included in monthly childcare fees include PD days, compressed days, non-instructional days, etc., as outlined on the school divisions calendar. Full days of care must be signed up for in advance to ensure the program meets the required staff to child ratios. 24 hours cancelation notice is required when cancelling these days, if no notice is received parents/guardians may be subject to a cancellation fee charge.

Full days of care for all school breaks/school holidays, as listed on the school divisions calendar, are charged at a rate of **\$30/day**. Full days of care must be booked and paid for in advance by the specified deadline, to ensure the required staff to child ratios are met. Full days of care fees are **non-refundable**, unless two weeks written cancellation notice is provided.

Full days of care will only operate based on a minimum of 8 children enrolled. Sign up sheets will be available at each Kidz Club program. If full days of care are cancelled, parents/guardians will be notified, and the payment will be returned/refunded.

In the registration package, parents/guardians will be provided with a calendar outlining all additional paid days throughout the school year, this information will also be posted at each Kidz Club location on the parent communication board.

### Summer Programming Fees:

Summer childcare fees are charged at a weekly rate. Fees are \$175 per week, or \$150 per week for any weeks the program is only open for four days due to a statutory holiday.

All fees are non-refundable unless parents/guardians provide **two weeks written notice to cancel** scheduled days. Post dated cheques dates for the first of each month (July/August) are due with summer registration, along with the summer registration fee, and any other applicable fees (i.e., field trips, hot lunch, etc.) for the child's spot to be secured.

All Kidz Club programs combine at one program location during the summer months.

### Registration Fees:

#### Before and After School Care:

Registration for the school year begins each year on June 1 for current members. Registration will open on June 15 of each year to the public; subject to space availability, on a first come, first serve basis. If there is no space available, the child will be placed on a waiting list and contacted when space becomes available. A **\$50.00 registration fee** per child is due annually at time of registration; this fee is required for the child's enrollment in the program to be considered complete. This fee is **non-refundable** and used for administration fees and to offset program costs.

#### Summer Program:

Summer registration begins each year on May 1 for current Kidz Club members and May 15 for non-members; subject to space availability, on a first come first serve basis. The registration fee for summer programming is **\$30.00 per child**. This fee is **non-refundable** and due with summer registration forms, for registration to be considered complete and the child's spot to be secured.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### Late Pickup Fees:

Kidz Club programs close at 6:00pm. Parents/guardians picking up their children after this time will be charged a late fee. Late fee charges are as follows: **\$10.00 for the first 15 minutes and \$1.00 per additional minute thereafter.**

Staff are unable to drive children home. 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 Fees:

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

### NSF Fees:

Monthly childcare fees are processed on the first of each month. If the bank returns a 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 day of the following month.

### **Subsidy**

Parents/guardians utilizing 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 month of childcare fees, and any other fee that subsidy does not cover; including but not limited to, full days of care, field trips, etc.

It is the responsibility of the parent/guardian, to notify the program if they will be utilizing childcare subsidy. The first month of childcare fees will be processed, this amount will be used as a deposit and kept on the account as a credit. The program receives payments one month behind from subsidy and amounts received may fluctuate monthly, based on the number of hours the child attended care the previous month. **Please note:** subsidy approval amounts are based on the number of hours the parents/guardians applied for. If these hours are not met, subsidy may only cover a portion of the fees and parents/guardians will not receive the full amount they were approved for.

Parents/guardians will be notified of any balances/credits on their monthly statements. Parents/guardians will be required to provide payment (cheques) to cover the outstanding difference between the invoice and subsidy payment, account balances must be caught up by the first of each month.

It may take up to three months for subsidy to make adjustments after an account has been closed. SLSACS is not responsible for reminding parents/guardians of their subsidy renewal. Subsidy 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:**

**CP Kidz Club** 80001495      **OLR Kidz Club** 80002023      **Steffie Kidz Club** 80001499

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### **Termination of Care**

Two (2) weeks written notice is required from parents/guardians prior to the termination of their 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/credits. Parents/guardians can obtain the *Termination of Care* form from the program their child attends. If childcare is required at a later date, a new registration must be completed.

### **Change of Care**

Two (2) weeks written notice is required from parents/guardians prior to changing their child's care with 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 or adjustments to accounts. Parents/guardians can obtain the *Change of Care* form from the program their child attends.

### **Board of Directors**

As a non-profit organization, SLSACS operations are overseen by a governing body, the SLSACS Board of Directors. The 5 to 9-person board is made of parent/guardian volunteers; SLSACS strives to have a diverse range of parents/guardians on the Board. Members meet monthly to review program operations, goals, fundraising ideas, financials, and policies/procedures. The Board of Directors collaborates with the program coordinator, financial coordinator, and occasionally supervisors. The program coordinator and financial coordinator provide program updates during monthly meetings and work to ensure information is exchanged from board meetings to parents/guardians and program staff.

