

Langdon Learning Centre Corp.

#120, 355 - Centre Street NE Langdon AB, T0J 1X2
(403) 936-5699 & (587) 435-2996

Langdonlearningcentre@gmail.com

www.langdonlearningcentre.ca

Business Hours Out of School Program: 6:30 am - 6:00 pm Monday - Friday



PARENT HANDBOOK & PROGRAM PLAN

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PARENT HANDBOOK

Welcome!! We are delighted that you have joined our BAS family at Langdon Learning Centre Corp. To provide an exceptional learning experience for your child, we would appreciate it if all parents follow the guidelines set out below. Your commitment will allow us to create and maintain the best learning environment possible for your child. With your assistance we'll continue to guide your child through on-going experiences that will help develop their social and emotional well being.

Please be aware, that when signing the registration form, you are agreeing to provide accurate, truthful information about your child, and you have read the Parent Handbook & Program Plan and that you agree to abide by our policies and procedures set out in this Parent Handbook.

1.1) Program Schedule & Cost

Our **first day** of programming is: **Sept 2, 2020**

Our **last day** of programming is: **June 30, 2021**

Schedule

We follow the Rockyview School calendar and therefore remain open to our students for care on the days that Rockyview school is closed during the week except for the days listed below during the Christmas season.

We are closed on the following non-stat dates:

- December 24, 28, 29, 30, 31 – Back to program on Jan 4th, 2021
- We will not be running a summer program in July & August 2021

Hours of Operation: 6:30 am – 6:00 pm (Monday to Friday)

Contact Information:

(Teachers) LLCteachers1@gmail.com Land Line: **403-936-5699** & **Mobile: 587-435-2996**

(Director) langdonlearning@gmail.com & Mobile: 403-619-2996



Please Join our exclusive FB Page: [Langdon Learning Centre Parents](#)

| Program Description | Cost | Includes PD days & Other |
|--|----------|--------------------------|
| FT Kinder care (approx. 8 hours/day) | \$750/mo | ✓ |
| Vehicle Transport Sarah Thompson School | \$50/mo | Not required |
| FT BAS (Before & After School) | \$450/mo | ✓ |
| PT BAS (Before school OR After School only) | \$350/mo | ✗ |
| Drop In *based on availability | \$10/hr | ✓ |

1.2) Required Daily Items

- Indoor Shoes (left on the premise)
- Appropriate outdoor attire
- Lunch (kinder program, drop in & PD days)
- Snack (after school)
- Refillable non-spill water cup
- Backpack (same as school backpack)
- Extra set of pants, underwear & socks (if your child requires)
- ****Lunch and snacks are not provided in our program. Please provide a full lunch for all kindergarten students who attend daily and all students on PD days.**
- Any **medical devices or medication** for (severe allergies, asthma, ADHD) These **MUST be in the original container and not expired. We encourage these to be kept permanently on site.**

1.3) Parent Involvement

a) Volunteering

We welcome and encourage parent involvement both in the classroom and parent committees. If you would like to volunteer, please contact your director. If you want a *friend, or family member* to volunteer for the day, they are required to submit a "Vulnerable Sector search and Criminal Records Check." It can take up to 30 days to receive a crim/vulnerable search from the city of Calgary. Living outside of Calgary, volunteers are required to produce a crim/vulnerable search from their area. All record checks cannot be older than 6 months.

b) Parent Committee

Several positions are available ie. Event Planner, Fundraising, Executive. This committee is run completely by the parents. Meetings are set by the Chairperson.

c) On-Going Improvements

A short digital 10 questionnaire/survey is sent to parents (and students) bi-annually to help us learn what we are doing well and what we can improve on. This is a great opportunity to have a strong voice in the betterment of our program. **All responses are anonymous.** We also provide an anonymous suggestion box at the front entrance for anyone to share their ideas or constructive criticism.

d) Open Door Policy

We encourage you to email or phone *many times* throughout the year to share your ideas or concerns with us so we can address them accordingly.

e) Conduct

We strive to create a positive, nurturing environment for our students. In doing so, it is not appropriate or acceptable to make negative or disparaging comments, on LLC property, or via social media of any kind (Facebook, Twitter) and therefore we reserve the right to dismiss those families from our program.

If comments are potentially damaging to our school reputation, further action could be enforced. To keep all matters respectful and confidential, ***please address your concerns preferably with the Director by making an appointment via phone, email or in person. If the program director is unaware that a problem exists, it is unlikely the problem will be solved.***

f) Nutrition

It is the responsibility of the families to provide healthy snacks daily for the child(ren).

- School aged: one healthy snack is recommended for after school.
- Kindergarten students must be supplied with a lunch to eat at our centre after they return to the program from school at 11:15 am.
- PM kindergarten children require an afternoon snack to eat at our Centre after 2:45 pm.
- All PD days requires a full lunch, refillable drink cup and a minimum of 2 snacks to help sustain them during their busy day.

Healthy nutrition aids in maintaining positive behaviours. When your child is hungry, they can experience negative behaviours. The program carries *some* additional snacks and will not allow a child to go hungry, however should a child continually forget their snack, parents will be asked to pay for the replacement of the snacks on their next billing date.

g) Inclusion & Honouring Diverse Backgrounds

We are an inclusion program which believes that every family has a right to belong to their community. All families in our program have the right to be honoured for their unique traditions and diverse backgrounds. Children or families with disabilities will be welcome in our centre and treated equally. The program will make amendments to accommodate any special needs. We celebrate North American holidays that are traditional to Canada, but we also welcome the diverse holidays, religions and belief systems shared by the families enrolled in our program. We invite parents and their children to share these customs with us so that we can broaden our perspective and learn more about them.

h) Family Supports

Social Services

Call **211**, available 24/7, 365 days a year

<https://www.rockyview.ca/LivinginRockyView/Amenities/SocialServices.aspx>

Covid-19

<https://www.alberta.ca/covid-19-orders-and-legislation.aspx>

Childcare Subsidy

<https://www.alberta.ca/child-care-subsidy.aspx>

Chestermere Family Community Support Services

<https://www.chestermere.ca/655/Family-Community-Support-Services-FCSS>

Chestermere Local Library

<https://www.chestermererpubliclibrary.com/>

i) Technology

We understand that technology is a fact of the present and the future, however, our goal is to discourage tech time in favour of imaginative play where we can practice our social skills and improve our confidence, we are limiting tech time to a maximum of 10 min per day in the morning and 10 min per day after school.

