



PARENT MANUAL

Connaught Out of School Care Program

**1121 12 Ave SW
Calgary, AB T2R
0J8**

Phone: 403-370-8815

Welcome to Kids@ Churchill Park

We are very happy that you have chosen to enroll your child at the Kids@ Churchill Park, Connaught Out of School Child Care location. We are certain that the experience will be positive for your family.

This handbook is designed to provide parents with a summary of what you and your child can expect at Connaught Out of School Child Care including care, curriculum, and operational practices.

Kids@ Churchill Park is a non-profit child care and family support agency providing quality child care experiences and early learning opportunities to Calgary families. We have been both pioneers and leaders in the child care and family services field since 1969.

Kids@ Churchill Park serves the child care needs of children from young infants to school age through group child care centres, out of school centre, and up to sixty (60) Calgary family day homes. Our seven (7) licensed programs are:

- ☀ Bright Lights Child Care (Manchester Industrial)
- ☀ Connaught Out of School Care (Beltline)
- ☀ Kahanoff Child Care (Beltline)
- ☀ Pump-Kin Patch Child Care (Downtown)
- ☀ Play Penn Child Care (Downtown)
- ☀ Sunridge Child Care (Sunridge)
- ☀ Parkside (Hillhurst)

Kids@ Churchill Park's child care programs are provincially licensed. We work hard to exceed provincial standards in all areas. We invest in quality programs and services including enhanced food and nutrition programming, regular outings and extras that enhance child development, and rich educational programs and a current curriculum that build upon the imagination and potential of each child.

Our Vision

Where Igniting Children's Potential is Our Passion!

Mission Statement

We are a non-profit community organization where 100% of resources are re-invested in your children to nurture curious mind, healthy bodies and happy hearts.

Values

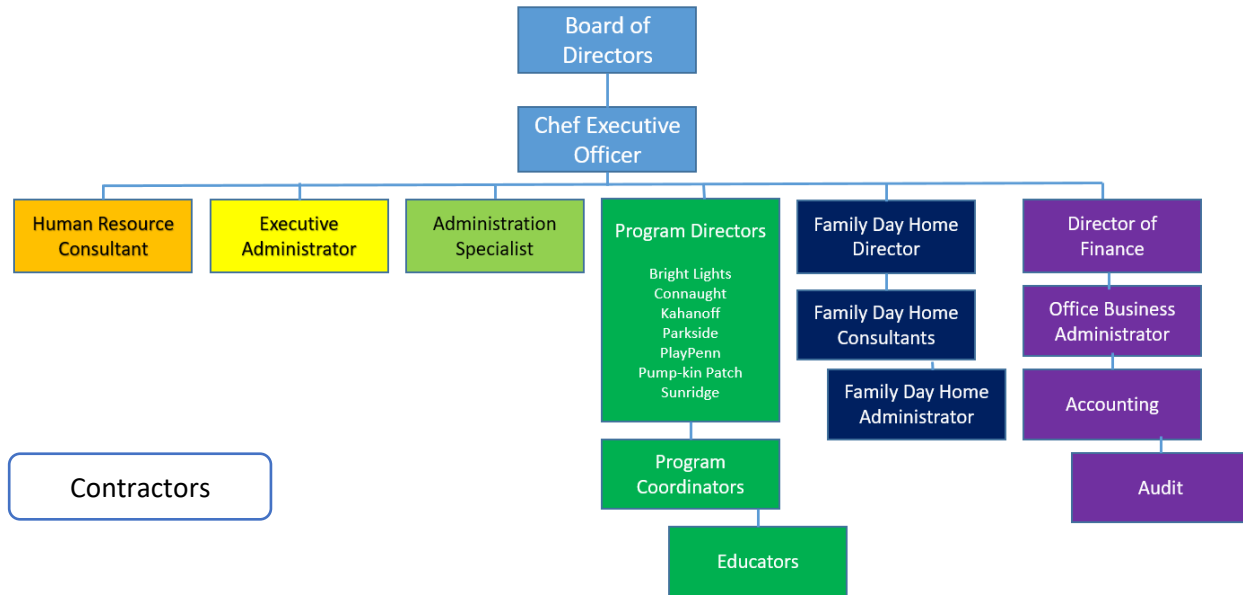
- ☀ **Accountable and Trustworthy**
- ☀ **Togetherness** – Lift each other and build a team dedicated to service
- ☀ **Communicate with Authenticity** – Connect with openness, transparency, and respect to create genuine relationships
- ☀ **Passionate and Positive Can-Do Attitude**
- ☀ **Co-Lead and Commit to Learning** – Seek and respect different perspectives, commit to move forward, and create incredible outcomes for all

- ☀ Always choose **Compassion** and **Kindness** to create a culture of warmth and belonging
- ☀ Stay **Humble** and have **Fun!**

Our Team

Highly trained, supported and passionate staff are the key resources for igniting children’s potential. Our Educators are deeply committed to their own professional learning so that they can continue to offer the highest level of current child care practices in Calgary.

For a current list of our team, please go to <https://www.churchillpark.ca/our-team/>



Board of Directors

Kids@ Churchill Park has a dedicated and talented volunteer Board of Directors who share a common vision and goal for the organization, a place where child care professionals partner with families and the larger community to ensure children are better ready for life.

The Executive Leadership Team

The Executive Leadership Team is made up of our Chief Executive Officer, contract HR Director and contract Director of Finance.