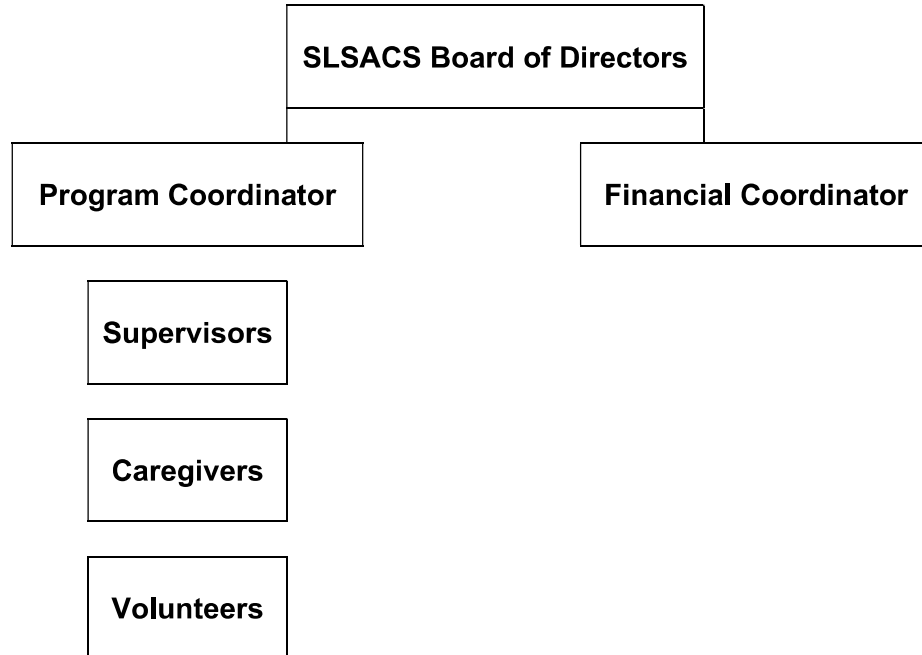
All members of the SLSACS Board of Directors are required to sign an *Oath of Confidentiality* and *Code of Ethics* annually. All Board members are required to have a current (dated within six months of joining the board, and every three years thereafter) criminal record check with vulnerable sectors completed. The Board of Directors will adhere to board bylaws, which includes roles and responsibilities of its members.

In addition to monthly board meeting, there is a parent portion of each meeting. All parents/guardians are invited; parents/guardians will be provided with program updates and will be given the opportunity to share feedback, concerns, and ideas for the programs.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### SLSACS Organizational Chart



### Grievance Procedures

#### Grievance Procedure (for parents/guardians)

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 procedures 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

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

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, and Members at Large), program coordinator, financial coordinator, supervisors, caregivers, and volunteers & practicum students.

## Technology

### Technology

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. The children and staff may utilize Kidz Club technology devices together to search for crafts/games/theme ideas at any time.

On full days of childcare (i.e., PD days, winter break, Christmas break, spring break, etc.), technology days are at the discretion of Kidz Club staff. Some technology devices (portable game systems, tablets, I-pods, etc.) may be brought from home on scheduled technology days. However, program staff are not 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).

### Social Media

SLSACS will utilize the Sylvan Lake School Age Care Society - 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/or 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 accounts.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### Early Learning and Child Care

#### Programming

##### Kidz Club Programming:

SLSACS understands the importance of play opportunities for children and how it greatly affects child development. 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 the children and will be appropriate for the season. Toys and materials are rotated to avoid boredom and spark new interest. Kids club will create an environment where children feel safe, respected and where children have choice and feel their voice matters. Staff will observe the interest, skills, body language/behaviours, and needs of all children to ensure it is considered in daily programming; Observations will be documented daily. Staff will maintain frequent and consistent communication with the children in care.

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

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

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 and staff are also encouraged to share their ideas and input for programming. Kidz Club will have a suggestion box and annual surveys for input and suggestions. Children will be encouraged to share their ideas directly with staff at anytime.

Children's birthdays will be recognized and celebrated. Each program has a treasure box with small items (pens, pencils, notepads, etc.) for the child to choose from on their birthday.

