



# Laugh'N'Learn Langdon School

*Before and After School Program*

17 Brander Ave, Langdon, AB T0J 1X1

825.734.6112



## Parent Handbook

May 2025



---

---

## Laugh'N'Learn Statement of Inclusion

---

---

It is the right of every young child and their family, regardless of exceptionality and ability/culture and heritage/beliefs and values/vulnerabilities, to participate in a broad range of activities and contexts in our program and in our community. We hope in doing so, that every child and their family will develop a sense of belonging and membership, positive social relationships and friendships, as well as development and learning to reach their full potential. Our policy for providing inclusion is to ensure every child has access, can participate, and will be supported.

*\*\*Adopted from the National Association of Education of Young Children, Definition of Early Childhood Inclusion*



---

## *Table of Contents*

---

Welcome to Laugh 'N' Learn	1
Philosophy	1
Goals	2
Registration	3
Program Hours	3
Emergency Phone Numbers	3
Fees	4
Late Payment Policy	5
The Program	5
Child Involvement Policy	6
Parental Involvement Policy	6
Child's First Day	6
Arrival and Departure	7
School Pick Ups	7
Late Pick Up Policy	8
Parent Routine	8
Staff	9
Children's Rights	9
Child Guidance Policy	9
Supervision Policy	11
Illness Policy	12
Medication Policy	13
Accident/Incident/Serious Illness Policy	14
Incident Reporting	14
Emergency Procedures	15
Children's Records	15
Information Updates	16
Confidentiality	16
FOIP	17
Withdrawal of care	17
Snack	17
Off Site Activities	18
Rest	18
Clothing	18
Toys and Candy	18
Technology	19
Open Door Policy	19
Communication Policy	20
Community Engagement Policy	20
Complaint Policy	21
Grievance Procedure	21
Smoking	21
Acknowledgment	23
Photo and Transport Permission Forms	24-25

---

## ***Welcome to Laugh'N'Learn***

---

Welcome to Laugh 'N' Learn Langdon School BAS. Our first priority is to partner with families in caring for their children, and to offer a safe environment with high quality care and utmost RESPECT. Our focus is guiding children's development individually while igniting their potential in all aspects of learning and growth.

We believe that a secure, nurturing atmosphere promotes well-being and respectful relationships, and creates the perfect environment for HAVING SOME FUN!

---

## ***Laugh'N'Learn Philosophy***

---

We believe children are individuals with unique talents, capabilities and aspirations. These qualities need to be nurtured in order for children to flourish in their development. Children have a natural sense of curiosity and we hope to facilitate this by providing a stimulating, healthy and caring environment.

We recognize that children experience life at their own level and their own pace, we always offer choices. We support this by celebrating each child for their individuality and challenging their interests, talents, and abilities. Each child's personality will be recognized and respected. We feel that when children are valued they will be confident to develop and reach their own potential. We strive to find the right balance of child led and staff directed activities for each child At Laugh'N'Learn. Children will be encouraged to face new experiences and to know that it is not the success or the failure that is important, but all the growth that takes place.

Our beliefs lie in Relationships, Physical Literacy, STEM/STEAM Learning, a sense of Community, and most importantly, FAMILY! You will see all of this in our daily activities and programming. Your values as a family are important to us too, so we thrive on your input and feedback!

---

## ***Laugh'N'Learn Goals***

---

### **For the Child:**

- To provide an environment that encourages and motivates the individual child socially, physically, intellectually, creatively, and emotionally.
- To foster a sense of self-worth in each child,
- To recognize the importance of the individuality of each child,
- To treat each child with respect and understanding,
- To promote physical literacy
- To promote a sense of community and citizenship
- To give the child optimum opportunity and support to discover, experiment, and explore their own interests and curiosities.

### **For the Caregiver**

- To provide resources and guidance to parents and caregivers that support the healthy development of their children,
- To mobilize community resources for parents as needed. To develop relationships and partner with parents in the care of their children.

### **For the Centre:**

- To provide a working environment that supports and promotes team-work and open communication with peers,
- To provide resources and materials needed to facilitate a quality child care program,
- To encourage personal growth and accountability amongst the staff.

---

## ***Program Registration***

---

Registration to the program requires the proper paperwork and information to be submitted to the program either in person or online. Once payment is made the space for your child is secure. New registration is required for each new school year in order to maintain updated files. The registration fee is \$40 for the first child, and \$10 for each additional child in the family. Although registration is required, there is no registration fee for Summer Camps (located in the Fieldhouse) if you are enrolled in the Before and After School Program.

---

## ***Hours of the Program***

---

The Before and After School Program is open from 6:30 a.m. to 8:45am and 2:30pm. to 6:00p.m Monday through Thursday, and 6:30am to 8:30am, and 1:00pm to 6pm on Fridays. The center will be closed for all statutory holidays, RVS PD days, and all school closures.