Leadership Team

Each licensed child care centre is led by a Program Director and Program Coordinator.

Program Teams

The team in each program includes a Program Director, Program Coordinator, Primary Educators, Team Supports, and On-Call staff. The Educators employed at Connaught Out of School Child Care include qualified Early Childhood Educators, who fulfil the requirements for Primary Educators in each program group. The expectation for the Educators is to provide quality, professional, learning experiences for children and families, and to respond to each child respectfully and thoughtfully. Team Supports complement the team of Educators by providing Educator coverage, enhancing groups by providing additional support, and offer general program support. On call staff provide occasional

child care in the absence of regular staff.

Each program has Team Supports to compliment the team of Educators. On occasion, an On-Call staff will replace a regular staff's absence. On Call Staff are also provincially certified and screened.

Staff will be required to provide, upon employment and at renewal dates, evidence of provincial Early Childhood Educator certification, a positive criminal record clearance including vulnerable sector search, approved first aid, and evidence on-going professional training. Staffs' names and credentials are posted in the centre for parent information. Newly hired staff are oriented into a position prior to having unsupervised access to children in care.

Central Kitchen

Our qualified food service staff are educated and trained in approved food service while accessing additional training for children's nutritional needs.

Central Administration

Our Main Office team is comprised of our Executive Administrator, Administrative Specialist and Office Business Administrator. The Centralized Administration team oversees the waitlist and new enrollment for each program, financial responsibilities including billing, payroll, and subsidy, and general support to the Leadership Teams.

Volunteers

There are times when volunteers, such as students or parents, will be part of the program. Volunteers are not responsible for the supervision of the children, will not be left alone with children, or be a part of the regulated ratio or as an enhanced staff during a field trip. Volunteer duties will not include guiding children's behaviour, first aid, or addressing parent concerns. Volunteers, other than parents, must provide evidence of a clear criminal record check and adhere to the confidentiality practices.

Therapists and other support staff are not responsible for the supervision of children in care.

LICENSING LEGISLATION & PROGRAM STANDARDS

As licensed child care programs, Kids@ Churchill Park child care centres maintain a Provincial Child Care license in good standing in accordance with the Alberta Early Learning and Child Care Act and pursuant Regulation. Inspection reports are posted on the Ministry of Human Services website and in the parent information area at the centres. The child care centres are also inspected annually by Alberta Health and the Calgary Fire Department.

Capacity

The maximum licensed capacity at the Connaught Out of School Care Program is up to 58 children from kindergarten to grade 6.

Hours of Operation

The Connaught Out of School Program operates during the school year of September to June. The hours of operation are:

- Kindergarten from 7:45am – 5:30pm, Monday to Thursday, and full days on Fridays when the Kindergarten is closed.
- After School Care is offered at the time of the dismissal bell to 5:30pm.

- Full day care is available from 7:30am – 5:30pm for non-instructional days as shown on the school schedule.

The program schedule aligns with the Connaught School schedule for closure dates. A schedule is provided to parents. Overnight care will not be provided. The program is closed on all stat holidays, and our annual Professional Development day which is September 30.

Child Groups

Children are divided into one of two groups, either in the main room or the gym. The grouping is based on age, child development and interest, and the number of children in care. It will include a mixed group of children.

Child Care Setting

The Connaught Out of School Care Program is designed to welcome children and parents into a comfortable, respectful, nurturing child and family friendly environment. The space allows children the freedom to be who they are, while inviting parental involvement to create a community. The setting includes an indoor gym, atrium, washrooms, stage, kitchen, outdoor space, playground (east side), field (west side), and locker room for storage.

Each program room is designed, furnished, and set up for the age and development of children in attendance. The space allows for displays of interest for children and for their creations. The space provides opportunities for independent exploration and choice of materials, in a safe and comfortable space. Attention has been made to incorporating natural elements into the space including materials, light, and plants. Natural and artificial light is appropriate to the activity.

The environment will recognize and include diverse cultures and life styles representative of families utilizing care, the staff, and the community. The provision of the children's program and environment will be offered in a manner responsive and inclusive to all abilities.

Outdoor Activities

The Connaught Out of School Care Program believes that daily outside time is a contributor for healthier growth and development. Educators will plan and provide daily outdoor experiences for all children in care, except in cases of extreme weather conditions. An approved outdoor play space is located on the east and west side of the school. The space offers a variety of play experiences through intentional planning, appropriate equipment and toys, and space arrangements. During the times that children are in this area, it will be enclosed for their safety. Please remember to secure the gate upon entering and exiting. On days when the weather is extremely cold, days with a temperature of -20C with wind-chill factor or extremely wet, supervision of students will be provided indoors. Air quality, including sunscreen, hats, and attention to peak sun times will be implemented as per guidance from Environment Canada.

Child Admission Information

Early Childhood Educators promote respect for all individuals regardless of age, race, life-style, gender, culture, religion, language or ability. The Connaught Out of School Care Program is barrier free and includes every child in the activities, with additional supports as needed or as requested by the program.

What a Child Needs to Bring

Within the program, each child is provided with a space to place their belongings, at the entry to the

main classroom.

- All children require adequate outdoor gear suitable to current weather conditions. This may include hat, scarf, mitts, boots, snow pants, jacket, covered toe shoes, rain gear, sunhats, etc.
- All children require closed-toe foot wear at all times including a pair of indoor shoes. Sandals are discouraged.
- Toys or electronics from home are to be arranged with staff prior to being sent into the program.

