

EXPANDING IMAGINATIONS



“Caring For Our Future”

School Age Care Parent Handbook

Revised August 2020

Welcome!

Welcome to Expanding Imaginations Child Care School Age Program! We are so glad that you decided to join us and we hope that you and your child will be happy here. Our mission is to form a partnership with you to care for your child or children. Don't worry, you only have to take part as much as you want or are able to, the main thing is that you know what's going on while your child is with us, and that we can support you in parenting. To ensure that we are all "on the same page" we ask that you read this handbook carefully. It will help you become familiar with our philosophy, policies and procedures. These are in place so we can effectively provide quality care, meet licensing standards and ensure that there is structure for our program to run smoothly. Please save this handbook for reference purposes and we can email it at anytime upon request.

We rely on open and timely communication between parents, educators and administrative staff to achieve our goals. We know that you know your child, or children, best and we want your input on what you think our program should include. You can communicate with us directly, via email or phone, with a scheduled appointment or in our comment box which will be talk about further on in the handbook. If you have any questions, or require clarification about our philosophy, policies or programs please contact the Program Supervisor.

Philosophy

Play

Spontaneous play where children get to choose their activities and how they engage in them provides the freedom to develop in areas they are interested in. Children's minds are constantly seeking input and they naturally choose activities that challenge themselves; they are learning and having fun simultaneously!

Attachment

A child care centre is a "home away from home"; a place that is safe and loving where parents and caregivers join together to support the growth of each child. We believe attachment-based care, where a child care provider is linked to a child and his or her family for as long as possible, promotes emotional development; where trust is learned and love is felt.

Family

Family is on the front-lines of raising a child - they are there 24 hours a day, 7 days a week - nothing is more important. Our doors are always open, families are encouraged to participate in the program in whatever capacity they want and are able to. We stay in constant communication, and do not believe that family and child care should be separate but blended together. Respect for every child and his or her family is pertinent, regardless of make-up, race, religion, ability and culture.

Community

Children may be a little "drop" in the world but they can make a big ripple that reaches many. Empowerment, empathy and respect are learned by interacting and helping others in our world, whether in Deer Ridge, Calgary, Canada or around the world.

Contact Us

For absences, late arrivals, day to day information, complements or concerns

Phone - 403.251.6021

Email – supervisor@expandingchildcare.ca

Contract information, child care fees, program concerns (Julie Audy)

Phone – 403.251.6021

Email – info@expandingchildcare.ca

Social Media

Website – monthly program calendars and menus

Facebook – reminders of upcoming special days, articles regarding child development

Reviews – like what we are doing? Please take a minute to review us on 'Google' or 'Facebook'

Hours of Operation / Closure Dates

Our hours of operation are Monday through Friday, from 7 am until 6 pm

We are **closed** on the following statutory holidays*:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

We understand that not all workplaces close for each of these holidays but we think that it's important for our staff to receive the same benefits of top rated workplaces. We appreciate your willingness to plan using your holidays or asking a friend or family member to help. We may also be able to help you coordinate alternate care.

We close at 3:30 on Christmas Eve and New Years Eve

* Please Note! Statutory holidays have been taken into account when setting the fee schedule therefore there are no refunds for these days.

Programming / Curriculum

Our goal is to provide a high quality School Age Program in an environment where each child has the right to freedom in choices, rest time, active time, nutritious diet, and a clean, healthy environment.

Our program is child-directed and educator supported. The curriculum is designed around each individual child and is created in each room by the Early Learning Educators. When forming the activities, the educators take into consideration the children in their group and the observations they have made. It also takes into consideration the current interests in the children – for example, if the children are constantly looking at the book based on Ocean Life, water play with

ocean animals may be set out, art may be bubble painting, salt and fresh water may be compared as a science experiment.

In the rooms, “Imagination Stations” are designed to stimulate the social, emotional, intellectual, creative and physical development of the children. Materials at the Imagination Stations are rotated as deemed necessary by staff observations, appropriateness, and the children’s interests. The educators are facilitators to support and motivate the children to pick up on learning opportunities throughout the day.

