

Parent Handbook



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Parkland OSC
LEARN AND GROW WITH US!

Child Guidance Policy

At Parkland OSC we encourage manners, respect for each other and for personal and public property. The staff shall role model as well as offer positive guidance strategies to reinforce the appropriate behaviors and to encourage cooperation. The consequences of inappropriate behavior shall be discussed with the individual and will be carried out in a timely fashion and group consequences will not be enforced.

The staff will always respect the self-esteem of the child, who will be treated with dignity and respect. We will always encourage cooperation, as a program, we highly encourage self-governing and autonomy. The children are given the skills and the knowledge of how to deal with situations first, and then if needed a staff member will intervene. The staff will present limits to the children that are developmentally appropriate, reasonable, and clearly explained. In addition to this, the staff will communicate and role model appropriate behavior. Whenever appropriate: negative attention seeking will be ignored and positive behavior will be acknowledged and reinforced.

Children are given the opportunity to discuss the Child Guidance Policy with each other in small group settings. As well as when situations arise to review how we are to respect each other's rights and take responsibility for our behavior. The children are often given the opportunity to solve conflicts by talking to each other. They discuss problems they are having with the staff present and mediate the situation.

We work in partnership with parents to ensure the medical, cultural, and dietary needs of the child are met. We include and value the contribution of all families to our understanding of equality and diversity. We try to provide positive non-stereotyping information about different ethnic groups and people with disabilities.

We reserve the right to ask a child to leave when a repeated pattern of inappropriate behavior continues and all attempts at intervention involving parents, redirection and appropriate consequences have failed.

Educational Philosophy

We strive to achieve a safe, happy, healthy, and stimulating environment for your child. We plan our program to meet your child's social, physical, intellectual, creative, and emotional needs while in our care. We encourage play and learning in both indoor and outdoor environments. We support learning through our play philosophy and welcome our close relationship with the teachers and educational assistants in the school. We are an extension of the curriculum, while still following our own learning through play beliefs.

Program Planning Policy

We aim to incorporate what the children are learning in class and extend that into our programming. This allows children to see the value of classroom learning connected to the real world. We will always follow our learning through play philosophy. We program for Art activities, Physical Education, and tabletop activities. We strive for creativity and teaching children about physical literacy and helping them remain active for life through play. Our program can change or be modified daily. We are always focused on incorporating the children's interest into our program, allowing children to be active members of their learning.

On Professional Development Days our general rules change. Children have the freedom to move various toys and activities into the gym where they have more space to expand their imagination and create and play games in a larger scaled space. Children are allowed to move bean bag chairs, pillows, small tables, and the train set to one side of the gymnasium. We separate the space for safety reasons and allow large muscle activities in one space. When the weather permits the children play outside in the field and on the playground. This change of environment allows for competency in new situations.

Outdoor Play Procedure

We believe in taking the children outdoors to play when the weather permits. When we go outside, we always post a sign on the front doors of the school to notify parents that we are at the school playground. Please ensure your child is always dressed according to the weather and consider packing an extra set of gloves so that they can stay warm and dry and join the rest of the program in playing outdoors throughout the year. All children attending the program should have a pair of both indoor and outdoor shoes so we can keep the school clean. They may keep these shoes on the shoe rack located in the hallway. We do roll call and take our attendance sheet out with the children to ensure an accurate attendance record. We also do head counts periodically and do roll call again before entering the school.

Hours of Operation

We operate on all P.D days, Teachers Convention, Fall Break, Christmas break and Spring Break.

Blueberry OSC	Parkland Village OSC	Meridian OSC
7:00 am to 8:00 am 2:25 pm to 6:00 pm	6:30 am to 8:00 am 2:25 pm to 6:00 pm	7:00 am to 8:30 am 3:00 pm to 6:00 pm

The programs are closed on the following statutory holidays:

- Labor Day
- National Day for Truth and Reconciliation
- Thanksgiving
- Christmas Day / Boxing Day
- New Years Eve Day
- Family Day
- Good Friday/Easter Monday
- Victoria Day
- Remembrance Day

Attendance Policy

Parkland OSC uses the HiMama app to communicate with all our families. Parents/guardians are required to download the app. You will then receive an invite to join the app via email. Please make yourself familiar with the HiMama app.