Parents will need to sign a waiver allowing their child tech time and ensuring personal tablets or iPads have been set up with parental controls prior to children bringing them on the premises. LLCC will ensure the tablets we supply all have parental controls installed.

We reserve the right to remove tech time for a period or indefinitely from a child if they are not following the rules. The rules are but are not limited to; not adhering to the allotted time given, not showing respectful conduct, visiting inappropriate sites, using above normal voice levels, mis-handling the devices that can cause harm or breakage to them.

FAMILY POLICIES & PROCEDURES

2.1) Payments

- Pre-Authorization Debit (PAD) agreement will be issued at time of enrollment.
www.langdonlearningcentre.ca
- Payments past the 1st of the month will be subject to a \$50 late fee.
- Payments past 5 days can result in termination from our program unless prior arrangements are made with the director.

2.2) Withdrawal

If for any reason you wish to withdraw your child from our program, notice must be given in writing (email is fine) to the Director by the 15th of the month prior to withdraw to stop the automatic withdrawal from your account for the following month. **For example:** If you plan to withdraw your child at the end of April you must give written notice by April 15th to stop May 1st auto withdrawal. ***Registration fee (\$50 plus first month's fee) are NON-REFUNDABLE****

2.3) Late Pick-up Charges ****OUR NEW PICK UP TIME IS: 5:30 PM**

Although we understand that parents may run late to pick up their child from time to time, it is particularly important that you are consistent in picking up your child on time.

You must!! call us if you are going to be late past 5:30 pm). After the second late pick-up you will be giving a gentle reminder to be on time. A third offence in the same month, will result in a \$1 per minute charge unless prior arrangements have been made.

If we have not heard from you by 5:35 pm and we are unable to reach you, your emergency contact person will be notified. If all attempts fail to reach you, your spouse, and emergency contact after 30 minutes, Social Services will be notified, and an incident report will be filed with our licensing authority.

2.4) Tax Receipts

Receipts will be issued by the end of December. If you have any questions, please contact Revenue Canada at 1-800-959-8281

2.5) Absences (Late, Sick, Early Pick-up)

Please ALWAYS contact us using one of the following methods:

Landline: (403) 936-5699 and leave a message if no one answers.

Mobile: (587) 435-2996 or text

EMAIL: LLCTeachers1@gmail.com

It is imperative that you contact us if your child does NOT need us to pick them up after school due to, **Did you know?** It is a licensing policy that should your child not be at the pick up location after school and their whereabouts is not verified (after attempts to reach you or school) we are required to contact 911 and report a missing child from the program within 10 minutes.

2.6) Calendar & Events

a) Schedule of Events

A monthly planning web located in our boot room is available to families for review. Special activities or events will be emailed to you outlining instructions and dates.

A yearly calendar is available on our WEBSITE www.langdonlearningcentre.ca

Langdon Learning Centre - BAS

2021 - 2022 School Calendar

| August '21 | | | | | | |
|------------|----|----|----|----|----|----|
| Su | M | Tu | W | Th | F | S |
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| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

| September '21 | | | | | | |
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| October '21 | | | | | | |
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| November '21 | | | | | | |
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| December '21 | | | | | | |
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| January '22 | | | | | | |
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| February '22 | | | | | | |
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| March '22 | | | | | | |
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| April '22 | | | | | | |
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| May '22 | | | | | | |
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| June '22 | | | | | | |
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| July '22 | | | | | | |
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| | | | |
|---|-------------------------|---|---------------------------------|
|  | Holidays (Closed) |  | First & last day of school |
|  | STAT (Closed) |  | Meet & Greet (Students Welcome) |
|  | Organizational (Closed) |  | PD Day (we are open) |

Birthday Celebrations

We will acknowledge your child’s special day (or next attendance day) by singing Happy Birthday to them. If you would like to supply a treat (cupcakes, or cookies, or other, for the class, you are welcome to do so. Please refrain from sending any food that main contain nuts or traces of nuts.

***If you would like to invite children from our centre to your child’s b-day party we ask that you do this very discretely to avoid hurt feelings if only a selected few are invited. We can easily facilitate this by forwarding a digital invitation to the children on your child’s list. It’s easy, just email the invite to the Director along with the list of children the invite should go to. We will cc you on the email.*

2.7) Closures

Langdon Learning Centre is closed all stat holidays and 4 days over the Christmas holidays. Please schedule alternate arrangements for these days.

| STAT HOLIDAYS | CHRISTMAS HOLIDAYS |
|------------------------|---------------------------------------|
| SEPT - Labour Day | |
| OCT - Thanksgiving Day | |
| NOV - Remembrance Day | |
| DEC – Christmas Day | 24, 27, 28 , 29, 30, 31 st |
| JAN – New Years Day | |
| FEB – Family Day | |
| APR – Good Friday | |
| MAY – Victoria Day | |
| JULY – Canada Day | |

Inclement Weather

We follow the Rockyview School Board during inclement weather. Please visit their website for confirmation <http://www.rockyview.ab.ca/>

If your vehicle cannot get out of your driveway, it is highly likely the parking lot to the LLC will be blocked also. **Please watch your email and Parent FB page Langdon Learning Centre Parents for updates.**

Outdoor play is encouraged daily. Children must be prepared (jacket, solid outdoor shoes/boots, mittens and toque in colder season). Even if we don’t go outside to play, we do monthly fire drills or there could be a real emergency evacuation.

2.8) Daily Transitions

| LANGDON SCHOOL | SARAH THOMPSON SCHOOL |
|---|---|
| AM (6:30 – 8:00) Free Choice – Quiet Time | AM (6:30 – 7:30) Free Choice (Centres) |
| (8:00 – 8:10) Walk with staff to school | (7:30 – 7:45) Load Van for departure |
| PM (2:50 – 3:00) Meet at green electrical box | PM (2:35 – 2:45) Meet at Office doors |
| (3:00 – 3:30) Outdoor Gross motor (*Weather Permitting) | (3:00 – 3:30) Outdoor Gross Motor * |
| (3:30 – 4:00) Wash & Snack | (3:30 – 4:00) Wash & Snack |
| (4:00 – 5:00) Organized Activity | (4:00 – 5:00) Organized Activity |
| (5:00 – 6:00) Free Choice (Centres) | (5:00 – 6:00) Free Choice (Centres) |

2.9) Child Discipline

Children will be respected and treated equally and allowed to express their feelings safely without harsh judgement to maintain positive self-esteem. Teachers consistently help reinforce positive behaviour through modelling and social stories. All discipline actions will NEVER be physical in anyway or emotionally cruel. Discipline will be reasonable to the circumstances.