Spontaneous play opportunities provide the materials needed for children to explore and create according to their own imaginations and ideas. The educators support this by asking open ended questions, supplying more materials and making gentle suggestions. These Imagination Stations are in the form of dramatic play, open art, blocks, sensory, vehicles, puppets, action figures, and more. Structured activities include the children and is still fun but has a goal in place by an adult. The purpose of this would be encourage a skill to develop, such as turn taking, finger strength, coordination, empathy, and more. Structured activities may be a board game, a craft, circle time, a group game. These activities are adult led and never forced on a child.

Educator Requirements

In our program, all educators are certified as Child Development Supervisor, Child Development Worker, or Child Development Assistant in accordance with the Alberta Day Care Staff Qualifications. Child CPR and First Aid training are required within six months of hiring and there is always someone with First Aid/CPR training onsite. All staff must submit to a criminal reference check at time of hiring and is not allowed to be alone with the children until it is cleared. We have monthly staff meetings to ensure everyone is refreshed on our policies and procedures and feedback is offered regularly from the Program Supervisor. We require our staff to upgrade their learning, either through courses or workshops, so they can be knowledgeable and up to date on the best practices in School Age Care

Staff Responsibilities

The Program Supervisor is responsible for:

- Hiring and supervision of staff
- Ensuring practices and procedures are followed in accordance with the regulations and requirements of licensing agencies and other governing bodies.
- Day to day decisions, including co-coordinating the movement of children between rooms.
- Communication with educators and parents to address concerns and/or suggestions.
- Liaising with Daycare Licensing, Calgary Health Services, Fire and Safety, and Alberta Child Care Association
- Coordinating workshops, community events, and resources for families

The Assistant Program Supervisor is responsible for:

- Supervision of staff
- Ensuring practices and procedures are followed in accordance with the regulations and requirements of licensing agencies and other governing bodies
- Communication with staff and parents to address concerns and/or suggestions

Your child's Primary Educator is responsible for:

- Tracking your child’s development, planning appropriate curriculum, daily care

- routines
- Communicating directly with parents on a regular basis to ensure cohesiveness between the program and home
 - Ensuring your child's room is clean and safe
 - Guiding and directing behaviour that unsafe

Child-Staff Ratios

Alberta Child Care Licensing has set in place the following guidelines to ensure effective supervision of children in a child care program

- 4.5 years to Kindergarten – 1 educator to 10 children
- Grade 1 and above – 1 educator to 15 children

Where multiple age groups are combined, the ratio for the majority of the children is adhered to.

Each room has a maximum of 2 educators although outside professionals, practicum students or volunteers may participate in the program to meet the needs of a child.

Complaints or Concerns

We believe that good communication between parents, educators and administration staff is essential to providing quality childcare. With this in mind, we ask that if you have any concerns relating to your child, or in regard to our policies and procedures, that you discuss this with your Primary Educator. If you still have concerns or feel that the primary educator's response is unsatisfactory please bring it to the attention of the Program Supervisor. If you still feel your concerns have not adequately been addressed, please bring it to the attention of Julie Audy.

The program will be visited periodically and inspected by a designated licensing officer to make sure that the program is complying with all licensing regulations and the Social Care Facilities Licensing Act. Licensing Inspection Reports will be posted on the program's parent resources bulletin board.

Communication Methods

We WANT your input! You can connect with us by phone – (403) 251 – 6021, email – supervisor@expandingchildcare.ca, or face to face 😊

We also have a comment box located in the vestibule. We know that sometimes it isn't easy to communicate minor complaints or a staff member does something great and you want them to get some kind recognition. Feedback is important for us to know what may need more attention or thank someone that has done an extra-good job. Notes will be read by the Program Supervisor regularly and handled appropriately.

We will email you information regarding your child's care. We will not spam you, or ever give your email address out to anyone. Pictures will be emailed regularly so you can see what your child has been up to. For group pictures including your child to be sent, please ensure you initial that option of the 'family consents' form.

Survey's are conducted periodically to make sure we are on the right track of providing quality care. If we are not effectively meeting the needs of our clients then we want to know about it so we can reassess.

Fees

The fee for your child is stated on the contract you signed with the program upon enrollment. Child care fees are due on the 20th day of the month prior to receiving child care services. If the fees are 3 days late without a payment arrangement made before the due date, a late fee of 5% of the total fee will be applied. At 7 days past due, an additional penalty of 10% is applied to the total amount past due. If payment is 2 weeks late, and no arrangement for payment is made, child care services will be suspended until payment is received.