Registration

A completed and signed Registration Form and Financial Agreement are required prior to the first day of child's care. Information gathered at registration is required by the *Early Learning and Child Care Regulation* to ensure the child's care needs are accurately documented. Parents are requested to notify the program when their child will be absent from care by texting 403-370-8815. The program is not responsible for the care of your child until they arrive into the Program.

Parent Fees

A signed Financial Agreement is required upon enrollment and acts as a contract between the parent(s) and the Kids@ Churchill Park.

Parent fees are calculated monthly as per the financial agreement, and due on the first of each month for that month. Parents are required to sign up for Pre-Authorized Payment. Parent fees also include center closures noted in the annual closure schedule. There is no adjustment for times the child is absent from care such as illness or vacation as the fees are based on enrollment not attendance. Parent fees include food service and some additional activities.

Subsidy and Affordability Grant

Alberta Children's Services offers a child care subsidy program and Affordability Grants. This provides funding for eligible families towards the cost of care. Further information can be found at <http://www.child.alberta.ca> or call 403-297-6100. Parents are responsible for the full fee unless written approval of subsidy has been received, at which time parents will be responsible for any fees not covered by the Provincial subsidy program.

Termination of Care

Should the Parent/Guardian wish to terminate care, the Parent/Guardian must provide at least 30 days written notice of their intention. Fees are charged per month and any refunds will only be issued for full months. Alternately for termination, one month's fees may be paid by the parent or guardian in lieu of notice. Please email your withdrawal form to jalbright@churchillpark.ca and admin@churchillpark.ca

Discontinuation of Care

1. Support and Inclusion: We strive to assist with any social, emotional, or behavioral concerns that may arise with children in our care. We will work with parent(s)/guardian(s) to find a solution within our program and will make every effort to help all children feel included and have a sense of belonging.

2. Fit: There may be times when our program may not be a good fit for your child. While we will make every effort to work with families to receive supports, there may be instances where our program cannot meet the specific needs of your child.

3. Alternative Care: In such scenarios, we may need to ask families to seek a program that is better suited to their child's needs. We will do our best to assist in this transition.

4. Safety: The safety of all children in our program is among our top priorities. If any child poses a threat to the safety of all children, discontinuation of care may result and without further notice.

Program of Activities

Children in care are provided with a safe, healthy and developmentally appropriate environment coupled with caring, knowledgeable, professional educators. The facility is intentionally designed with flexibility to accommodate a child's needs within an intentionally planned child friendly and comfortable space. It is a priority that the children's environment be free of hazards, clean, and organized. Children's independence is encouraged throughout daily activities to promote self-skills, self-esteem, and enhance development.

Developmental domains including motor skills (large and small muscles), language, intellect, creative, social, and emotional are considered in the program of activities. Literacy is a component found throughout the children's environment.

The Kids@ Churchill Park Educators will provide a respectful space for children and adults allowing a child to develop a sense of trust and security. This would include respectful interactions between adults, and adults with children. Educators will communicate warmth and acceptance in their responses to children's feelings and needs, during activities, and daily care. Educators will respond to children's needs in timely, kind, respectful manner. Positive words of encouragement and understanding will guide communications. Children's successes will be recognized and celebrated to create positive self-esteem and encouragement. As developmentally appropriate, children will be encouraged to express feelings in socially appropriate ways. In the interim identifying feelings and modelling problem solving skills, will be part of the respectful environment.

CHILDREN'S PROGRAM

Curriculum

The Alberta Curriculum Framework builds on early learning and child care frameworks that have been developed around the world by applying foundational knowledge and understanding of how children learn and develop, assisting educators in making meaningful curriculum decisions. Children's development, interests and own voice are the key ingredients for provocations and planning activities.

DEVELOPMENT ENHANCEMENT

When an Educator or a parent expresses concerns about an area in the progress of a child's development, the Program Director and/or Educator will meet with the parents to discuss the concerns. It may be determined through observations of the child, that changes are required in the child's program, the environment, or it may be determined that extra support is required from an outside agency to assist in the child's success. Parental participation and communication are necessary in determining the program of activities and goal setting that best meets the needs of the child.

With parent consent and involvement, the Kids@ Churchill Park Connaught Out of School Care Program will collaborate and communicate with school personnel for resources in meeting a child's needs, when deemed necessary. It may be determined that outside resources, such as referrals for therapists may be in the child's developmental interest (i.e. speech/language, behavior, etc.) or

recommended medical assessments. Written parental consent is required prior to referring a child to an agency or consulting with school personnel.

PARENT PARTICIPATION

The success of a child's experiences at Kids@ Churchill Park's programs includes the collaboration and relationship between parents and the Educators. Educators recognize and respect the primary role of parents in the care and teaching of their child and will strive to provide a program that compliments the goals that the parents have for their children.

Educators recognize that families are unique in their values, experiences, and needs for their children. Parents are encouraged to share this information with the Educators to allow them to provide a holistic approach to meeting the child's and family's needs in the program.

Parent Communication

Newsletters and notices are emailed and are also available on the Kids@ Churchill Park Website, and may be posted in the centre with up to date information on the child care centre operations, functions, and special activities.

Family Events

The Connaught Out of School Care Program will host events for parent gatherings and information sharing, with topics related to but not limited to child health, child development, and child care information.