You will be receiving all communication through this app. If your child will not be attending the program on a day, we are expecting parents to please notify us over this app. This must be done before we are expecting the child/children to arrive at the program. This is to ensure the safety of all children. Please **DO NOT** call the school office to relay messages to the program. Do not assume the school will tell us your child was not attending school that day. That is a parental responsibility to contact us.

If you are notifying us that your child will be attending on a day we are not expecting them, please ensure we respond to your message. Please bring your child/children into the room ensuring educators are receiving the child directly.

Only the adults listed on your registration forms will be allowed to pick up your child unless parents have requested otherwise with written or verbal notice. If these situations, identification will be required upon pickup.

Please advise us when you plan to take holidays and when your child will be absent.

Illness/Sickness Policy

If your child has a fever, diarrhea or vomiting they are not permitted to attend the program. The child should be free from all the symptoms for 24 hours prior to returning to the program.

If your child develops any of these symptoms while in our care, staff will notify you and ask you to make arrangements to pick up your child immediately. If the parent/guardian cannot be reached an emergency contact will be notified.

If your child becomes ill at school, we will remove the child from the main area of activity. They may lay down in the infirmary (with supervision) or in our classroom away from the other children until they are picked up by a parent/guardian or emergency contact.

Staff are trained in illness policies during their orientation at the center. There will always be a staff member that is certified in Standard First Aid and CPR at the program.

Fees & Payment Policy

Childcare fees are set based on specific care requirements including Full-time, Part-time, and Drop-in (subject to space availability). Payments are to be paid on or before the 1st of each month and can be paid by e-transfer to parklandosc@gmail.com or Cindyvanbeers1@gmail.com

- **A late payment fee of \$25.00** will be charged if fees are not paid by the 5th of the month.
- A \$35.00 service fee will be levied for any N.S.F cheques.

All our centers close at 6:00 pm. We ask that you make every effort to pick up your child(ren) before close. We understand that there might be certain situations or emergencies beyond your control, please contact your program Director as soon as you can.

A late pick-up fee of \$1 per minute will apply every minute after 6.00pm (Minimum charge of \$5.00 to a maximum charge of \$60) for the first time. Late fees for second and subsequent times will be \$2 per minute after 6pm (Minimum charge \$10 and to a maximum of \$120). Late pick-up fees are to be paid directly to the staff.

Field Trip Policy

As a program we will participate in an off-site activity occasionally. Parents will be notified with a minimum of one week's advance notice. We require written permission from parents for their child to participate in an off-site activity, the children would walk or be bussed to the off-site activity. During field trips, staff would always take portable records with the group in case of emergencies. These records include all pertinent personal information for each child on the field trip.

Technology Policy

We encourage our children to interact with one another and get active in the gymnasium. Children are permitted to bring a device from home on PD days if their parents allow it. The use of electronic devices for thirty minutes will be permitted on all PD days. Devices must be used individually, and the child must sit at a table while they use it. If a child is playing a game the staff feel is inappropriate or violent or they are not following the rules the child will be asked to put their device back in their bag. There are no electronics provided by Parkland OSC. We may periodically use a gaming device as a group to play age-appropriate games in the room.

The amount of time children spend on devices will be monitored closely as we ultimately want to see children interacting socially, emotionally, and physically with their peers.

Portable/Administration Records

Children's registration forms/emergency pick up information/subsidy information and any documentation that is relevant to the child will be kept on file on site. We will maintain updated records pertaining to the proper information. Emergency contact and allergy/health information will be updated in the middle of the program year (January).

Portable records must include:

1. Child's name, address, D.O.B, phone number
2. Relevant health information for the child (allergies, medications, etc.), physician's name and phone number
3. Parent's name, address, phone number
4. Name, address, and phone numbers of all emergency contacts

Administration of Prescription Drugs Policy

A medication administration form must be completed and signed by the parent and the drug given directly to the childcare worker responsible for your child. This is kept in a locked container in the kitchen. Medication to be administered must be in the original container that has the child's name, dosage, and type of medication written on it. The medication can only be administered according to labelled directions. Emergency medication will not be locked up; it will be placed out of children's reach in an easy to access spot. When staff member administer medication, it will be documented according to the time and amount of medication given. Staff are required to provide a signature for each administration inside the medication log for the child.