Our goal is to instill problem solving strategies at an age-appropriate level by reinforcing our classroom rules and encouraging children to use their words rather than a physical means to communicate their feelings. Children will be given a calm verbal warning. If the behaviour is not corrected, teachers will redirect the child to an appropriate activity to encourage personal responsibility for their behaviour. A third warning for the same behaviour will result in a phone call to the parent.

Serious Behaviour

Should a child display serious behaviour that could include harming themselves or others, including teachers, parents and guardians will be informed immediately. A behaviour strategy will be put into place while including parents in the strategy. This strategy may include seeking outside assistance from a medical professional. This strategy will be given a fair length of time which is agreed upon between the program teachers and parents to see behaviour improvements. Should the behaviour continue after the agreed time has past and the program supervisor, director and teachers feel the child's needs are beyond their training and capabilities, we reserve the right to dismiss the child/family from the program. Two weeks notice will be given to the family. Should the family choose to withdraw immediately from the program after notice has been given, there will not be any refunds on remaining program days.

We along with any volunteer present will never:

- inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation,
- deny or threaten to deny any basic necessity
- use or permit the use of any form of physical restraint, confinement or isolation.

Therefore, if a child is out of control and in danger of hurting themselves or another child or an adult, a call will be made to pick up your child immediately. In the immediate moment, the child will be kept

Revised on August 7, 2020

safe (encouraged to visit a safe area) and the other children will be removed from that area to a safer area.

If an undesirable behavior becomes repetitive, teachers will inform parents with the intent to work together as a team towards developing a favorable approach to solve the problem. If violent/abusive behaviors become unmanageable in the classroom that endangers the safety of children or teachers, further steps will be taken to resolve the problem. Withdrawal from the program may be suggested.

2.10) Accident or Illness

You will be called to pick up your child immediately if:

- Your child is showing signs of lethargy, vomiting, diarrhea or irritability, sore throat, or green mucus please refrain from sending your child to our program.
- Your child requires greater care and attention than can be provided without compromising the care of the other children in the program
- Your child is displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises. (This does not apply if the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises.)

It is imperative that all families including staff follow these strict rules to maintain a safe environment. **A doctor's note *may be* required to return to the program.**

Mild Accident

In the event a child has had an accident of a mild nature (bump, large scrape, bleeding nose) we will immediately perform any light first aid necessary by providing cold compresses, bandages to help deal with the situation and parents will be notified via phone or email. If we feel the child requires extra care a parent will be asked to pick up the child within half hour. If the child is doing okay, parents will be given the choice to pick up their child or allow the child to remain in our care for the duration of the program. The incident will be logged, and parents will be asked to sign a mild accident form indicating we have reviewed the details with them.

Major Accident

If a child has had a major accident such as a broken limb, possible concussion, anaphylactic shock, seizure or worse that may require an overnight stay in the hospital, we will immediately administer first aid. This may be a phone call for immediate pick up or a call to 911. All incidents of this nature will be logged and reported immediately to the regional childcare office.

This log is reviewed annually to analyze trends that may otherwise be preventable. Changes and updates will be made whenever possible to ensure better safety procedures. Parent concerns will also be logged, and changes will be considered for the betterment of the program.

2.11) Off-Site Activity

Field Trips are considered outside of the Langdon School or Langdon Park area. Parents will be notified via waiver within 2-weeks prior to the event. The waiver will contain the following information:

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- Transportation arrangements (walking, chartered school bus, passenger vans)
- Cost (if any)
- Ratio requirement (minimum 1:15 ratio)
- Supervision will be divided amongst the teachers and volunteers. Each child will wear a name tag. Volunteers will be given the list of children in their group. A map or itinerary will be given to all staff & volunteers.
- All waivers must be complete with a signature allowing participation prior to the event along with an emergency contact number.
- Cellular phone will accompany a primary teacher & the number will be provided for parents to contact.

Staff members are required to bring portable records anytime we are off school property, that contain:

- each child's contact information and medical information and devices.
- telephone numbers: (a) emergency medical service; (b) ambulance service; (c) fire department; (d) police service; (e) poison control centre; (f) nearest hospital or emergency medical facility.

2.12) Emergency Evacuation or Closures

Evacuations

In the case of an emergency evacuation, portable records will be taken by primary staff members to the evacuation site. At that time, staff members will:

- contact parents directly by email and phone call to arrange for immediate pick up. If parents are not reachable, we will call your listed emergency backup person.
- If for some reason we are not able to get a hold of parents or emergency back-up person, the primary staff will stay with your child until you arrive. We may transport your child to an alternate location if the current location requires us to do so. You will be notified of this change in location.
- An emergency evacuation could be caused by, no heat, no power, gas leak, burst pipe or any other emergency requirement that would cause any safety concerns **See also "Incident Reporting"
- An emergency evacuation plan is posted on the inside of the north-facing front window of the building which is visible from the outside. The plan will provide information and instructions for parents to follow.

Muster Point

During an emergency evacuation, we will leave the building and head to the **east parking lot area** as a muster point, children will be counted to ensure accuracy. During colder weather, we will walk the children to **Langdon School** where parents will be contacted for an immediate pick-up.

Closures

An emergency closure could be the direct cause of severe illness where multiple teachers are not available to be at the program or, upon arrival to the program it is discovered that due to mechanical, plumbing or heating issues, break-in etc. the program is unable to operate safely. Should this occur, the program supervisor or first person on site, will be responsible for the following:

- Contact parents immediately through email and Facebook group.

- **Parents are required to respond ASAP acknowledging receipt of notification. If parents have not responded within 30 min, the parent will be notified by phone call.**
- A notice will be placed on the door alerting parents of the emergency closure.

2.13) Fire Drills

Our program will conduct monthly fire drills (12 per year). Fire Drill will be conducted during the 3rd week of every month. Primary staff will review the procedure with the children prior to the practice drills to help lessen any anxiety.

2.14) Technology

We understand that technology is a fact of the present and the future, however, our goal is to discourage tech time in favour of imaginative play where we can practice our social skills and improve our confidence, we are limiting tech time to a maximum of 10 min per day in the morning and 10 min per day after school.