Parent/Educator Meetings

Educators meet and communicate with parents on a regular basis and a scheduled annual meeting. This time is also used for general discussion of the child's needs and successes, as well as for parent feedback of the child care service.

OPERATIONAL PRACTICES

Supervision of Children

Active and participatory supervision strategies are implemented through visual and auditory strategies such as:

- The positioning of staff in intentional spaces of children's play
- Through interactions with children, through knowledge of each child's needs and group dynamics, and
- An awareness of "busy" times of day where extra diligence is required.
- Children's abilities and development are considered in the implementation of supervision strategies.
- During higher risk activities such as outing, additional educations will be provided to enhance supervision of children.

A child's independence and privacy are also considered. Children will have access to designated washrooms within the school. Staff may escort children to the washroom.

The Educators will maintain that all children are accounted for both on and off program premises through regular head counts and roll calls. An electronic attendance is used through Timesavr on tablets, as well as a paper copy for quick access and portability.

Confidentiality

Kids@ Churchill Park recognizes the need for, and respects, the privacy of each family and child using the service. Information obtained about children in care and their families is held in confidence except where requested by approved authorities (licensing, police, court and children and family services)

As a parent participant in the program, you will observe other children in care and staff. Please respect the privacy of every child and family by avoiding discussion of observations. If there is an observed concern of a staff's practice, please bring this concern forward as per Practice statement for Concerns/Complaints shown in this manual.

To model respect for a child, the staff will not discuss concerns about the child in the child's presence or the presence of other children. Educators will only discuss a child in care with that child's legal parent/guardian.

Photographing/Filming of Children

Photographs of children are used to document and share your child's experiences. Parent/guardian authorization is required prior to the childcare centre staff photographing or filming your child. Photographs may be shared or displayed through various forms including emails through Timesavr and posted within the centre, website or in Churchill Park promotional materials. Parents may only take photos of their own children.

Field Trips/Outings

On occasion, Educators will plan for off-site outings within the community. An off-site outing is any area beyond the licensed child care space (beyond the outdoor play area). Outings are done with intention, thought, and a plan. Parents are always welcome to join their child on an outing. Child care staff implement procedures necessary to provide a safe and positive experience during an off-site outing with the children. Neighbourhood walks and field trips require parental consent and will be within a limited area that includes sidewalks and controlled crossings. Parents will be notified in writing of the details of the outing including location, safety precautions, supervision plan, purpose, and method of transportation. Child care staff ensure that Off-Site Outing Procedures are implemented, including access to child emergency records, documented parental consent, safety awareness of outing, record of attendance, care supplies including first aid kit and medications, and purpose and appropriateness of outing for children. Unfortunately, due to our staff to child ratios, your child will not be able to opt out of a trip and remain in the centre. If you do not wish your child to attend any given excursion, please do not have your child attend the program on that day. Parents are responsible to know departure and arrival times of the field trip and to bring your child on time. We will not re-organize arrivals or departures during field trips due to the inconvenience this may cause to other children in the group.

Respectfully Guiding Children's Behaviours

The Connaught School Age Program strives to provide a safe, secure, and developmentally appropriate environment for all children in care. The outcome resulting with the child feeling valued, respected, and nurtured thereby minimizing the need for redirection of a child's behaviours.

The following is intended to provide you, the parent, with a description of the Guidance Practices. Educators are required to sign acknowledgement of the Guidance Practices upon employment, annually thereafter, and when any revisions to the Guidance Practices occur. Parents sign that they have been

provided with the Guidance Practice upon registration, and when any changes occur. An email announcement will inform parents and staff of revisions to this policy.

Procedures

During those occasions when a child's actions require adult guidance, Educators provide guidance in a supportive, respectful manner that leads to a positive outcome for the child(ren) which will be reasonable in the circumstances. Proactive strategies implemented to avoid unwanted behaviours from occurring, allow the children to be successful, feel safe, and eager to explore.

Under no circumstances will Educators, with respect to a child in care, implement or threaten to implement the following strategies:

- ☀️ Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.
- ☀️ Physical force such as spanking, shaking, pushing, slapping, or confinement.
- ☀️ Physical restraint such as confining a child in an area, restricting a child's movement, and holding a child against a child's will.
- ☀️ Emotional punishment that will ridicule, demean, insult, undermine, or humiliate a child. Deprive or threat to deprive basic needs such as food, bedding, clothing, shelter.

Educators implement strategies such as acknowledging child's feelings, discussing options/outcomes and choosing the best solution for all children in the group through knowledge and familiarity with each child's developmental level and interests. The educators model appropriate actions in day-to-day interactions with adults and children. Educators will have knowledge of each child's needs and development (in particular social and mental health development).

Discussion concerning child guidance is encouraged between parents and educators, and with children and educators. Open communication is the key to achieving the common goal of providing a stable and nurturing environment for the children. These discussions need to occur away from the child.

Educators are provided with on-going training for guidance strategies to ensure staff is familiar with up to date information. Parents maybe be offered take out resources on child guidance.

DAILY ARRIVALS AND DEPARTURES

Attendance Records

Children are logged in electronically upon arrival and departure. These times must be accurate. Educators monitor the attendance throughout the day for accuracy. Child attendance records are maintained for two (2) years. Written documentation of each child in attendance is required at all times.

Parents are requested to notify the centre by phone or text 403 370 8815, prior to their child's expected arrival time if their child will be absent from care. Adults must physically drop off and pick up from the program. Children are not permitted to depart on their own from the program.