All staff will be familiar with the *School Age Care Environmental Scale* (SACERS). The scale will be discussed and analysed during staff meetings. All staff are encouraged to share their insight and provide feedback on ways the program can implement SACERS into daily programming.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

Rules and expectations for children will be age and ability appropriate. Staff will have ongoing conversations with children to ensure they understand and are encouraged to provide their own input on programming. Kidz Club will meet each child's developmental needs in the following areas:

### Mental Needs:

Program staff will support each child's developmental needs. The program will create a safe environment for children by providing nurturing relationships, assisting the children in building positive relationships with others, nurturing the child's confidence, and providing children with social opportunities. Program staff will maintain ongoing communication to develop and assess strategies used within the programs. Kidz Club will provide various opportunities to meet the needs of the children in the group, including literacy time and reading materials readily available, science experiments, math activities (i.e. monopoly), puzzles, educational games and activities, STEM challenges, cultural activities, discussions, and exploring topics the children are interested in. Children will be given opportunities to explore and experiment within their environment. Staff will create a welcoming environment where children feel confident and are encouraged to ask questions and share their ideas.

Kidz Club programs will support children in developing confidence and self esteem. Examples of strategies used in the program include but are not limited to:

- support and role model positive self talk
- use the child's name and speak to the child at their level
- praise the child for their accomplishments
- demonstrate that staff support is unconditional; staff will not shame, criticize, or compare the child to others
- staff will provide leadership/teamwork opportunities such as, children planning activities, being snack helper, being a buddy to younger children in the group, attendance helper, etc.
- staff will join in play and take the lead of the child, following accordingly with activities, programming, and routines.
- provide opportunities for children to give opinions and make choices, to be freethinkers
- set goals with the children
- create a sense of belonging for all children by hanging children's pictures or artwork in the program
- support and encourage the child when facing their fears
- provide children with a variety of activities to help them develop their passions, interests, and skills; encourage children to try and develop new interests or skills

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



# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

rights of others, encourage strategies to support relationships and develop problem-solving skills. Program staff will support the child's social skills development by:

- using teachable moments to discuss and practice empathy
- teaching and demonstrating boundaries and personal space
- practicing, using, and role modeling manners and social skills
- providing opportunities for children to share and take turns
- practicing listening (i.e., through circle time)
- providing opportunities for cooperation/teamwork (i.e., clean up time, group STEM challenges, etc.)
- making eye contact with children
- taking field trips in the community to broaden the children's view of the world around them and teach the importance of social and environmental responsibilities
- supporting the children's understanding of safety issues and awareness of the community
- encouraging children to express themselves in a positive manner and providing guidance, as needed

Program staff will encourage and provide opportunities for children to develop thinking and language skills through:

- open communication with the child
- asking the child questions about their interests, play, and experiences
- communication about feelings and assisting children to identify their feelings and assigning words for them
- asking the children to describe and explain
- reading stories
- participating and facilitating circle time with the children

### Emotional Needs:

Kidz Club will support the emotional needs of the child by fostering 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. Regular check ins with children will occur to ensure staff are being responsive to each child's need for guidance or support. 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 be provided with a structured environment, so they know what to expect yet be flexible to meet each child's needs. Children will have access to a variety of play experiences to promote the following:

- problem solving
- decision making

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

- flexible thinking
- emotional regulation
- facing and overcoming fears
- working through challenges

### Spiritual Needs:

Kidz Club programs will support each child's spiritual needs, as appropriate. Kidz Club will provide a safe and welcoming environment to all children and will support children in finding meaning, purpose, structure, and value in their lives. Kidz Club will support children to developing their spiritual needs through the following:

- provide a variety of activities and opportunities for children to develop/explore their skills, passions, and interests.
- children will have the freedom to explore and ask questions
- staff will observe the children and provide activities that meet the interests of the children
- staff will be actively engaged in play but allow for the child to take the lead; staff will ask questions and listen
- children will be provided with new experiences
- children's uniqueness will be celebrated, staff will support and encourage their curiosities

### Physical Needs:

Children will be provided opportunities to develop their fine and gross motor skills. A variety of activities will be readily available to children to participate in/access to develop these skills. This includes but is not limited to crafts, scissors, pencils, balls, sports equipment, and planned group and individual games/activities. Children will have the choice to engage in the activities that interest them. Children are given the opportunity to help plan these activities.

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.

Program staff will support children's physical needs development through the following:

- planned and spontaneous daily physical activity and movement
- providing children with nutritional food while at the program
- daily time outdoors
- regular sensory stimulation

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

- ensuring children have the time and space to play
- a safe environment by completing daily checklists, cleaning, and removing hazards
- ensuring children can rest when needed

### **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 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 interests, questions, and concerns of the Kidz Club group.