Parents will need to sign a waiver allowing their child tech time and ensuring personal tablets or iPads have been set up with parental controls prior to children bringing them on the premises. LLCC will ensure the tablets we supply all have parental controls installed.

We reserve the right to remove tech time for a period or indefinitely from a child if they are not following the rules. The rules are but are not limited to; not adhering to the allotted time given, not showing respectful conduct, visiting inappropriate sites, using above normal voice levels, mis-handling the devices that can cause harm or breakage to them.

2.15) Transportation

NOTE: All vehicles and drivers operating with the LLCC will adhere to the policies, procedures, licensing, insurance, maintenance and schedules provided under the Alberta transportation Act. For more information please refer to the LLC policy and procedures manual.

It is the parent/Guardian's responsibility to contact the program staff when a child is sick or absent from school or the program. Knowing this information will help alleviate any discrepancies at pick up time. Langdon Learning Centre Corp will make every effort to keep an updated list and good communication with the school administration regarding the children enrolled in our program.

Orientation:

Providing vehicle transportation to and from the Langdon Learning Center Corp is not a mandated LLC requirement. Programs have the option to provide this service if they have the necessary funds to support the effort. Our LLCC vehicle is not a "high stress" bus, such as the pupil transportation vehicles provided by the public-school districts; Therefore, to prevent possible vehicle breakdown, bodily injuries and high cost of vehicle maintenance, we will abide by a "best practice" philosophy in our transportation efforts. We ask for

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your cooperation in making our LLCC transportation effort safer and more efficient by adhering to this practice.

- Staff will be given both written and verbal instructions for review during yearly orientation and discussions during team meetings regarding all safety procedures, including transportation.
- Parents and students are encouraged to meet the teachers/driver prior to enrollment to familiarize themselves with our procedures so that we may answer any questions they may have. We will instruct both parents and children on our transportation procedures by giving them verbal detailed instructions on safety protocols along with written instructions.
- Parents are required to sign the transportation waiver when children are being transported by vehicle.
- Parents agree to join "What's App" as a group mobile chat site between parents, driver, and two staff members.
- Drivers must maintain a clean driving abstract, and a minimum class 4 professional licence and a minimum CDA certification in early childhood, First Aid certification/Child CPR, Criminal Records Check, Commercial Driving Safety Training with an ("S" endorsement as of July 31st, 2020) and follow all Alberta Transport Regulations.
- The vehicle has been registered by Alberta Transport and obtained an Intra-Provincial Operating Authority Certificate and carries the required SEC 6C public passenger vehicle endorsement attached to our insurance policy.
- It is the responsibility of the driver to see that no child shall be left unattended in the vehicle.
- The bus driver may determine if a child is ill at the time, he or she boards the bus.
- Only the LLC children, staff and volunteers serving as monitors, will ride the bus to and from the center. Vehicle capacity is limited to the number of seat belts. No person under the age of twelve can occupy the two front seats (Driver and Passenger bucket seats) while the vehicle is in motion. Food and drinks will not be consumed by any LLCC children during transport. Smoking of ANY SUBSTANCE is NOT allowed on the bus by anyone and under any circumstance.
- Backpacks sent with children must be secured before vehicle motion. Driver will attempt to secure any loose items such as but not limited to, School projects etc... that do not fit into the child's bag. It is at the driver's discretion as to whether an item is unsafe to be transported.

Vehicle Transport to School (Sarah Thompson School)

NOTE: Should unforeseen circumstances arise that hinder us from driving to and from school on any given day, we will alert parents to this and give them the option to make alternate arrangements or we will walk their child between the two programs.

- Children should be dressed and ready when the transport vehicle arrives at the LLCC.
- Children board the LLCC vehicle at approximately 7:30 am. **The vehicle leaves LLCC at approximately 7:40 am.** If you are running late, please notify staff and we may be able to hold the vehicle for a few extra minutes, otherwise if your child is not in the LLCC vehicle by 7:45 am, you will need to drive your child to school.

- Keys will always be removed from the vehicle when the driver is not in the driver's seat.
- To ensure the safety of the children, the driver will escort the children to and from the building and the transport vehicle. The driver will sign the children into the attendance book and alert waiting staff as to the number of children dropped off.
- Due to the age of the children and nature of transport; the driver will be responsible for ensuring that all persons have been and are buckled before the vehicle begins any motion.
- Roll call will be completed, and attendance confirmed prior to egress.
- The driver will assist all children upon entry and exit of the vehicle.

Vehicle Transport Pick Up from School

- The driver will meet the kindergarten aged children at their door and ensure all children on the list is accounted for and escort them safely to the vehicle.
- The school aged children will meet under the portico at the main office doors and remain there until the vehicle is safely in sight and parked along the curbside.
- The driver will assist children into the vehicle.
- Roll call will be completed, and attendance confirmed prior to egress.

If a child fails to show up at an arranged pick-up location the pick-up person will:

First - contact the child's school to check if the child attended school or was removed by a parent.

Second - call the parent(s) if the school has confirmed the child attended that day. If parents confirm they do **NOT** have the child, alert the child's school to recheck their whereabouts either inside or outside the school using their intercom system and checking their school busses in case a child has mistakenly boarded the wrong school bus.

Third – If the parent has not responded within 15 min of waiting and the whereabouts of the child has not been located the driver will call 911 to report a possible "missing child". The driver will alert the school that they have called the authorities and ask that they continue to help locate the child both in and on the school property, but he/she will need to leave the premise to return to the centre with children aboard.

The driver will immediately after dropping the children off, return to the missing child's school to wait for emergency authorities.

The incident will be documented and reviewed with staff, parents and school to remedy a solution for future situations.

Child Care Licensing Office will be contacted immediately to inform about the incident

Arrival to the Langdon Learning Centre

- The vehicle will load and unload children in a designated parking area when the parking spot located in front of the building is occupied.
- The driver will assist children from the vehicle and escort them safely into the Langdon Learning Centre where a staff member will greet the children and check them into the attendance binder.

Safety Protocols

- The driver will call LLC and staff will notify the school and parents in case of a transport vehicle breakdown or emergency.
- At least four times a year, each LLCC child will be instructed in safe riding practices and will participate in emergency evacuation drills.
- Transport Vehicle will not travel down non-maintained roads, levy roads, alleys, or private driveways or access roads.