Parking

Street Parking is available.

Late Pick Up and Late Fee

It is the responsibility of each parent to ensure his or her child is picked up by a responsible adult no later than the daily closure of the program. Parents whose children are picked up after closure, will be assessed a late pick up penalty of \$25.00. After 15 minutes of the program's closure, the late penalty will increase to \$50 and will be added to the **next invoice**.

In the event of three late pick-ups, care may be terminated without notice and a pro-rated amount for the remainder of the month refunded.

No Show and Unreachable for Pick Up

If a child is not picked up by the scheduled time, and an authorized person has not notified the program of a delay by the closure time, staff will attempt to contact the parents/guardians. Failure to reach a parent/guardian, will result in an effort to reach the emergency contact, or an identified person from the list of authorized individuals. If all efforts are unsuccessful, the staff person in charge may call the police and/or Calgary Child and Family Services Authority for assistance in the matter.

Respect in the Workplace

Kids@ CP values respect in the workplace as well as from those engaging with our employees; there is a zero tolerance for rude, abusive or aggressive language and conduct, any of which may result in termination without notice.

Safe Release of Child

For security reasons, parents will need to call or text the staff to enter the premises. An alternate person, who is visiting or picking up the child, requires permission from Educators. Identification may be required prior to permitting entry. Parents are requested to refrain from admitting other adults into the facility for the safety of children in care.

A child will only be released to those persons named on the child's registration form. Written authorization from the parent is required prior to a change in this arrangement. **No child will be permitted to leave the program to walk home alone or to a parent's vehicle. An adult must always drop off and pick up from the staff member for safety and security.**

If an authorized pick up person appears to be unable to provide safe care to the child, Educators may contact the police and/or contact Calgary and Area Children and Family Services Authority, if it is determined that the child needs intervention or support, or the child's safety is being compromised.

Custody

A parent who has been awarded sole custody of their child by the Courts, and does not want the non-custodial parent to access the child during child care hours, must produce a copy of the Court Order showing assigned custody or authorized restraining order, for the child's file. Educators cannot deny a legal parent access to their child unless there is a court order to support this action.

HEALTHY PRACTICES

All child care employees implement procedures to provide a healthy environment for the children and staff to reduce the risk of contamination of illnesses within the child care centre. Providing children with healthy food choices, daily outdoor time, a clean eco- friendly environment, and modeling healthy practices such as Universal Precautions, are preventative strategies practiced at the centre to promote children's good health.

Infection Control Procedures

Educators follow “Universal Precautions.” This principle is endorsed to reduce the spread of germs and to aid in protecting all persons in the child care centre from unnecessary exposure to potentially harmful organisms.

Hand-washing is implemented for all children and staff before food activities, after using washroom, after playing in sensory tables or sensory activities, after outdoor play, after any contact with bodily fluids such as nasal discharge, after handling toxic substances, and when hands are soiled. In addition, staff will wash hands before and after administering medication, during care of an ill child, and after any cleaning. Educators will model proper hand-washing techniques and supervise child hand-washing to ensure proper practices are being used.

Quiet or Rest Opportunities

Children requiring a quiet time or rest will be accommodated.

Snacks/Meals

In order to protect those children with known and unknown allergies, Kids@ Churchill Park School Age Programs **request that no nut products are brought into the program.**

Children will provide their own lunch. It is expected that any food brought into the program will meet the standards of Canada’s nutritional food guide and that healthy lifestyles are modelled for children.

Children are provided daily with an afternoon snack and 2 snacks on full days of care. All food is of sufficient quantity, variety, and at appropriate times. All food will be prepared by Kids@ Churchill Park’s centralized kitchen.

Our weekly menu is sent by email. It is also available on the parent board in the program room. The menu is designed to meet a portion of the child’s daily nutritional requirements as described in Health Canada’s Food Guide.

Children are encouraged to taste each menu item, but at no time is a child forced to eat or drink. Alternate options are available for dietary and medical reasons, cultural, and on those occasions where a child dislikes the food served. Children are permitted to leave the table when finished and not have to wait for the whole group to be done. The children all take part in family-style lunches and snacks. Children are encouraged to serve themselves, pour their own drinks and to clean up after themselves (as is developmentally appropriate). The role of the Educators during meal times is to model proper eating habits and expectations, facilitate sharing and to encourage communication development.

All staff and children at the centre are seated while eating or drinking. For safety reasons, hot beverages, such as coffee or tea, are not permitted in the children’s play areas. Children are not permitted to share food with other children.

Cleaning, Disinfecting and Sanitizing

Educators implement a routine cleaning schedule to disinfect the surfaces, play areas and toys/equipment, and to sanitize food service areas in order to minimize the risk of contamination from illness-causing bacteria.

Safety Checks

Educators conduct and record daily safety checks of the children’s play areas including outside play

area, and auxiliary areas. Posted checklists include inspecting for identified hazards such as tripping hazards, broken toys/equipment, appliances in disrepair of safety requirements, and cleanliness.

Smoke Free Environment

To provide children with clean breathing space and in accordance with *Early Learning and Child Care Licensing Regulation*, smoking/vaping is not permitted on the licensed program premises during the time that children are in care, including the outdoor play area. At no time will Educators, volunteers, or escorts smoke/vape where child care is being provided.