Kidz Club will document all emergent planning and activities on programing 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 overstimulated 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**

Children are required 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**

SLSACS provides children of all abilities equal access to a meaningful before and after school care program. All children will be respected and valued within programs. 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 within the program. Program activities and routines are modified, as needed, to accommodate all abilities, so every child can participate. Adaptations and strategies used by staff will be specific to each child; This includes but is not limited to, accommodating specific transitions from the classroom to the program, adjusting the environment to meet the needs of

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

the children (i.e., provide a quiet area, dim lights, etc.), and modify routines to meet the needs of the children in the group. Kidz Club believes in providing developmentally appropriate experiences for all children and encourages and role models the socialization of children with their peers.

Transitions between activities are consistent yet allow for flexibility to meet the individual needs of children who may require additional support. SLSACS values input from parents/guardians and encourages them to be actively involved in the decision-making process. Program staff will maintain regular communication with all parents/guardians to assess current strategies in place, their child's progress, and any other pertinent information. Parent/guardian expertise on their child will be valued and respected. The program and parent/guardian will make mutually agreed upon goals to meet the needs of the child; goals and care plans will be documented in the child's file, and all staff will ensure they are aware. 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.

The program coordinator will ensure all staff have the confidence and skills to appropriately respond to children facing challenges within the program or in supporting children with exceptional needs. The program coordinator will organize additional trainings, workshops, presenters, etc., for staff, as needed.

The program will work as a team to provide insight, suggestions, feedback, and/or strategies for responding to challenges within the program or in supporting children with exceptional needs.

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 community resources for children and families who require additional supports. Information is posted on the parent/guardian communication board. The program will also access the Inclusive Child Care program for additional supports, if required.

### **Diversity**

Kidz Club programs are inclusive to all children from 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 promotes complete acceptance for all. Children will be provided with opportunities to gain an understanding of the world around them by experiencing a curriculum that is meaningful.

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 the program will recognize children's unique qualities.

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

On the registration form, parents/guardians may indicate if they would like to share their cultural background with the program. Parents/guardians will be encouraged to share their knowledge and experiences within the program. Programs will incorporate culture in the program on a consistent basis to provide meaningful experiences for all children.

The program will have a variety of materials available (i.e., pictures, music, books, food, etc.) in the program to represent the culture, language, and backgrounds of each child.

The program coordinator will organize cultural diversity training for staff, as needed.

### **Off-Site Activities**

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 care (i.e., school breaks, PD/non-instructional days, etc.). Staff will inform parents/guardians of upcoming off-site activities through verbal communication, postings on the parent communication board, monthly newsletters, the Kidz Club Facebook group, Remind App/Texts/Email, and on field trip permission forms.

All offsite activities will be planned to ensure all important factors are taken into consideration; this includes but is not limited to, staffing required, potential safety/risk factors, supervision arrangements, how staff will communicate, what staff will be attending, and who will be responsible for specific groups of children.

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. If the offsite activity is a regular occurring event, one consent form will be required for the year but will include all necessary information as outlined in the *Early Learning and Child Care Act* and Regulations.

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. Program staff will maintain regular verbal communication with one another to ensure all children are accounted for and any pertinent information is shared.

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

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

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. Each staff will be designated a group of children to be responsible for during offsite activities.

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.

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**

SLSACS will strive to build and maintain positive, supportive relationships and connections with all parents/guardians. The program will work with parents/guardians to support their child's unique, individual needs; to enhance programs, ensure the safety and well-being of the child is a priority, and to maintain a respectful and welcoming environment for all. 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 supported and utilized to share their expertise as a parent on situations that affect their child(ren).

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. Survey results will be made available to members on the parent communication board, in monthly newsletters, and/or through regular communication

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

between the parent/guardian and staff. Parent/guardian feedback will be encouraged on a regular basis through staff communication and a suggestion box.

Parents/guardians are invited to attend monthly parent meetings (dates will be posted in the monthly newsletter, on the parent communication board, and/or on the program social media page). Parents/guardians are recruited by the SLSACS Board of Directors to serve on the Board of Directors to assist in overseeing SLSACS's vision and goals. Monthly parent meetings will discuss policies, procedures, program overview, upcoming programming/events, and any other information regarding best practices within the program. Members will be encouraged to share their ideas and provide feedback to enhance our childcare services.

The parent communication board will be discussed during orientation with new members and all new postings will be communicated to members.

When possible, the program will plan engagement opportunities for members and staff. This will include but is not limited to an open house, BBQ, the annual Halloween Mixer, celebrations, and a staff appreciate night.

Staff will maintain regular communication to encourage members and children to share feedback and suggestions for activities, programming, policies and procedures, and their child's progress in the program.

### 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 will review the registration package to ensure all information is completed, collect payments, discuss the fee schedule, review the parent handbook/policies and procedures (i.e., supervision, programming, child guidance, emergency procedures, etc.), 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 regarding their child.