Should the Client Family fail to contact the Child Care Program within the 2 weeks after the fee due date to arrange payment for childcare, the amount owing will be sent to our collections agency, along with an additional month fee in lieu of one calendar month termination notice. Should your overdue account be sent to our collection agency, you will also be responsible for covering any additional fees or commissions charged for their services.

We recommend providing a void cheque for automatic withdrawal of daycare fees

Fees are pro-rated from September 1 to June 30 as well as from July 1 to August 31 and refunds or credits are not given for "sick" days, holidays, or any other absences.

Should you arrive after 6:05 to pick up your child, there is a late fee of \$1.00 a minute. The payment must be made in cash and goes directly to the educator who was kept late as their overtime pay.

Missed Payments

If you are unable to pay your fees, please contact Julie Audy as soon as possible to arrange a payment schedule. If fees are not up to date by the time the next month is due, child care services will be suspended until the account is brought up to date. If payments are frequently missed, or if you do not uphold your end of the payment arrangement, child care services will be terminated and payment for an additional 1 month's fee in lieu of notice will be applied.

Subsidies

The provincial Child Care Subsidy Program, which is operated by Child and Family Services Authority, is available to help families who require child care but may not be able to pay the full cost of child care fees. The Program Supervisor can supply Child Care Subsidy Program Information if you feel you may be eligible for financial assistance. All information relating to subsidies is prepared and kept in total confidentiality. More information can be found at <http://humanservices.alberta.ca/financial-support/15104.html>, including an estimation calculator to see if you qualify. You can also call 1-877-644-9992

Absence from the Program

Please notify your child's educator at least 24 hours in advance if you know your child will be away from the program for a day or more. Absence due to illness should be reported to the program before 9:00 a.m. and the nature of the illness must be disclosed. If we do not hear about your child before 9:00 am we will assume your child is absent. If your child is not at the pick-up spot from school and we haven't heard from you the class will not leave the school until the child is accounted for. For this reason we required parents to be diligent in letting us know when your child is not attending the program after school.

Late Drop Off

If your child will be dropped off after 9:00, we require a phone call to let us know. This allows us to ensure there is enough food prepared, and that staff know to include your child in programming. Should we have lower than usual amount of children for the day, the staff are given the opportunity to take the day off. If you bring your child in unexpectedly we may not have the staffing to care for your child and may need to refuse care for the day. When the group is offsite when you are dropping off you will be required to take your child to meet up with them.

Discipline Policy

The goal of child guidance practices is to help children develop self-control and problem solving skills so that they can make appropriate behavior choices. Our policy is that any child guidance action taken is reasonable in the circumstances, consistently followed, and that it is used only to redirect or stop undesirable behavior that puts the child, or other children, at risk. Physical abuse or "corporal punishment" of any kind, including shaking, pushing, slapping or spanking is **not** acceptable under any circumstances. Any form of contact (including verbal) that ridicules, humiliate, degrades, insults, or takes away from a child's self-esteem, is also considered a form of "corporal punishment" and is **not** acceptable under any circumstances.

Our program is designed to foster an atmosphere of co-operation, self-esteem, and mutual respect for others. Positive behavior is to be encouraged and recognized at all times through praise and encouragement. Providing creative Imagination Stations, activities, and adequate materials for each child reduces potential disagreements and can assist in reinforcing positive behaviour through role modeling. An "A, B, C" form may be filled out for your child's records to help track and find a solution for the conflicts that happen regularly. We stay in the present when discussing unwanted behavior with the child and avoid talking about past behaviour. A consequence should not carry over to the next day but each day is a fresh opportunity to do better.

Every effort is made to anticipate and prevent conflicts. Undesirable behaviour is used as a learning tool to help a child understand the cause behind their actions, and to encourage self-control in making choices with desirable outcomes. The situation is discussed with the child and helps them to solve the conflict and problems where appropriate. If the behavior continues, the child may be redirected away from an activity or situation to avoid further conflict. A method used by our educators to start a conversation about a situation is to simply ask "what happened?" Positioned at child height, time is taken to listen and help the children find a solution they are happy with. "Redoing" a situation with an appropriate reaction helps a child learn what methods can get them what they want in a respectful way.