Vehicle Breakdown:

If the vehicle breaks down either during transport to pick up children or while the children are in the vehicle, the emergency break will be engaged, the safety triangles will be placed according to Transport Canada regulations. A call will be made to the program to notify assistance is required. The children will be walked from the breakdown location by certified staff member(s) to either the school or the program which is approximately 2 km at the furthest point between Sarah Thompson School and the LLCC. If the children will be late as a result of the breakdown/accident, Sarah Thompson School will also be notified along with the parents to inform them of the situation.

Accident:

Should an accident occur that requires immediate medical assistance, 911 will be called. The program staff will be notified next and with then notify the parents immediately by phone and instructed to either meet at the crash site or hospital if an ambulance was dispatched.

An incident report will be filed within 24 hours with our licensing authority.

Child is Ill:

If a child is ill while the vehicle is in motion, the vehicle will pull over when safely to do so and the child will be assessed and if need be, given first aid. (i.e. fainted, vomiting, seizure). If it is of a serious nature, 911 will be called, otherwise when the child is safe, the driver will call the program to instruct a primary staff member to immediately call the parent and arrange for pick up at the program.

An *incident form* will be filled out signed by the parent. If the situation qualifies as a serious incident, a report will be filed within 24 hours to our licensing authority.

If a child is found to be ill before the vehicle is in motion, the driver will phone the school secretary to meet the child at the office door so the child can safely return to the school infirmary for the parents to be notified and picked up directly at the school.

Walking to School

- Prior to leaving the LLCC, children will be checked off using a roll call system (head counted for accuracy)
- Children will follow the program staff member who holds a minimum CDA certification in a safe line to the school gate (approx. 20 feet from LLCC doors)
- Kindergarten children will be escorted daily to and from their school door
- Younger School aged children will follow staff member to the kinder door area and kept in a large group until the bell rings and doors are opened by a school staff member.

Revised on August 7, 2020

- Once on school property, the older children (aged 10 – 12 yrs) can proceed to their door located opposite to the kinder door.

Walking after school

- A primary staff member with a minimum CDA certification will meet children at the green electrical box until all children are accountable for. When there are more than 15 children at the pick-up location, a second staff member or approved volunteer will assist.
- Children will be counted and escorted by the staff member (s) in a safe line from the school gate to the main doors of the LLCC which is approximately 30 feet between the two points.
- Children will be counted again upon arrival to the centre and the TOTAL number of children will be written on the white board and adjusted as children leave.

If a child fails to show up at an arranged pick-up location the pick-up person will:

- **First - contact the child's school** to check if the child attended school or was removed by a parent.
- **Second - call the parent(s)** if the school has confirmed the child attended that day. If parents confirm they do **NOT** have the child, alert the child's school to recheck their whereabouts either inside or outside the school using their intercom system and checking their school busses in case a child has mistakenly boarded a bus.
- **Third – If the parent has not responded within 15 min of waiting and the whereabouts of the child has not been located, the program supervisor will call 911 to report a possible "missing child"**. The program supervisor will alert the school that they have called the authorities and ask that they continue to help locate the child both in and on the school property, but he/she will need to leave the premise to return to the centre with their group of children.
- The program supervisor must stay on the premise to follow up with emergency services.
- The incident will be documented and reviewed with staff, parents and school to remedy a solution for future situations.
- Child Care Licensing Office will be contacted immediately to inform about the incident

2.16) No Smoking

No smoking is allowed on the program premises within 5- metres of our program, nor shall any staff member smoke where childcare is being provided.

Program Plan

3.1) Our Philosophy

We recognize parents roll as the primary teachers in your child's life. Our role as *secondary teachers* is to provide a safe, nurturing play and learning environment where your child will feel respected and valued for their uniqueness. To provide a safe inclusive and encouraging environment where every child feels accepted and welcome. It is a collaborative effort between home and teachers to help raise healthy confident children. We understand our role as caregivers to be one of understanding, patience, guidance, and structure. We encourage leadership through accountability and by providing fun learning opportunities. Our program is an extension of daily academics but through hands on learning in a fun environment using group games and providing some needed individual down time. "Tell me and I forget, teach me and I may remember, involve me and I learn." Langdon Learning Centre will provide care to children attending kindergarten up to grade 6.

3.2) Meeting Developmental Needs

Physical

Our program engages in both **indoor** and **outdoor** play that stimulates gross motor movement through weekly yoga, parachute, interactive games while indoors. We have access to a large play field next door along with playground equipment maintained by our neighboring elementary school. We strive to engage in a minimum of 30 – 60 minutes of physical activity daily.

Social & Emotional

We strive for a team atmosphere where children are respected for their thoughts and input into our daily programming. Many board games encouraging small group interaction along with large group games to help support this skill. Each child will be chosen to be a weekly leader to help improve self confidence. Our program is based off "The Big Life Journal" which encourages growth mindset. We believe in rewarding children with good behaviour to help build their emotional confidence.

Intellectual & Creativity

Every child is different in their abilities and will learn at their own pace. Through patience and understanding we will provide different levels of learning stations to be rotated weekly whether it be will one-on-one instruction and help with homework. We provide several learning materials such as puzzles, art, reading & writing, and board games along with some limited media time. We bring nature and community into our program and conduct science and math experiments.

3.3) Use of Space

Interior Space

Play Space

Our play space is approximately 130 sq metres (min 2.5 sq metres per child). Within that space we have several learning centres such as block play, library, arts n' crafts, dramatic play, sensory exploration, and interactive tabletop activities. The tables also double as our snack area. The library area doubles as our group learning (carpet time).

Bathrooms

The washrooms are easily accessible (parallel to the art area). There is a handicapped bathroom and one other full stall. Both bathrooms provide a hand washing area.

Administrative & Staff Needs

A 9 sq metre private staff room is provided which contains a small fridge and microwave along with a double sink. There is a small table that will accommodate up to 4 people. A desk in the staff room doubles as an administrative workstation with a laptop and lockable file drawer for confidential files. A teacher desk with laptop and file drawer is also located in the east play space.

Exterior Space

We are located right next to the Langdon School park, which is an easy and safe walking distance from the program premises, which provides two specific play areas with age appropriate play equipment along with a large field for activities that require lots of running area. The field is enclosed by a chain link fence. During nice weather we will also use the park within the Langdon Community Centre.