### 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.

### 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. Communication between staff and families includes, but is not limited to the following:

- Written communication such as monthly newsletters, parent/guardian handbook, incident reports, positive action plans, field trip forms, SLSACS website, Kidz Club Facebook group, and daily programming sheets/posts on the communication board.

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

- Verbal communication 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.
- 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.

## **Community Involvement**

### Community:

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. SLSACS will collaborate with partners to support the development of children in the local community. Kidz Club will utilize community resources, such as the family resource network, the library, Inclusive Child Care program etc., to create partnerships and collaborate 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 monthly newsletter, when available and appropriate. The program will maintain and display current community resources for parents/guardians, children, and staff who may require additional support or information. Each program will maintain an ongoing list of community resources and pamphlets, which will readily be available to staff and members at each program.

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, this includes but is not limited to, attending parades, BBQs, community events, field trips, participating in fundraisers, supporting the food bank, recycling initiatives, and connecting with senior's care facilities, etc.). Kidz Club will take all opportunities to be actively involved within our community. These opportunities will be discussed with staff at monthly staff meetings, and staff will be encouraged to share their ideas and provide feedback. This information will be shared with members during monthly parent meeting, where member feedback and suggestions will be encouraged.

SLSACS will utilize community resources on field trips such as local parks, skating rinks, swimming pools, etc. The children are encouraged to explore their community during field trips,



# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

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 and allow children to further develop their skills and develop new interests.

The SLSACS administration and Board of Directors will create annual goals, this will include developing new ways to be involved in the community and planning fundraisers. 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 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:**

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 provided 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 child guidance strategies are consistent between the two entities.

SLSACS programs are fortunate to be hosted in local schools and continuously works to create and maintain positive partnerships between the organization and the school. Parents/guardians and staff are encouraged to show care, interest, and appreciation towards the school facility and school staff.

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/wet footwear at the schools' entrance. Parking is in front of the schools; Kidz Club staff and parents/guardians are not to park in the school's staff parking lots.

### **Transportation**

Kidz Club programs do not provide transportation to children.

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 locate the child.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

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.

### Transportation for Special Events:

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. SLSACS will ensure any transportation used meets all requirements as outlined in the *Early Learning and Child Care Act* and Regulations, as well as has the appropriate insurance.

## Supervision and Safety

### Supervision Practices

#### Supervision:

It is SLSACS's priority to ensure each child's safety, well-being, and development through regular and consistent supervision and observation. 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 indoor/outdoor play space to ensure thorough childcare and supervision
- actively participating and engaging in play and activities with the children; being attentive to each child's individual needs and the environment
- performing attendance checks/head counts a minimum of every 30 minutes throughout program hours, before going outdoors, when returning indoors, during offsite activities, and at shift changes and documenting attendance checks
- observing and monitoring children adequately during all activities; intervening early and guiding children who are experiencing challenges, and/or positioning themselves in the play space where children may require additional supervision and support
- 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, if necessary, to ensure staff are fully engaged in supervision and childcare responsibilities
- ensuring the view of the children is not obstructed by setting up the play areas and furnishings in a way to ensure all children can adequately seen and supervised
- ensuring there is enough staff on shift to meet the individual needs of the children in care
- completing indoor and outdoor safety checklists at the start of each shift to identify hazards and safety issues

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

- ensuring communication with all staff on shift
- checking in with children frequently throughout their time in program

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*.

### Signing Children In/Out of Program:

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 the program without a parent/guardian or approved adult listed on the registration form. However, if a parent/guardian provides prior written consent, and there is a mutually agreed upon written plan in place, as agreed upon by the supervisor, program coordinator, and the parent/guardian, the child may leave the program by either verbal communication or text; in this situation, the staff will sign the child out and follow the plan accordingly. 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 program staff are required to present photo identification. Emergency contacts must be over 18 years of age and living in Sylvan Lake for quick pick-up access.

For after school care, 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. All staff are responsible for ensuring children are signed in, and 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 a minimum of every 30 minutes, and number of children is always known to all staff. When a child leaves the program, staff will communicate that to all staff on shift.

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 and authorized to pick up the child from program.

### Absences

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 verifying the absence, staff will check the child's classroom/hallways, check with the teacher/office, and then contact the parents/guardians to confirm the absence.

### Late Pickup:

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 a late fee. 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,

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

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 afterhours and shall be forwarded to the licencing officer and program coordinator immediately.

### Supervision During Offsite Activities:

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.