Educators will fill out a communication form for the parent to sign when a child is physically aggressive, makes unsafe choices (leaves the group, crosses the road without the teacher) uses unacceptable language (swearing/cursing) or engages in bullying behaviour. Should your child have ongoing inappropriate behaviour, we will ask for a meeting with the child's parents/guardians for communication and problem solving purposes. If there is concern for your child's safety or the safety of others we may request consultation from Supportive Child Care which is a government funded program to help children be successful in child care programs. If a child maintains to be a safety issue for themselves and/or others and all resources and strategies have been exhausted, we will require for the family to find childcare elsewhere.

Aggressive /Abusive Behaviour

Children who use degrading or insulting language or who cause physical harm to a staff or other children, that is considered outside of what is developmentally appropriate, and will not change their behaviour with the support of the educators will be required to be picked up immediately. Ongoing aggressive or abusive behaviour may result in suspension of attendance. This is to ensure that the program remains a safe place for all who attend.

Promoting Pro-social Behaviour

Class Rules

The general rule of the program is to care for yourself, for others, and the space you are in. The children come together as a group each year to make more detailed rules of what behaviour they expect to see in their program. These are written out, posted in the room and referred to regularly. Before going offsite the children contribute to a list of rules (with support from an educator) that is specific to where they are going. The rules are written out and referred to as they day progresses. We believe that when the children create their own rules it teaches them responsibility for their own behaviour and a higher level of accountability then when the rules are directed from an adult.

Conflict Resolution Policy

Children are encouraged to solve conflicts on their own through talking out what is bothering them. When the children need guidance the educator offers neutral suggestions to help the conflict be resolve. When a conflict in not resolvable, children are asked to maintain respect and kindness even during conflict.

Inclusive Care

Expanding Imaginations Child Care accepts children with varying abilities however we are not equipped to meet the needs of many children with diagnosed neurological, behavioural or physical disorders. For this reason we can only allow for 20% of the children enrolled to have ADHD, Autism, ODD, SPD or other disorders requiring additional care. It is mandatory that all health and behaviour issues are disclosed before enrollment is confirmed and failure to do so may result in termination of contract without notice.

Transportation Policy

Expanding Imaginations Child Care will walk with the children to Prince of Wales School unless the weather makes it unsafe to do so. In that instance, we will drive the children to and from school. In the following occurrences we will drive the children:

- Temperature is colder than -20 Celsius including the wind chill
- The rain would soak the children within 5 minutes of the walk
- Unsafe wind conditions
- Air quality index of 7 or higher

Children are driven to and from Haultain Memorial School, Deer Run School and Sam Livingston School to attend classes, and to Prince of Wales however they walk back after school. On nice days the children will begin walking to the child care center with an educator and will be picked up mid way. Most of time the children Prince of Wales and Sam Livingston ride to school

together, and Haultain Memorial School will ride together unless one school is running late when they may stay in the van to pick up the next group, or on Fridays when Haultain Memorial and Sam Livingston both let out at noon. Please reference the chart to know the time and drop off spots for each school. In the following occurrences we will not drive the children to school for safety reasons:

- Vehicle issues beyond our control such as vandalism
- Dense fog or blowing snow interfering with safe visibility
- Roads are excessively icy or covered in deep snow
- Weather advisory recommending the citizens of Calgary stay off the roads
- School buses are not running due to unsafe conditions

We will decide on morning transportation at 7:00 in the morning and notify families by email. At 11:30 we will reassess and email the parents. If the temperature allows we will plan an afternoon school run to bring the children to school for 12:25 and pick them up again at school end time. Children who are in grade 1 and older will be brought to school at this time. If weather changes during the day (such as a rain storm or blizzard) we will contact the families with the option that we will pick the children up early or that families can arrange for transportation. If we are unable to transport the children to school, the daycare will provide care for the day at no additional fee. All decisions will be made in the best interests of the children. The phone number for Environment Canada is 403 299 7878

School Run Procedure

The staff will instruct the children and enforce the following safety rules:

Following the directions of the teacher walking the children – stop when asked

Staying in the line of sight of the teacher

Stay on the sidewalk

Wait for the whole group at the crosswalk – do not cross the street on your own

WALK across the street

Watch for cars entering and exiting driveways

Should a child refuse to follow the safety rules they will be required to hold the hand of the educator to ensure their safety. If the child refuses to walk with the educator the group will wait and the parent will be called.