3.4) Community Resources

Our program utilizes community programs by visiting local businesses in our community. We offer volunteer services while creating learning opportunities for our staff and children such as community garden, watering flowers along the boardwalk.

We also partner with government agencies that provided early childhood intervention programs such as Providence, PREP, GRIT.

Community programs such as Chestermere Library, and Chestermere recreation are often utilized by our students and these contacts are listed in our handbook for parents as a resource along with subsidy programs and FCSS assistance.

Staffing Plan

4.1) Positions and Responsibilities

Child Development Worker (1 - 2 on staff)

One in every 4- primary staff on duty will hold a child development worker certification. This person oversees the program and will be considered the primary teacher (supervisor) on duty. The duties are:

1. Supervising the program and ensuring safety is always being exercised.
2. Responsible for staff members and their conduct during their shift.
3. Report to the Director immediately regarding incidents or areas of concern
4. Program planning and the execution of the planning
5. Lite House Keeping

Child Care Assistant (1 - 2 on Staff)

A minimum of one CDA will be on staff along with a CDW. Duties include:

1. Available to children and assisting their needs
2. Assist with program planning
3. Report to Child Care Worker directly with concerns
4. Lite House Keeping

4.2) Staff Ratios

Our program always maintains a 1:15 ratio minimum, one childcare worker and one childcare assistant. There will be 2 adults on duty when there are 7 or more children present on or off the program premises.

- 1:15 with most of the children being grade 1-6
- 1:10 with most of the children being kindergarten

When the children from the two school grades (kindergarten & grade 1 – 6) are combined, the maximum group ratio will be 2:25.

There will be 2 adults, one of who will be a primary staff on duty when there are 7 or more children present on or off the program premise.

- 1 in 2 primary staff on duty will be first aid certified.
- All staff or volunteer will provide an updated criminal record check including vulnerable sector check no older than 6 months when joining the program.
- Uncertified staff will obtain at minimum a child development assistant certificate within 6 months of commencement.
- Uncertified staff will not have unsupervised access to children until certification has been received.
- One in every 4 primary staff will be certified at a minimum child development worker.

4.3) Staff Orientation

Each new staff member receives a copy of this program plan along with Administrative Policies and Procedures during orientation. A copy of these will be kept in a binder clearly marked in the staff meeting area for easy access. These will be discussed at the orientation in detail and any questions or unclarity can be discussed at that time. Each staff member will sign the policies and procedures at the end of the orientation indicating they understand what is expected of them.

Each new staff member must supply a Criminal Records Check & Vulnerable Sector Search no older than 6 months. These checks must be submitted no more than 8 weeks after commencement of the program. A first aid certification may be required. All references will be checked before any teacher is hired.

Each new staff member must supply a Criminal Records Check & Vulnerable Sector Search no older than 6 months. These checks must be submitted no more than 8 weeks after commencement of the program. A first aid certification may be required. All references will be checked before any teacher is hired.

4.4) Staff Screening

All potential staff members are interviewed in person and will provide at least one reference check prior to being hired. This would result in a phone call to the reference with a series of questions pertaining to their demeanor towards children, their ability to work in a team atmosphere, and dedication to their previous position when working with children. In some cases, the potential staff member may be asked to shadow a teacher for a few hours to ensure the job is a good fit.

Once hired the new staff member must provide a criminal record check and vulnerable sector search within 8 weeks of their starting position, which is dated not earlier than 6 months prior to the date of commencement of the program and every 3 years after that date.

Volunteers

Volunteers that are unknown to the program (previous or present family) will be asked to submit a volunteer criminal records check and vulnerable sector search. Volunteers that do not hold a minimum childcare assistant certification will not have unsupervised access to any child in our program.

Volunteer Duties

All volunteers may be required to help with light housekeeping such as; washing tables with a mild bleach and water solution, sweeping the floors. Other duties may include, helping to prep tabletops for an activity, reading a story to the children, helping with crafts & painting.

4.5) Staff Improvements

Staff meet once a month to review the program and share ideas of improvement. Minutes are taken and then a follow up distributed and recorded in a binder for all to review. Incidents of any kind are discussed amongst the staff (and parents if it pertains to them) and solutions to remedy the problem will be discussed and, in some cases, we may involve the direction from our licensing officer. All incidents are reported within 24 hours to the regional office and the

reports are submitted to the regional childcare office annually. Staff are expected to attend at minimum one professional development seminar/workshop per year.

Administrative Policies and Procedures

5.1) Child Discipline Policy

Informing Parents

Parents are informed of our discipline policy in the parent handbook posted on our website. The parent handbook/program plan is also emailed parents for review prior to commencement of the program. Parents will be notified by phone, in person and sometimes by email to convey a problematic behaviour.

Together with parents preferably in person, we will discuss the best course of action to help change the behavior. We encourage parental support by following through at home (i.e. loss of TV/iPad privilege.) In no way does Langdon Learning Centre support or encourage physical punishment to a child for any reason.

Our goal is to instill problem solving strategies at an age appropriate level by reinforcing our classroom rules and encouraging children to use gentle but advocating words rather than a physical means to communicate their feelings.

If an undesirable behavior becomes repetitive, teachers will inform parents with the intent to work together as a team towards developing a favorable approach to solve the problem. If violent/abusive behaviors become unmanageable in the classroom that endangers the safety of children or teachers, and the staff do not have support from the parents, withdrawal from the program may be suggested.

Informing Children

At the beginning of each school year and several times throughout the school year, we will review the rules that are posted on the wall. These children contributed to the rules. Using positive reinforcement as a first go to, children will be redirected as needed. Modelling positive relationships between staff and children will set a positive tone for the program.

Children will be respected and treated equally and allowed to express their feelings safely without harsh judgement to maintain positive self-esteem.

Children will be given a calm verbal warning. If the behaviour is not corrected, teachers will redirect the child to an appropriate activity to encourage personal responsibility for their behaviour. Children will be told that a third warning for the same behaviour will result in a phone call to the parent.

Forms of punishment NOT permitted

**All discipline actions will NEVER be physical in anyway or emotionally cruel. Discipline will be reasonable to the circumstances.

We along with any volunteer present will never:

- inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation,
- deny or threaten to deny any basic necessity
- use or permit the use of any form of physical restraint, confinement or isolation.

Therefore, if a child is out of control and in danger of hurting themselves or another child or an adult, a call will be made to pick up your child immediately. In the immediate moment, the child will be kept safe (encouraged to visit a safe area) and the other children will be removed from that area to a safer area.