### Transition from Program to Classroom:

Transitions from Kidz Club to classroom and vice versa will have Kidz Club staff walking Kindergarten children to and from the classroom to the program location. Parents/guardians and children may request this assistance from staff. Staff will walk Mother Theresa students (grade 5 and 6) 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 OLR Kidz Club, parents/guardians are immediately contacted. Steps are taken by the parent/guardian to find the child, and the program coordinator or designate will be available to assist the program and parent/guardian in locating the child. The supervisor or designate will maintain communication with the parent/guardian until the child is located. The supervisor will ensure all staff are aware of what bus number the child takes, expected departure/arrival times, and the bus drivers phone number available in a prominent place within the program as well as the child's file and *Important Information Binder*.

## **Primary Play Space**

### Indoor Play Space:

Indoor physical activity/play is supported as the programs operate in the school gymnasium, which exceeds the minimum capacity requirement of 2.5 square meters per child. The indoor space is arranged so that a variety of activities can occur simultaneously, and children can be adequately supervised (i.e., no blind spots). Staff position themselves around the play space to ensure children are adequately supervised. It is also arranged to meet the numbers diverse needs of children in the program.

Washrooms are easily accessible in each program which the children access independently, if appropriate to their development needs.

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 and repaired or discarded, as required. All furnishings and equipment at Kidz Club will be maintained and in good repair, developmentally appropriate for children, and will be of

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

sufficient quality and variety for children. Safety of equipment in programs and playgrounds will be discussed often between staff and children.

### Alternative Programming Spaces:

Alternative spaces are provided at each program in the event the primary space (gymnasium) is unavailable. All alternative spaces must have prior approval from the licensing officer to ensure minimum requirements are met. Parents/guardians will be notified in advance if programming will be taking place in the alternative space. Approved, alternative spaces for each program are as follows:

**CP Kidz Club:** classroom #127

**OLR Kidz Club:** 'gathering' area

**Steffie Kidz Club:** library, classroom

### Outdoor Play Space:

As Kidz Club programs are operated in at school locations, the school's adjacent playground will be utilized as the program 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. The program emergency backpack, first aid kit, phone, and attendance record will be taken outside with staff.

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.

## Records

### **Child Records**

Each child enrolled in the Kidz Club program will have a file (paper record) containing the completed registration form and all pertinent information. Records will be easily attainable and include all information as indicated in the *Early learning and Child Care Act* and Regulation. The following information will be kept in each child 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, relationship, and phone number of an emergency contact

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

- medication administration documentation and written consent from parent/guardian for medication administration (if applicable)
- other relevant health information provided by the parent/guardian, including immunization, allergies, and medical conditions
- particulars of any healthcare provided to the child, including written consent from the parent/guardian
- custody documentation, if applicable
- documentation on child behaviour and incident reports

Kidz Club programs will keep child records and daily attendance of each child (arrival and departure times). Supervisors are responsible for ensuring attendance records are accurate and complete, reflecting the children in the program. Child records will be kept in a file cabinet/box in the staff area. The staff area will be locked when program staff are not present.

The supervisor or designate will complete files reviews regularly with parents to ensure information is accurate and up to date. Records will be reviewed a minimum of twice a year. Parents/guardians are to notify the supervisor of any changes to their information. The supervisor will document the changes on the *Change of Information* form and place in the child's file and update the program coordinator and financial coordinator. Child records will be kept for a minimum of two years after the child discharges from the program. Child records and attendance records will be always made available to the licensing officer and to the child's parents/guardians at reasonable times., as requested.

## Nutrition and Safety

### Nutrition

A nutritious afternoon snack will be provided by Kidz Club, within a suitable time of the children arriving (approximately 4:00PM). Staff will ensure children have the appropriate time and space to eat meals while at the program. Meals will be eaten together in the common area, or at tables set up in the gym. Children are required to be sitting during mealtimes. Staff will never deny food or water to any child requesting and ensure snack portions meet the needs of the child. Additional snacks will be made available to meet the individual nutritional needs of the children in Kidz Club care.

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 required to provide morning snack and lunch. Staff will encourage meals brought from home to be nutritious. Morning snack will be served by 10:00am and lunch by 12:30 pm.

The monthly snack menu will be made available to parents/guardians on the parent communication board. Parents/guardians can request a copy of the menu at any time. Any substitutions to the menu will be immediately and clearly documented on the menu. The supervisor or designate will meal plan according to the Canada Food Guide; children will be involved in the planning process. Snacks will include items from a minimum of two food groups.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

During orientation, new staff will review the Canada Food Guide and will receive additional training, as required.

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 provide a snack for their child for Kidz Club program.

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**

All food allergies will be clearly posted in a prominent place in the program to avoid reactions. During orientation, discussions will take place on how to respond to adverse food reactions.