Incident Reporting

The following incidence will be reported to Child and Family Services licensing:

- Emergency evacuation.
- Unexpected program closure.
- An intruder on the program's premises.
- A serious illness or injury to a child that requires the program to conduct first aid.
- A serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital overnight.
- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill.
- The death of a child.
- Lock down.
- An unexpected absence of a child from the program (lost child).
- A child removed from the program by a non-custodial parent or guardian.

- An allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer.
- The commission by a child of an offence under an Act of Canada or Alberta.
- A Child left on the premises outside of the programs operating hours.

Accident/Incident Reports

All accidents experienced by a child while at the school are written on a special report. These reports are signed by the caregiver in charge and the director, and then given to the parent to read and sign. Child will receive medical attention by a certified first aid staff member if necessary.

Emergency Evacuation Procedure

When alarm sounds:

1. A primary staff member will pick up the attendance sheet for that day and portable records then proceed to the nearest exit with the children.
2. Support staff takes direct responsibility of escorting the children to the nearest exit and proceed outdoors as soon as the children are gathered. Support staff will then check the library and gym and ensure no children are in the washrooms.
3. Staff and children will gather on the bank across from the parking lot and attendance will be taken again.
4. The staff will be made aware of emergency procedures during orientation and staff meetings.
5. The children and staff will have an emergency evacuation drill once a month on an open communication basis.

Fire Drill Policy

The same steps that are used in an emergency evacuation procedure are used in a fire drill situation. The only exception is that the children return to the school after their attendance has been taken and we are given the okay by the fire department in the instance of a real fire. Drills are done monthly.

Smoking Policy

- No person shall smoke on the premises.
- No staff member will smoke where childcare is being provided.

Nutrition/Health Policy

Children are required to wash their hands prior to breakfast, lunch or snack. The program provides a variety of healthy cereals in the morning. Parents are also welcome to bring cereal from home for their child if this is their preference. We will store said cereal at the program with the child's name on it. We also provide an afternoon snack after school hours. The snack consists of fresh fruit.

Children **MUST** have a water bottle daily with their name on it. We also ask the families to bring a labelled bottle of sunscreen, although we do have some on hand.

Parents are required to sign a permission form for the use of the program's sunscreen. Children apply sunscreen themselves or ask for help if needed, hands will be washed after each application of sunscreen.

On P.D days children are required to bring lunch from home. We have access to a microwave and can warm food. We may also provide milk or juice however drinking water is highly encouraged.

- Open Breakfast: 7:00-8:30am
- Lunch: 12:00pm
- Open Snack: 3:00-4:00pm

Communication Policy

We communicate with our families using the HiMama app. Please ensure anyone picking up or dropping off your child/children is using this app. Each person is required to download the app that is available on App Store or Google Play. Once downloaded, the Executive Director will send an email invitation to join our program site.

Please contact Cindy Van Beers for more information **780-918-7825**.

Staffing Policy

Our program abides by all government licensing regulations including having the necessary staff in ratio with the appropriate staff certification level. Current requirements are for every four staff in ratio, one must be a Level II or III Early Childhood Educator.

All our staff and volunteers are required to have a Criminal Record Check including a Vulnerable Sector Search when working within our program. Criminal Record Checks must be dated no earlier than three months prior to the date of hiring and on file within eight weeks of starting date. Criminal Record checks must be updated every three years.

Disciplinary Actions/Corporal Punishment Policy

Staff members never use corporal punishment or time outs. Our staff use redirection and goal setting to deal with behavioral issues. In an extreme situation, a child may stay in the classroom with an educator while other children and staff are moved to a safe space/environment.

The staff involved in the incident will speak directly to the child in a private setting in regard to the altercation. If necessary, the director of the program will contact the parents and discuss the situation with all involved. During staff orientation we discuss our disciplinary policy, government regulations and review our classroom expectations frequently with the children.

Parkland OSC staff are trained in Non-Violent Crisis Intervention.

Code of Conduct

All members of our staff are expected to promote and demonstrate respect, civility, and responsible citizenship. With these objectives in mind, everyone must:

- Demonstrate honesty and integrity.
- Respect differences in people, their ideas and opinions.
- Acknowledge the rights of everyone to be always treated with dignity.
- Take appropriate measures to help those in need.
- Use non-violent means to resolve conflict.
- Honor the role(s) of persons in positions of authority.
- Show care and regard for school property and the property of others.
- Comply with all applicable Federal, Provincial and Municipal laws.

Our staff, management, parents, and children are expected to act in a respectful manner and comply with the code of conduct.