Safety protocols

Child Missing at Pickup – staff will stay at the pickup spot. Staff will phone the Program to find out if a phone call was received from the parent. Staff will talk to the school to find out if the child was in attendance. If the child attended school and no call was made to the program, the parent will be called for information.

Child Falls Ill During the commute – staff will notify the program so they can call the parents to arrange for pickup. The child will either be dropped off at the school or brought back to the program depending on the arrangement made with the parents.

Child is Severely Injured – staff will keep ALL children safe. Notify the program to phone 911. Staff will perform first aid.

In the case of a critical incident, the Program Supervisor will notify Child Care Licensing. If your child will not be picked up from school by the program please let us know, otherwise the children need to wait until we have confirmation your child is safe before heading back to the program

Indoor/Outdoor Policy

Children will spend time playing inside and outside each day. Outdoor play activities available reflects all developmental areas and the will represent the children's strengths, needs and interests. Children have the opportunity to play outside a minimum of 1 hour a day on school days, 2 hours a day on non-school days.

Health Policy

If your child displays the following symptoms, they MAY NOT attend the program

- Temperature of 100 F (38C) or higher
- Vomited within 24 hours of arrival
- Diarrhea within 24 hours of arrival
- Rash that has not been diagnosed as non-contagious
- Profuse runny nose that is not clear in colour
- Bad cough or sneezing

- If the child is not well enough to participate in the daily program
- If the child is too sick to attend school

If your child is absent because of a highly contagious or communicable disease (i.e. measles, mumps, head lice, strep throat), a doctor's note may be required before your child is allowed to return to the program. A list of diseases and Calgary Health Service recommendations on this policy will be made available to you upon request, and is available on the health board in the program. If your child attends the program but is deemed unfit to stay, you will be notified and pick up must be arranged and occur within 2 hours of being notified. If both parents are unreachable within 30 minutes, we will phone the emergency contacts. If we haven't heard from you or your emergency contacts, as a last resort, after 2 hours, Alberta Child and Family Services must be called in to care for the child.

Headlice

Due to the level of disturbance this causes the program children will be required to go home immediately should headlice be suspected due to either the lice being seen or eggs in the hair. While the child is waiting to be picked up they will be asked to wear a hat, their belongings will be bagged and they will be kept away from the other children, all being done as discretely as possible. Before the child may attend the program will designate a staff member to check your child's hair for nits and lice and a doctor's note will be required. The other parents will be notified and all the soft items such as stuffed animals, carpets and dress up clothes will be a washed and removed for 2 weeks after the last confirmed case of headlice. We will provide information and advice on how best to prevent and get rid of head lice and support the family the best we can.

Immunization

We understand that immunizing your child is a personal choice and we do not require all children in our care to be immunized. If you have chosen to immunize, Child Care Licensing requires us to keep an updated record on file. If you have chosen not to immunize, we require

that you state that your child is not immunized and that you understand in the case Health Services should declare an outbreak of a disease that can be immunized against, such as measles, your child may not attend the program.

Emergency Closure

If the program is without water or power for a half hour it will need to close due to inability to meet health and safety requirements. Parents will be contacted by phone and be required to pick up within the hour. If your child is at school you will be required to make arrangements for pick up. The daycare will also be closed due to adverse weather conditions where recommendations are made for people to stay home or evacuate the area.

Emergency Evacuation

Safety drills are conducted monthly to ensure children and staff is familiar with the evacuation process. In the event of a fire and/or emergency evacuation, staff and children will exit the building and assemble in the parking lot; we will then go to McDonalds Restaurant. Staff will be responsible for collecting attendance forms and portable records. Head counts will be made both inside and outside the program to ensure that all children and staff are accounted for. The Program Supervisor will contact parents, guardians or emergency contacts for children once everyone has been accounted for. A copy of the emergency evacuation route is posted in the entrance of our program.