Kidz Club programs are **nut free**. 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. 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. On full days of childcare, staff will check the children's lunches for any foods containing nut products.

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

## Child Guidance

### 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 all children and staff.

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/care plans, 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.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

All parents/guardians are required to sign acknowledging they have read and understand the child guidance policy (on registration forms), indicating their agreement and understanding. The policy will also be posted in the program on the parent communication board 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 policy during orientation and give feedback to ensure they understand; these policies are reviewed quarterly with all childcare staff.

At no time will physical punishment, verbal abuse, or emotional deprivation be used. Staff must not deny or threaten to deny necessities; and must not use or permit the use of any physical restraint, confinement, or isolation. All child guidance action 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.

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 discuss child guidance strategies and techniques regularly during monthly staff meetings. Staff will collaborate and brainstorm additional strategies and techniques for child guidance if children are experiencing challenges within the program. Parents/guardians and/or the school staff, if necessary, will be involved in strategies used on the child to maintain consistency between the program, home, and classroom. 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.

**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.



# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

**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.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

**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 Care Plans:

Should the child experience regular challenges within the program or require additional supports, 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, and/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 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 guidance interventions. Staff will collaborate at supervisor meetings, staff meetings, Board meetings and/or special called meetings to discuss implementations of best practice. Staff will utilize child guidance strategies and reflect on possible reasons for the 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 care plan and incident report (program-based form) with the child and/or parent/guardian.

**Step 3:** The care plan and incident 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.

**Step 4:** If there are 5 behavioural incident reports in a child's file in a specified period and/or the strategies outlines in the care plan are no longer meeting the needs of the child, a meeting with the supervisor and parents/guardians will be scheduled to assess and redevelop strategies, to

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

assist the child in being successful in the program. 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, and parent/guardian. At this meeting, staff will discuss additional strategies and/or the need to contact a professional/utilize additional community resources. 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 suspension/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.**

### Bullying

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 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

If a child leaves the group and cannot visibly be seen, a staff member will make every attempt to locate the child. 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 child cannot be located, staff will contact the RCMP. When the RCMP are contacted, an incident report (licensing form) 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 contacted, or the child returns to the program on their own, all incidents of running away are still required to be clearly documented on an incident report (program-based form) by 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 the 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.

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

### Healthcare and Medication

#### Medication Administration

##### Consent:

Kidz Club programs will only administer medication to children with the written consent of the child's parent/guardian. Parents/guardians who indicate their child requires medication during operational hours, are required to complete the *Individual Record of Medication* form; Parents/guardians will provide written consent to administer medication on this form, as well as the specific information regarding the medication (i.e., time, dosage, etc.). The form is kept in a clear, sealable bag where the medication is stored. The location of the medication and consent will be accessible and known to all staff. Medication and consent storage will be portable (i.e., locked box), that can be taken on offsite activities, if required.

##### Medication Administration:

Medication is administered and documented by a supervisor or designate. 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. The medication must be in its original, labeled container with the child's name and dosage of medication. Parents/guardians will be notified that the medication was administered.

An ***Individual Record of Medication*** form will be kept for each child requiring medication. This record, which includes parental consent for medication administration, will be completed by the supervisor or designate each time medication is administered. This record will be kept in a clear labeled bag, where the child's medication is stored.

Staff will observe children carefully while taking medications and monitor for any reactions after receiving medication. Staff will check expiry dates of medication, as needed.

##### Errors in Medication Administration:

Errors in medication administration (i.e., missed medication, incorrect dose, etc.) will be documented in an incident report. The medication error will be reported immediately to the parents/guardians and program coordinator. If the medication error causes the child to become seriously injured or ill and requiring first aid, or the program requests emergency healthcare, and/or requires the child to remain in hospital overnight, the supervisor or designate will notify the licensing officer immediately, and an incident report will be forwarded within 48 hours.

##### Storage of Medication:

All medication, except for emergency medication, is kept in a locked container inaccessible to children and/or in a locked container in the refrigerator, if required. The ***Individual Record of Medication*** form will be stored with the medication in a labelled clear, sealable bag.

##### Emergency Medication:

Any medication used by a child to prevent a medical emergency will include a written plan, agreed upon by the supervisor and parent/guardian consent to administered emergency medication if required. Emergency medication will not be locked; Emergency medication will be

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

accessible to program staff and the child, but inaccessible to all other children. Children with emergency medication will keep it in their backpacks or in the program emergency backpack. The emergency medication will be kept in a separate area from the other children. All staff will be informed where the child's emergency medication is kept and what medication it is. 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/consent is always with the child.

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. This form will be kept in the child's file and with the child's medication.