5.2) Off Site Activity and Emergency Evacuation or Closures

Off Site

Field Trips are considered outside of the Langdon School or Langdon Park area. Parents will be notified via waiver within 2-weeks prior to the event. The waiver will contain the following information:

- Transportation arrangements (walking, chartered school bus, passenger vans)
- Cost (if any)
- Ratio requirement (minimum 1:15 ratio)
- Supervision will be divided amongst the teachers and volunteers. Each child will wear a name tag. Volunteers will be given the list of children in their group. A map or itinerary will be given to all staff & volunteers.
- All waivers must have parental consent in writing (signature) allowing participation in an off-site activity prior to the event.
- Cellular phone will accompany a primary teacher & the number will be provided for parents to contact.

Staff members are required to bring portable records anytime we are off school property, that contain:

- each child's contact information and medical information and devices.
- telephone numbers: (a) emergency medical service; (b) ambulance service; (c) fire department; (d) police service; (e) poison control centre; (f) nearest hospital or emergency medical facility.

Evacuations

In the case of an emergency evacuation, portable records will be taken by primary staff members to the evacuation site. At that time, staff members will:

- contact parents directly by email and phone call to arrange for immediate pick up. If parents are not reachable, we will call your listed emergency backup person.
- If for some reason we are not able to get a hold of parents or emergency back-up person, the primary staff will stay with your child until you arrive. We may transport your child to an alternate location if the current location requires us to do so. You will be notified of this change in location.
- An emergency evacuation could be caused by, no heat, no power, gas leak, burst pipe or any other emergency requirement that would cause any safety concerns **See also "Incident Reporting"
- A notice will be placed on the program door with information and instructions.

Muster Point

During an emergency evacuation, we will leave the building and head to the **east parking lot area** as a muster point, children will be counted to ensure accuracy. During colder weather, we will walk the children to **Langdon School** where parents will be contacted for an immediate pick-up.

Closures

An emergency closure could be the direct cause of severe illness where multiple teachers are not available to be at the program or, upon arrival to the program it is discovered that due to mechanical, plumbing or heating issues, break-in etc. the program is unable to operate safely. Should this occur, the program supervisor or first person on site, will be responsible for the following:

Accident or Illness

Parent will be notified immediately when a serious accident occurs.

5.3) Incident Reporting & Evaluation

All incidents will be reported immediately to the regional childcare office using a prescribed form. Any incidents that occur are evaluated immediately with all staff members and our licensing authority to ensure safe practices are in place. The incident is recorded and filed with the regional childcare office annually. A report is filled for the following reasons:

- Emergency evacuation (Muster point is inside the Langdon School grounds just inside the chain link fence lining centre street) during colder weather, we will walk to Langdon School.
- Unexpected program closure
- An intruder on the premise

- An illness or injury to a child that requires emergency care or requires the child to remain in the hospital overnight.
- An error in administration of medication by program staff or volunteer resulting in serious injury or illness.
- Serious injuries that require the program to administer first aid
- The death of a child
- An unexpected absence from the program during program hours (child is lost)
- 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 an Act of Canada or Alberta; and/or a child left on the premises outside of the program's operating hours.

5.4) Potential Health Risks

The following symptoms are grounds for a child to be excluded from the program:

- Lethargy
- Vomiting
- Diarrhea or irritability
- Sore throat
- Green mucus
- If the child requires greater care and attention than can be provided without compromising the care of the other children in the program
- The child is displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises. (This does not apply if the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises.)
- The child will be observed for the above signs, temperature taken, or question the child if the child does not seem their usual self.
- A staff member who has reason to believe that a child is exhibiting any of these symptoms of illness, must contact the parents for immediate removal of the child from the program premises.
- The sick child that was removed from the program cannot return to the program until the child is symptom free (minimum 48 hours) or that the license holder is satisfied that the child no longer poses a health risk to anyone else within the program. In some cases, a doctor's note may be required to return to the program.

All illnesses are recorded using the following information:

- Name of child
- Date child was observed to be ill
- Name of staff member who identified the child was ill.

- Time the parent was initially contacted
- Name of staff person who contacted parent
- Time the child was removed from the program
- Date the child returned to the program
- Log forms will be reviewed monthly to insure all possible preventative measures are in place.
- If a parent fails to arrange an immediate pick up of their ill child within a half hour, we will phone the emergency contact person(s) listed. If no one is available, the child will be kept safe until the child is picked up. A warning will be given, and \$20 late fees will apply for every 10 minutes thereafter for a second offence.
- Parent will be informed of these strict rules regarding sick children in their parent handbook along with email reminders throughout the year.

Phase 1 Safety Measures – COVID-19

- 1) The licence holder will review, comply and implement all the Additional Public Health Measures, which outlines enhanced measures to prevent the spread and risk of contracting an illness available at: <https://www.alberta.ca/assets/documents/covid-19-relaunch-guidance-daycare-out-of-school-care.pdf>
- 2) The licence holder will continue to adhere to the Alberta Health Services Child Care Facility Guidelines, which combines regulatory requirements for child care programs and recommendations from AHS. These health and safety requirements are monitored by AHS to minimize the likelihood of child illness or injury. The guidelines can be found here: www.albertahealthservices.ca/assets/wf/eph/wf-eh-health-safety-guidelines-child-care-facilities.pdf
- 3) The licence holder will comply with all temporary workplace rules in effect to address COVID-19 to keep themselves, their staff and the families who access their program safe. These rules can be found in Alberta Health's Workplace Guidance for Business Owners at: <https://www.alberta.ca/temporary-workplace-rule-changes.aspx>
- 4) The licence holder will continue to adhere to all applicable zoning, health and safety legislation, including those within the *Child Care Licensing Act* and regulations, and all standards not modified or suspended through an order or a superseding public health measure.
- 5) The licence holder will ensure all program plan policies are in alignment with all public health measures. If any current clauses do not meet or exceed any of these temporary health measures, they are considered suspended and are not implemented in the program until public health measures have been lifted.

5.5) Supervised Care for Sick Children

While a sick child waits for a pick-up, all measures will be taken to ensure the child is comfortable (mat, pillow, water and blanket) and is safely as far away as is practical from other students while a primary staff member supervises and attends to their needs.