Medical Emergency/Accident

If a serious accident or medical emergency occurs, your child will be transported to the nearest medical center or hospital by ambulance. Parents, or your emergency contact, will be notified of the location. Whenever possible, a staff member will accompany your child. Parents are responsible for any fees incurred for the Ambulance.

Accidents or incidents that do not require emergency first aid will be noted in an Accident/Incident report that will be brought to the attention of the parent. The educator, parent and Program Supervisor will sign this form and a copy will remain in your child's file for future reference.

Medication Policy

Provincial regulations require written parental consent when administering prescription and/or other "over the counter" medications. The following procedures MUST be followed before caregivers administer drugs or medications:

- Drugs and medications MUST be in their original containers.
- Drugs and medications MUST be handed directly to the front desk upon arrival at the centre.
- Drugs and medications MUST have the child's name on the container, the name of the medication, and dosage

The form filled out must match the information on the medication. If there is a discrepancy between what is filled on the form and what is written on the medication, medication is unable to be administered and the parent will be contacted by phone. Please bring your medication to the reception desk upon arrival.

Security

If someone other than the parent is picking up the child, you must advise the program ahead of time. If there is an emergency and someone other than a parent will be picking up the child, we will ask you to provide their full name. The person will be asked to provide government-issue photo identification before the child is released into his/her custody. The safety and security of the children at the program is paramount. Please advise program staff and/or the Program Supervisor in writing if anyone is restricted from access to your child. If there is a restraining or custody order against a parent, we will require a copy for our files.

Abusive Behaviour

Expanding Imaginations Child Care is a safe place for children, their families and the people who work here. All forms of abuse is not tolerated by the staff or towards the staff. This includes yelling, swearing, demeaning words, aggressive body language, sexual innuendos. Should a client display abusive behaviour toward the staff or children, their contract will be immediately forfeit with no refund of fees. Should anyone onsite be deemed a threat Calgary Police Services will be notified.

Personal Belongings

Parents will be required to supply at least two full change of clothes, including shirt, pants, socks and underwear. Please clearly label all belongings with your child's name and a pair of non-slip indoor shoes or slippers (to be kept at the program year round). Seasonal weather appropriate clothing includes the following examples:

- **Spring:** Sweater, mittens, hat, rain gear (rubber boots, splash pants).
- **Summer:** Sunhat, sunscreen, light clothing.
- **Fall:** Sweater, mittens, hat.
- **Winter:** Hat, mittens, snow boots, snow pants, warm jacket.

Clothing

Holes in knees are welcome. Art supplies and sensory activities are available every day. Please send your children in “play clothes”. We want the children to feel free to explore and get messy without worrying about stains or dirt. Although we make our best efforts by encouraging the use of paint smocks, messes do happen. Staff are not responsible for your children’s clothes. Although we do our best to keep track of what belongs to who, at times things go missing. We will do our best to help find missing items however we are not responsible for items that aren’t found.

Toys

Bringing toys from home is up to the discretion of the Primary Educators. Expanding Imaginations Child Care will do it’s best to help keep track of these items but assumes no responsibility for items that get broken or go missing. *Electronics such as tablets, phones, gaming devices are not permitted.*

Technology

T.V. and DVD/Video recordings will only be used on special occasions or for educational content. Movies will be G-Rated and previously viewed by staff and/or the Supervisor. The Imagination Stations will remain open for those children who do not want to participate. From time to time

video games will be brought in that are rated 'E' and are include physical activity or educational components. On days that the children must stay inside the whole day due to weather, temperature, or air quality a movie may be shown after lunch to help the group stay quiet enough to let the younger children sleep.

Social Media

Educators will not connect on social media with the children who attend Expanding Imaginations Child Care and will not post pictures of the children in their care. The program will only post pictures from family events or pictures where the child is not recognizable (from behind/ hands or feet/ silhouette). We ask that families do not post pictures of the program that includes children who are not their own to protect the privacy and security of the children.

Environmental Toxins

Expanding Imaginations Child Care works to reduce the amount of environmental toxins children are exposed to. Aerosol sprays and pesticides are never used onsite while the children are present and our parking lot is an 'Idle Free Zone'. We use unscented soaps and detergents and we refrain from room fresheners. Please be conscious of perfumes and colognes when you pick up or drop off your child as we may have staff or children with scent allergies and sensitivities.