Scents

Due to possible sensitivities to scents, it is requested that parents, children, and Educators minimize the use of scented body products (sprays, colognes, etc.) while in the program.

Eco-Friendly Practices

The Educators implement and promote eco-friendly practices with the children's involvement. Practices include recycling materials, reducing water use, growing plants, limiting use of non-recyclable materials, minimizing use of aerosols and implementing other identified environmental health practices as they emerge. Eco-friendly practices compliment healthy practices.

Screen Time

Screen time using such as iPad or laptops maybe used for educational purpose and/or for fun.

EMERGENCY MANAGEMENT

Security

Adults picking up children will phone or text the program staff to enter the program.

Evacuation

In the event of an emergency evacuation, Educators implement approved evacuation procedures posted. Children and staff practice these procedures on a regular basis. The evacuation route is posted in a visible and prominent place.

In the event of an evacuation, the children are evacuated to the designated Muster Point: **St. Stephen's Anglican Church: 1121 14 Ave SW Calgary, AB T2R 0P3 403 244 4879** In the event of an evacuation, parents are notified once children have been safely removed from the building. Once notified, parents may be required to pick children up from care. To ensure all children are accounted for during an evacuation, children must remain with the group until they arrive at the Muster Point and parents must notify the Educators when they have picked up their child from the Muster Point.

Unexpected Closure

In the event that the Connaught Out of School Care Program needs to close due to unexpected circumstances parents will be notified as soon as possible. Parents are responsible for making alternate child care arrangements unless otherwise notified.

Emergency Health Concern or Injury

If, in the judgment of the Educators, an injury or health concern requires non-emergent medical attention, the parent/guardian or emergency contact will be notified in writing of the situation.

In the event that an injury or health concern requires immediate emergency care, an ambulance will be called. Educators will then notify the parent or the designated alternate contact person. In the absence of the parent/guardian, an Educators person will accompany the child to the hospital and remain with the child until parent or guardian arrives.

Ill Child

There will most certainly be times when your child becomes ill; therefore, it is important that parents have alternate care arrangements to allow the child time to rest and recuperate away from the group centre.

Please notify the centre when your child becomes ill and provide information on the illness so the child care staff can implement precautionary measures in reducing the spread of the illness.

The staff will implement the following practices regarding attendance and care for an ill child. The child care centre contacts the parent/guardian to immediately pick up their child from care if the child:

- Becomes ill with a fever (a temperature greater than 38 degrees Celsius), vomiting, diarrhea, and/or a new and unexplained rash or cough
- Requires greater attention than can be provided without compromising the care of the other children in the program
- Displays any other illness or symptom staff knows or believes may indicate that a child poses a health risk to other children, caregivers or staff.

A child may return to the program after 48 hours or earlier, if the child's parent provides a written notice from a physician indicating that the child's illness does not pose a health risk to others at the centre, and /or if the Program Director is satisfied that a child's condition will not pose a health risk to other children or staff at the centre. Should there be a confirmed diagnosis of a communicable illness/infestation in the child care centre; parents will be notified. Further information on a communicable illness/disease can be obtained from <https://myhealth.alberta.ca>, as listed below.

If a child becomes ill while in attendance at the centre, the child will be supervised in a quiet, comfortable area away from the group of children. The parent will be notified to immediately pick the child up from care. If the parent cannot be reached, staff will attempt to contact the emergency contact person identified on the child's registration form to arrange for the child to be picked up from care. Connaught Out of School care cannot provide the care required for an ill child to remain in attendance at the centre, and the child will be most comfortable at home.

Educators will complete an internal incident/illness form describing the signs of illness, staff's response to the ill child, as well as parent pick up time and parent signature. The Program Director will notify Alberta Health Services and/or Child Care Licensing as required for a reportable illness or injury. Educators may request a follow up phone call from a parent regarding the child's health status prior to the child returning to care.

When to Keep a Child at Home

In determining whether a child should or should not attend child care due to illness, consider the following:

- The child has an illness as described below
- The child is able to fully participate in the daily activities including outdoor time;
- The protection of other children in care from contracting the illness;
- The comfort and safety of the child who is ill; and
- The ability of the staff to provide proper care for the ill child.

Parents and educators will use the following guidelines to assess the child's health:

- a) A temperature over 100 F, 38.0 C
- b) Sore or discharging eyes or ears;
- c) A respiratory infection with profuse (green) nasal discharge;
- d) Exposure to or presence of any contagious diseases as shown below.
- e) Vomiting;
- f) Diarrhea,
- g) Inability to participate in regular programming;

A child must remain out of care if the child has been diagnosed with, but not limited to, the following:

If a child has a communicable disease, the Educator and Program Director must be notified immediately. The illness will be reported to Alberta Health Communicable Disease as required. This includes exposure to or presence of any contagious diseases such as:

whooping cough	hepatitis A or B
measles	impetigo
mumps	fifth disease
chicken pox	rubella
diphtheria	strep throat
scarlet fever	meningococcal infection
hand, foot and mouth disease	scabies
haemophilus influenza Type B	head lice
meningitis	mononucleosis
poliomyelitis	pink eye (conjunctivitis)
ring worm	roseola (baby measles)

Allergies & Illnesses

Allergies and emergency illnesses are posted in required areas to inform all necessary staff while respecting confidentiality of the child. For children who have a severe allergic reaction emergency health procedure are implemented including contacting Emergency Medical Services for medical assistance.