5.6) Administration of Medication

Under the new Child Care Act as of February 1, 2021, children aged 5 and older now have access to their emergency medical devices. For the safety of other students, those who carry emergency medical devices in their backpack between school and our program, can store their backpack in our staff kitchen. Only that student will be permitted to enter the kitchen to access their emergency medical device.

All non-emergency medication is stored in a special locked box out of reach of other children but easily retrievable by staff. A medical form must be filled out, signed by parents/guardian and a copy kept with the medication always. A second copy will be kept in the portable files.

Requirements for all medication area as follows:

- The written consent of the child's parent has been obtained
- The medication is in the original labeled container
- The medication is administered according to the labeled directions.
- How medication must be stored (refrigerate or at room temperature)
- Medication that can be left on the premise will be kept in a locked container. The medication will be removed each preschool day and placed in a visible easy access area away from children.

Recorded Information

- The name of the medication
- The time of administration
- The amount administered
- The initials of the person who administered the medication.
- Parents/caregivers will be notified by the primary staff upon pick up.

Written consent is required from the child's parent or guardian allowing the licence holder to provide or allow for the provision of health care (first aid) to a child.

5.7) Health Care & Minor Accidents

A licence holder may provide or allow for the provision of health care to a child only if

- the written consent of the child's parent has been obtained, or
- the health care provided is first aid.
- the incident will be logged and recorded on a form detailing why first aid was administered and parents will be asked to sign the form.

5.8) Children's Records

All student records containing registration form, medical information and screenings, and all parent/teacher correspondence will be available to parents at any time upon request. Information will be collected and stored in a locked area for a minimum of 3 years. All staff along with our licensing authority will have access to these reports at any requested time.

5.9) Administrative Records

Administration records will be kept up to date and left on the program premise for a minimum 3 years. Records will include:

Daily attendance Records

- The arrival and departure times of students will be recorded by the primary teacher.
- Arrival and departure times of staff will be recorded by each individual staff member.

Child Care Certifications

- Program supervisor must have a minimum Child Care Worker certification.
- Primary Staff members must have a minimum Child Care Assistant certification.

First Aid Certifications

- Must be renewed every 3 years on or before the anniversary date.
- Program supervisor must have a current first aid certification.
- One in every 3 staff members must have a current first aid certification.

Criminal Record Check & Vulnerable Sector Search

- All staff members must obtain a current criminal record & vulnerable sector check no older than 6 months commencement of working in the program.
- Licence holder must submit a current criminal & vulnerable sector search when renewing the program licence. Licences are renewed every 3 years when in good standing.
- Volunteers that do not have a current criminal & vulnerable sector search will not have any unsupervised access to children.

5.10) Portable Records

The portable records will contain the following telephone numbers: (a) emergency medical service; (b) ambulance service; (c) fire department; (d) police service; (e) poison control centre; (f) nearest hospital or emergency medical facility. In addition to that each record must contain:

- The students name, date of birth and home (civic) address **no post box numbers.

- completed enrolment forms.
- the parent's name, home address and telephone number
- the name, address and telephone number of a person who can be contacted in case of an emergency
- if medication needs to be administered
- the written consent from the parent regarding any other relevant health information about the child
- the child's immunizations and allergies, if any.
- Consent to emergency medical attention (calling 911, ambulance)
- Consent to take photos for purpose of class distribution and or authorization to use on the Langdon Learning Centre Website.
- observations (daily observations by teachers)
- email correspondence between parents and teachers.

5.11) Supervision Policy and Practices

How the indoor space is monitored

- The program premise is divided into two sections, a quiet room and an active playroom. Each teacher will be assigned either room to monitor the children. In some cases when one room becomes too busy, children may be assigned to an area then encouraged to switch. Both rooms are viewable with large windows so that both teachers are connected. When outdoors, children will be kept in groups of no more than 15 children per teacher or kept as one large group with two teachers.
- The licence holder provides detailed job duties and supervision for children during orientation. This information is also kept in the Employee Handbook which is accessible to everyone in the staff area.
- During the program activities indoors, attendance is taken, and children are monitored daily. When there is a large group of children attending the program of more than 25 students, teachers are given an equal list of children to monitor between them. They will be responsible for those children on a constant basis to help maintain the safety and awareness of the children.
- Children are counted prior to leaving the program premises to ensure all children are accountable for and then counted upon arrival again. The procedure is repeated before leaving the outdoor area and then again when they arrive back to the program premise.
- Teachers will greet the parents upon pick up and remind if necessary, for parents to sign their child out of the program. An ongoing number count is made on the whiteboard so that teachers are always aware of how many children are in their care.
- Prior to closing the centre, teachers will double check the sign out book to ensure all children have been picked up. Checking up in the castle loft area to ensure no sleeping children before leaving a closing the centre for the evening.

How the outdoor space is monitored

- To meet the developmental needs of children in our program, children requiring more supervision (special needs, younger children vs older children) the licence holder may need to increase the ratios to include a volunteer or hire another body to help supervise.
- Large groups of 25 or more are divided equally among the staff so that smaller groups can be monitored more easily.
- For added safety, a boundary area is determined and agreed upon before the group splits up.
- Younger children are monitored very closely and put into groups where the ratio of younger children is lower.
- In some cases, certain areas of the outdoor space may be off limits due to the uncertainty of the safety for the age range.
- When outdoors, children will be kept in groups of no more than 15 children per teacher or kept as one large group of 25 children with two teachers.
- Staff will only utilize phones for emergencies and taking photos of the children at play for later reflection or the monthly newsletter. Under no circumstances are cellular phones to be used for personal use while monitoring children.

Constant monitoring of both the indoor and outdoor space will be done by all staff members prior to children to using the space to ensure the environment is safe.

- Toys are maintained in good order, broken toys to be discarded
- Remove exposed electrical wires
- Broken glass, obstructive materials are removed prior to playground use.

If a child fails to show up at an arranged pick-up location or time:

- If child is not at the meeting point, staff will contact the centre to collect any messages that may be left by the parent regarding child being away.
- If a child is expected to attend the program, staff would contact their respective school office to confirm if the child attended school or picked up by parent.
- Confirm with parent or guardian if in fact the child has been picked up from their respective school.
- If whereabouts has not been confirmed by the parents, staff will do a sweep of the school and outdoor playground to locate the child first.
- **If the child is not with the parent, has not been located with 10 min. 911 will be called to report a child is missing.**
- Licensing office will be contacted immediately to report the incident.