Health/Nutrition

We will provide a nutritious breakfast, lunch, and two snacks every day out of our kitchen for when your child is not at school during the serving time. Our four-week rotating menu will follow the Canada Food Guide. Snacks will be available throughout the day as needed with the following set schedule. Families are responsible for any food that is consumed at school.

School Days:

- Breakfast: 7:15 a.m. – 7:30 a.m.
- Lunch: 11:00 – 11:30, 12:00 (Kindergarten children)
- Snack: 4:00 p.m.

Half Days:

- Breakfast: 7:15 a.m. – 7:30 a.m.
- Lunch: 12:30 p.m.
- Snack: 4:00 p.m.

Non-School Days:

- Breakfast: 7:15 a.m. – 8:00 a.m.
- Snack: 10:00 a.m. / 4:00 p.m.
- Lunch: 12:00 p.m.

Any concerns about the menu should be discussed with the Program Supervisor. Children are never forced to eat their food and it is not used as a punishment or withheld for any reason. Please let the Program Supervisor know about any food allergies, family diet choices, or food that your child has an extreme dislike to in writing. Children may eat the food from their lunch box after trying the provided food so long as it has nutritional value – jello, candy, chocolate bars, juice, gaterade will be saved for consumption at home

Children will be encouraged to participate in setting up and clearing tables. Staff will sit with the

children during snacks and lunch and interact with them and help them moderate the amount they serve themselves. Educators use this opportunity to model and encourage proper table manners, using words like "please" and "thank you". Parents must provide the nutrition that is required during school attendance.

Allergies / Dietary Concerns

Should your child have an allergy or diet concern, whenever possible we will substitute it with another comparable choice from our menu. Should your child require a replacement that is not on our menu it is the parent's responsibility to supply a comparable substitute. In the case that your child has an anaphylactic reaction, parents must supply enough medication for the length of time it takes for medical attention to arrive. If the allergen is something that is found onsite (ie nuts, seafood) a waiver may be required.

Candy and/or Other Treats

Please do NOT let your children arrive at the program with gum, candy or any type of sweet treat although you can supply your child with a healthy snack if they arrive between nutrition times. Please keep in mind that other children at the program may have allergies to food brought in by your child.

We celebrate all the birthdays of the month on one day. Our cook will bake a special snack and each room will celebrate the children who have turned a year older that month. Parents are welcome to attend this celebration, or to visit on their child's birthday, however we ask that treats are not provided as we have children who follow different diets and have allergies that would be excluded from such a treat.

Community Involvement

At Expanding Imaginations Child Care we believe that "it takes a village to raise a child" and have created several different initiatives for the children, families and our staff to help create and sustain that village. From learning about our surroundings, finding ways to make positive changes, and getting involved, we believe in making Calgary the number one place to live in Canada. We will organize field trips that involve volunteering in our community as well as onsite projects that help others; these opportunities are open to parents as well. We will announce these activities before they occur and we will have forms for you to sign before we head out.

Parent Involvement

We value your involvement and encourage parents to form good relationships with the educators in attending to the daily care of your child. You are welcome to visit your child whenever the opportunity arises. Please communicate with your child's educator on a daily basis. We provide opportunities for parents and educators to interact on a social basis via seasonal celebrations, community involvement, volunteering, parties. We ask that you keep your relationship with your child's educator on a professional basis. We operate on an open door policy; however, we ask that as parents you respect the needs and activities of the other children when attending the program.

Role of a parent volunteer on a field trip

When a parent attends a field trip with the child care program they may only be left alone with their own children. Their role is solely to assist the educators with the children.

They parent should:

Engage in conversation with the children

- Hold the children's hands while crossing the street

- Share their personal knowledge

- Help diffuse a conflict between children

The parent's must not:

- Smoke or use inappropriate language

- Spend an excessive amount of time on their cellphones

- Punish any child (including their own) with degrading words or tone of voice, yelling, withholding food, spanking, hitting, slapping, flicking or any other way as stated in the program's discipline policy

- Be alone with any child other than their own, including taking them to the bathroom.