Administering Medications

Parents are able to come to the centre and administer medications to their children at any time. Parents are to provide written notification to the child care staff if their child was given medications prior to arriving at child care, (such as, Tylenol, cough syrup, herbal remedies).

For the protection of children and staff at the centre, safe practices are required for the administration of medications. The required AUTHORIZATION FOR THE ADMINISTRATION OF MEDICATION FORM available from an Educator, must be completed and signed. Prior to staff accepting medication, the authorizing parent must provide this Form along with the medication in

its original container.

Child care staff does not administer over the counter medications (i.e. Aspirin, cough syrup, vitamins, throat lozenges, cold capsules, etc.) except where the medication has been prescribed by a doctor, with the exception of diaper and hand creams. Child care staff does not administer medication on an “as needed” unless prescribed by a doctor with the explanation of the symptoms as well as emergency medications such as an EpiPen or Bronchodilator.

All medications must be handed directly to staff for proper storage. All medications, excluding emergency medications, will be locked at all times to reduce risk of children’s access.

Emergency Medications

Children who have a severe allergic reaction will receive immediate medical attention which will include contacting Emergency Medical Services and the child’s parent/guardian.

Emergency medication also requires an AUTHORIZATION TO ADMINISTER EMERGENCY MEDICATION FORM, including detailed instructions on the signs and symptoms of when the medication is necessary. Please note the expiration date on all emergency medication. Emergency medication will be stored in a manner that it is inaccessible to children but readily accessible to staff. Emergency medication needs and the Authorization to Administer Medication form will be updated every six (6) months.

Based on the information provided by the parent and physician, and the staffs’ training, staff will determine when to administer emergency medication.

Incident Reporting

An incident is an injury, accident, illness, or serious situation involving a child(ren) in care, which requires documentation for parental information, centre review, licensing evidence, and for the child’s history. In the event of an incident at the centre, the child care staff will implement the necessary steps to ensure the child’s needs are met and that children’s safety is attended to. All injuries to the child’s head will be reported immediately to the parents.

The Educators document the nature of the incident and any action that was taken. Educators will share this information with the Program Director, and then the parent of the child involved providing the parent opportunity for written feedback on the management of the incident. The parent is requested to sign acknowledgement of the Incident Report. All Reportable Incidents are submitted in writing to Calgary and Area Child and Family Services Authority Licensing Officer as required.

Reportable incidents that will be immediately reported to Licensing include:

- An emergency evacuation;
- Unexpected program closure;
- An intruder on the program’s premises;
- A serious illness or injury;
- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill requiring first aid, or the program requesting emergency health care and/or requires the child to remain in the hospital overnight;
- Death of a child;

- The unexpected absence of a child from a program (i.e. lost child, missing child)
- A child removed from the program by a non-custodial parent or guardian;
- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer;
- The commission by a child of an offence under the Act of Canada or Alberta;
- A child left on premises outside of the program's operating hours.

Reporting Child Abuse/Neglect

Under the provision of the *Child, Youth and Family Enhancement Act (Enhancement Act)* child care staff are legally obligated to report concerns or observations to authorities, if there are reasonable and probable grounds to believe that a child needs intervention due to suspected abuse or neglect.

If a parent/guardian of a child in care, or a child care staff member suspects on reasonable and probable grounds, that a child in care is being abused or neglected by a child care staff or the parent, the program director or staff member is legally obligated to act on that suspicion. This type of concern will be reported to Program Director.

Program Director will then report to Child and Family Services at 403 297 2995 in which CFS will then advise the Program Director on the next steps.

Program Director will also notify Kids@ Churchill Park CEO and Connaught out of School Care Licensing Officer.

To report abuse/neglect of a child in care or to obtain further information contact: Abuse Hotline at 1-800-387-KIDS (5437)
CFS 403 297 2995

Parent Questions/Concerns/Complaints

There may be times when you have concerns or need clarification about a practice at the centre. In such cases, it is believed that through collaborative communication, a satisfactory resolution or explanation can be found. Please report concerns to the staff member involved or to the Program Director. Concerns in writing are also welcome, and will be managed in the same manner.