### Allergy

Anaphylaxis is a serious allergic reaction and can be life-threatening. Supervisors 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, 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.

Allergy Assessment and/or Individual Record of Medication forms will be maintained by the program supervisor or designate by having ongoing communication with the child's parent/guardian regarding the child's allergy. All staff will be made aware of allergies within the program and 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.

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.

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

### **Health Care**

All employees must have First Aid and CPR certification within six weeks of commencing employment with SLSACS. A first aid kit will be kept in the emergency backpack that will go out to the playground and on all off-site activities. The first aid kit is checked and restocked monthly by the supervisor or designate 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. Written consent to provide health care will be completed by the parent/guardian on the child's registration form; Consent will also specify the use of sunscreen, bug spray, etc. to be applied on the child by program staff.

Any child who requires specific health care while in the program will have a plan in place which will include the child's name, description of health care, and the details of the provision of health care (i.e., required staff training, etc.), as well as parent/guardian written consent.

### **Accident or Illness**

#### Notifying Parents/Guardians of Accident or Illness:

In the case of an accident or serious illness involving a child, the parents/guardian will be contacted immediately. In the event the parent/guardian cannot be reached, the child's emergency contact will be called.

#### Response to Accident or Illness:

In the case of a serious accident or illness, program staff will ensure the child receives medical attention, if necessary. Program staff with approved first aid certification will follow first aid protocols to provide care and first aid, as required.

Parents/guardians or the emergency contact will be notified immediately by a staff member. Parent/guardian information will be readily available and accessible to all staff. If it is not safe to wait for the parent/guardian or emergency contact to transport the child to the hospital, 911 will be called immediately 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 or designate will be contacted immediately and notified of the situation; the program coordinator or designate will respond as required and be available to assist in the program to ensure the safety and well being of all children, as needed. The child's parent/guardian will be kept up to date until they arrive.

### **Potential Health Risk/Illness**

To reduce and prevent the spread of illness in the program, children displaying signs and symptoms of illness are not permitted 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

# **Sylvan Lake School Age Care Society (SLSACS)**

## **Kidz Club Before and After School Care**

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

- fever, diarrhea, new unexplained rash or cough, and/or vomiting
- the child requires greater care than can be provided without compromising the care of other children
- the child is displaying signs and 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 or,
- 24 hours after fever or other symptoms have subsided or,
- With a note from a physician, including a return date stating the child is cleared from any contagious symptoms and/or does not pose a health risk to others, including a return date

## **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. Each program will have the emergency evacuation exits/routes posted in each program. The emergency evacuation will be posted and visible from the outside of the building, as well as the program emergency/after hours contact (Program Coordinator)

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.

The program coordinator and supervisors will ensure all staff are aware of emergency evacuation procedures. These procedures will be reviewed during orientation, as well as quarterly with all employees (September, December, March, June). Employees will sign the policy review form acknowledging they have read and understand the program emergency

# Sylvan Lake School Age Care Society (SLSACS)

## Kidz Club Before and After School Care

evacuation procedures. Emergency procedures are posted in each program to remind staff what to do in the event of an emergency evacuation. The programs emergency contact/after hours number (the program coordinator 403-877-9056) and the programs emergency evacuation procedures will be clearly posted on the outside door of each Kidz Club program location.

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.

Program staff will have ongoing discussions, where developmentally appropriate, with the children to ensure children 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.

Kidz Club will ensure there is available and operational emergency lighting (i.e., flashlights) in the event of environmental emergencies (i.e., storms). In a lock-down situation, children will be kept in a room under close supervision.

The programs emergency evacuation procedures and the telephone for the after-hours program contact (program coordinator or designate: 403-877-9056) will be posted in a prominent place in the program premise, clearly visible from the outside of the program.

All emergency/safety contact information and the employee and children's portable records will be readily available and easily accessible in the event of an emergency. The programs evacuations procedures will align with the school's evacuation procedures to maintain consistency for the children between the school and program.

### CP Kidz Club Emergency Evacuation Procedures:

**Muster Point/Meeting Place:** Small playground on the south side of the school

**Alternative Emergency Location:** Sylvan Lake Family and Community Centre. 4301-48 Street Sylvan Lake

### OLR Kidz Club Emergency Evacuation Procedures:

**Muster Point/Meeting Place:** Fence on south side of the school, adjacent to the school playground

**Emergency Alternative Location:** Sobeys, 900-3715-47 Avenue

### Steffie Kidz Club Emergency Evacuation Procedures:

**Meeting Place:** Small hill (southeast of the school facility/playground)

**Alternative Emergency Location:** Incline Industries 4417- 50 Street Sylvan Lake