Behavior Expectations

The children will be involved in discussions about ways to make our school a safe, happy, and productive place to learn. It is important that each child feels that he/she contributes to the shaping of our program atmosphere. An environment filled with mutual respect, cooperation, and responsible attitudes and behavior will help shape a positive atmosphere conducive to optimal participation.

After the initial tone setting discussions, each child will understand acceptable behavior at our school and in the classroom. If a student is having ongoing difficulty, we will contact the parents. We will discuss ways to help your child learn to behave appropriately in the school setting using cooperative strategies to modify behavior.

Please let us know if your child is having any difficulties at school or the program that we may not be aware of, so we can help. Also, please inform us if sleeping or eating habits, health conditions, or medications change, as these often affect behavior.

Bullying Policy

We do not tolerate bullying in any form. Our program is closely affiliated with schools, so we follow their bullying policy. We ensure children are aware of the behavior that is expected of them throughout the school day and within our program.

The following policy is adapted from the schools our programs are located in. We implement these policies throughout our program. The involvement of the principal is crucial in ensuring that bullying that may happen during school hours is not continued within our program.

1. The principal and staff involved discuss the incident with the students affected.
2. We then discuss why the behavior was inappropriate and why it needs to be stopped.
3. We monitor the situation by observing, listening to conversations, and checking up on the children involved in the incident in a private setting.
4. If the bullying continues, a sit-down meeting would be required with the parents involved, the principal and myself. The child that was instigating the bullying (the bully) and the parent would be notified and warned that if the bullying happens again the child would be served a one-day suspension.
5. If the bullying were to continue to happen with the involvement of the same children, a three-day suspension would be the next consequence.
6. If a third incident occurs the child would be asked to leave our program.

Supervision Procedures

Our programs operate in a classroom and gymnasium. At no time are children unsupervised in either of these rooms. We exceed the government staff to child ratio, with a minimum of 1-2 additional staff members with their childcare assistant certification. This ensures excellent supervision of each room. Staff are strategically placed in rooms for optimum supervision.

We do a site check at the opening of am and pm programs to ensure our indoor and outdoor play areas are safe. As soon as the children enter the room, we mark them as a present from the time they entered and record the time they are picked up and leave the program.

We do roll call and count children after attendance is completed. The number of children present is marked on the whiteboard for all staff to see as children come and go frequently, this is the staff's responsibility to know the accurate number of children in our care at any given time. We do head count and roll call before we travel to a new space (outdoor play park). A headcount is done multiple times during outdoor play. Prior to leaving

the outdoor space children are required to line up and partake in another roll call to ensure all children are accounted for. Parents are also required to contact staff if their child will not be attending the program that day.

VOLUNTEER POLICY

Parkland OSC is committed to providing a safe and secure environment for all the children, staff, and volunteers. All the volunteers must provide a criminal record check, including a vulnerable sector search, dated not later than six months prior to the date of commencement and every three years after that date.

A volunteer must provide the criminal record check within eight weeks of commencement with the program. Volunteers are not considered to be in ratio and are not to be left alone with the children at any time, as per Child Care Regulations.

Inclusion Policy

Childcare inclusion means that all children can attend and benefit from the same childcare program. We will not exclude anyone from any activity based on disability ensuring children with disabilities get the support they need to benefit from childcare. Inclusion supports the idea that every child receives equitable care and learning opportunities. Our staff has many years of experience working with children with disabilities. The environment we work in has a vast support system. We can access equipment, games and educational aids from the school. We also work with professionals who can guide us with their experience and knowledge and nurture our own professional development.

Diversity Policy

We encourage diversity throughout our program, and we demonstrate this in various forms. We have a plethora of children with special needs and children with medical conditions that attend our program. Our program is committed to meeting all diverse learning needs. Within our program, no child is ever left out because of skill level or capability. We have experienced staff that can modify games and activities to promote inclusion and diversity. We have open communication with our children and every child is knowledgeable on the needs of others to ensure understanding of all. We have children that have diverse cultural and religious beliefs. We promote this and celebrate this in many various forms.

Open Door Policy

We have an open-door policy at the Parkland OSC. All parents are welcome to participate in our daily program (criminal record check completed) as their schedule permits. We strive to provide the best quality and care for your children. Should you have any questions please feel free to contact Cindy Van Beers at 780-918-7825.