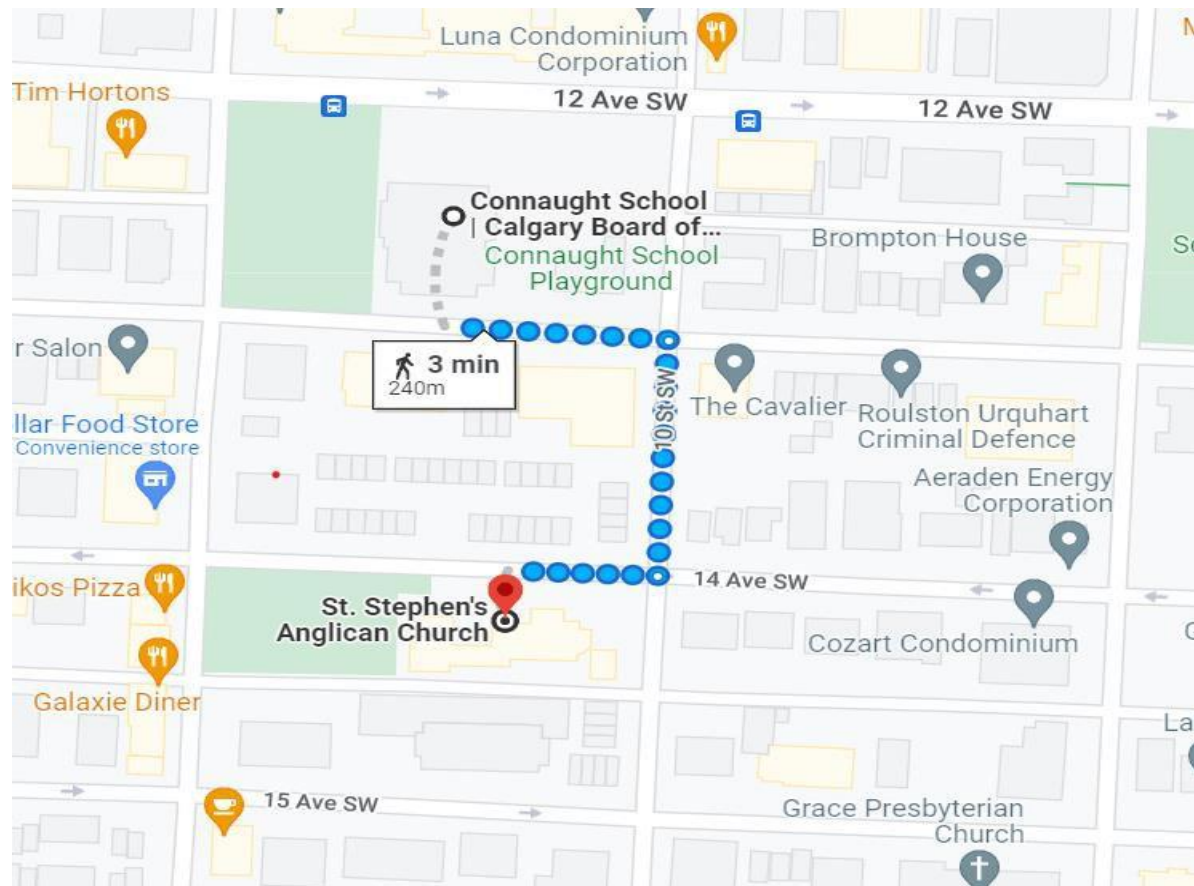
When discussion with an Educator or Program Director is not possible or preferred, you are welcome to share concerns with a member of the Kids@ Churchill Park CEO. **Matters that relate to the health, safety, and well-being of children in care should be brought to child care staff's attention immediately.**

Where it is determined, that the resolution to the concern was not satisfactorily addressed and it is believed that children remain at risk, contact Calgary and Area Child and Family Services Authority Licensing Officer at 403-297-7378 for further investigation.

Program Evaluation

Educators strive to always offer current professional practices in the provision of early childhood care and education. Connaught Out of School Care Program will continuously review the success of the program through professional assessment tools, training and resources, peer reviews, and informal observations.

Evacuation Map:



After Hours Emergency: 403 669 4859

Contact Information for Executive Team of Churchill Park Family Care Society: Korrie-Mae Wiszniak (403) 606- 1514.

Contact Information for Licensing Officer for Connaught School: Raylene Sedley (403)464-4964 intake office: 403 297 7378.

General KINDERGARTEN ROUTINE

Arrival/Kindergarten pick up from classes

Outdoor play in playground, games and activities led by educators, self-directed play

Transition inside, lunch in room

Open ended self-directed play

Educator led circle

Outdoor play in playground, games and activities led by educators, self-directed play

Transition inside, educator led activities

School age children arrive, afternoon schedule follows daily routine

**Educators and routine will accommodate the children's needs, complexities and external factors, like the weather.*

*** Open ended play will include art, science, gross motor, and literacy.*

General DAILY ROUTINE

2:30pm School age dismissal, Educator led circle (reading, discussion, plans for afternoon, leadership activities)

2:45pm Snack is served, children may participate in self-directed play, all centres are open

3:45pm Transition outside, washrooms

4:00pm-5:00pm Outdoor play a balance of self-directed and educator led games will occur. Outdoor equipment will be available in all seasons, as well as water and any additional snack

5:00pm -5:30pm Indoor self-directed play and clean up

**Educators and routine will accommodate the children's needs, complexities and external factors, like the weather.*

General NON-SCHOOL DAY ROUTINE

7:30am-9:15am Self-directed open ended play

9:15am-9:30am Educator led circle, explain plan for day 9:30am-

9:45am Morning snack

9:45am-11:45am Outdoor play in playground, games and activities led by educators, self-directed open ended play

11:45am-12:30pm Lunch

12:30pm-1:30pm Gym play, games and activities led by educators, self-directed play

1:30pm-3:30pm Outdoor play in field or playground, games and activities led by educators, self-directed play

3:30pm-3:45pm Afternoon snack

3:45pm-5:15pm Outdoor play in playground, games and activities led by educators, self-directed play

5:15pm-5:30pm Indoor self-directed play, group games in gym and clean up

Educators and routine will accommodate the children's needs, complexities and external factors, like the weather

PARENT MANUAL REVIEW AND FEEDBACK FORM

Please sign this document and return to the program for your file. I have had the opportunity to review the Connaught Out of School Care Program Parent Manual and I would like to provide the following comments, suggestions and feedback:

Helpful to add information about:

I didn't understand or needs better clarification:

General Comments:

Signature

Date

Thank you for taking the time to review our manual. We strive to keep our information comprehensive, helpful and current. Your feedback helps us to make improvements.