Code of Ethics

As stated earlier in this handbook, our philosophy is based on the "Learning through play" concept where children are given freedom of choice to play and grow intellectually, physically, emotionally, creatively, and socially, through participation in a variety of activities in a fun, safe, clean, healthy and nurturing environment. We recognize that each child develops in their own unique way and at their own pace. In fulfilling that philosophy all our staff have acknowledged and are bound by the following Code of Ethics.

1. To work in partnership with outside professionals, parents and other child-care providers in promoting the health, safety and well-being of all children.
2. To provide a clean and caring environment that will enable children to participate fully in all activities and to promote trusting and cooperative relationships that respects the uniqueness of the individual.
3. To treat all children equally without regard to race, sex, economic status, or ability and to respect the dignity and importance of each child and to act in a professional manner at all times to ensure no child is exposed to unnecessary embarrassment or disparagement at any time.
4. To respect the rights of parents as primary caregivers and to support those in ensuring all children have the opportunity to reach his/her optimum physical, social, emotional, creative and cognitive areas of development.
5. To strive for excellence on an ongoing basis by following "Best Practices in Child Care" and maintaining and enhancing our own skills and knowledge.
6. To keep all information regarding children and their families confidential unless given permission by the families to release it or as required by law.
7. To support a climate of trust in the workplace and ensure that childcare providers

are able to speak and act in the best interest of children without fear of recrimination.

8. To ensure integrity within the program and in all of your professional relationships as it pertains to working with children and parents.

Thank You!

We hope that this Parent Handbook has been helpful in providing you with the information you need to know in regards to our policies and procedures. Please read it carefully before signing the terms and conditions outlined in the Child Care Agreement that the Program Supervisor will provide for you. If you have any additional questions please do not hesitate to bring them to our attention. We hope you and your child will be happy with us.

Transportation Schedule

		Leave EICC	Arrive @ School	Drop spot	Pick up spot	Pick up time	Arrive @ EICC	Mode of Transport
Cold Weather M - Th	School							
	Deer Run	8:05	8:10	Class Door	Front	3:05	3:25	Van
	Sam Livingston	7:35	7:55	Bus Zone	Foyer	2:30	3:00	Van
	Prince of Wales	7:35	7:45	Bus Zone	Foyer	2:50	3:00	Van
	Haultain Memorial	8:05	8:15	Bus Zone	Foyer	3:15	3:20	Van
Cold Weather Fridays	School							
	Deer Run	8:05	8:10	Class Door	Foyer	12:35	12:45	Van
	Sam Livingston	7:35	7:55	Bus Zone	Foyer	12:05	12:30	Van
	Prince of Wales	7:35	7:45	Bus Zone	Foyer	11:45	12:30	Van
	Haultain Memorial	8:05	8:15	Bus Zone	Foyer	12:20	12:30	Van
Cold Weather Kinder	School							
	Deer Run	12:00	12:05	Teacher	Foyer	3:05	3:25	Van
	Haultain Memorial	8:05	8:15	Teacher	Bus Zone	11:11	11:20	Van
Warm Weather M - Th	School							
	Deer Run	8:05	8:10	Class	Front	3:02	3:25	Van
	Sam Livingston	7:35	7:55	Bus Zone	Foyer	2:30	2:50	Van
	Prince of Wales	7:35	7:45	Front	Flag Pole	2:45	3:05	Walk
	Haultain Memorial	8:05	8:15	Bus Zone	Bus Zone	3:12	3:25	Van
Warm Weather Fridays	School							
	Deer Run	8:05	8:10	Class	Front	12:30	12:40	Van
	Sam Livingston	7:35	7:55	Bus Zone	Foyer	12:00	12:30	Van
	Prince of Wales	7:35	7:45	Bus Zone	Flag Pole	11:45	12:05	Walk
	Haultain Memorial	8:05	8:15	Bus Zone	Bus Zone	12:00	12:30	Walk/Van
Warm Weather Kinder	School							
	Deer Run	12:00	12:00	Teacher	Front	3:02	3:25	Van
	Haultain Memorial	8:10	8:15	Teacher	Bus Zone	11:11	11:20	Van

Times are subject to change as required and are approximate. Times will be updated at the start of each school year