The Kindergarten Enhancement Program is available at the fieldhouse during regular school hours and all day Friday. Any Professional Development days and holidays, there will be care offered at the Fieldhouse on a first come first serve basis and you must be signed up and paid before attending.

---

## ***Emergency Phone Numbers***

---

Emergency numbers are located/posted at the entrance of the Facility to be accessible from the exterior of the building as well as on both the Parent Board and Staff Board of the program.

If you are experiencing any kind of emergency and need to get in touch with the program outside of regular hours, please feel free to contact either of the owners.

Sue Tolley: 403.969.6262

Kathleen Carlsen: 403.464.5712

---

## ***Fees***

---

Fees are due on the 1st of each month and can be paid by cheque, e-transfer, or cash. Cheques should be made payable to Laugh 'N' Learn Langdon School. If your child is absent from the center due to illness, vacation or appointments, your fees do not change.

Parents on the Provincial Subsidy Program need a minimum of 100 hours per month to obtain maximum subsidy. Any child falling short of 100 hours will be subsidized at a lower rate and the parent will be asked to pay the difference.

### **Before and After School Care:**

Full Time Care 5 days per week	\$500.00 per month
Kindergarten Enhancement	\$850 per month
Part Time BAS	\$350 per month if available
Christmas/Spring Break	\$25/day (located at the fieldhouse)

---

## ***Late Payment Policy***

---

Payments that are 4 weeks or more behind are considered to be in arrears and the family will receive written notice of reminder. Families that continue in arrears after attempts have been made to develop a payment schedule or who are not complying with the agreed payment schedule, will have their child's space suspended or terminated and a collection agency will be utilized.

The charge for an NSF cheque is \$45.00.

---

## ***The Program***

---

The daily schedule includes time for active and quiet play, indoor and outdoor play (intense physical play), group and individual play. We have created a quiet space for children to work on homework and academics, however there is not a required amount of time to be spent in this area. Parents are welcome to request that children are reminded and encouraged to complete homework while at the program and our staff will do their very best to accommodate this. Our staff spend a significant amount of time on creating daily activities that provide appropriate stimulation for each child, according to their interests and their specific needs. The daily activities include:

- Gross motor (physical) activities either indoors or outdoors, to exercise large muscles
- Fine motor (physical) activities such as lacing cards, beading, cutting, puzzles or play dough.
- Creative art such as collage, painting, cutting and pasting, chalk & chalk boards, printing, texture rubbing etc.
- Sensory activities such as sand and water play, texture boards, science experiments.
- Daily living skills such as caring for others, hygiene, cooking, self-help skills (dishing up own food), dusting, helping to care for babies, washing hands & face, yard raking. Dramatic play such as housekeeping area, puppets, dress up clothes, dolls, masks.
- Construction & cognitive play, STEM and STEAM activities
- Quiet activities such as books, puzzles, flannel board activities, board games, music
- Language activities such as story tapes, reading books, repetitive songs and rhymes, writing center
- Science and math activities such as sorting and categorizing, counting objects, cause and effect, learning games and exploring the environment.
- Music activities that encourage dancing, exploring instruments and sounds and observing the rhythm and movement of music.



---

## ***Child Involvement Policy***

---

Our program is based on prioritizing the child and family, therefore all of our programming is emergent and dynamic. Our children's involvement is encouraged through monthly meetings where children are asked directly what activities they want to see on our calendar, it is recorded at that meeting and incorporated into the monthly programming. Our calendar is displayed and available to them, and their families on a daily basis where they are encouraged to add their impromptu ideas and suggestions, to take place on a specific date. Our staff are all trained in house to observe, record, and implement observations and immediate interests to be included in our daily programming process. The child's participation is encouraged in all activities, but not mandatory. Options are always available.

---

## ***Parent Involvement Policy***

---

We believe that parents and staff working together as a team to provide the best experiences for your child's ongoing development is a very valuable aspect of our program. Parents have the opportunity to become involved in a community that their child is a part of on their own merit. The children become proud citizens here and they are always eager to "show off" their family. Parents are always welcome to come and help with a project or introduce a talent they may want to share, or talk about a trip to somewhere unknown by the others. There are a number of ways for you, as parents, to get involved in the program. We will do our best to accommodate your schedule.

---

## ***Your Child's First Day***

---

Each child will have a designated space for their things. Be sure to label your child's belongings with permanent marker. The center cannot prevent loss of items if they are not clearly marked. Separation may be difficult for some children. In order to prepare your child, we recommend you discuss where your child will be going and what you will be doing while they are in care. When you arrive, take a few minutes to help put your child's items away, help change their shoes, look around the room with your child, and greet the teachers and other children who are nearby.

- Establish trust; tell your child that this is a safe place and that the teachers will take care of him/her while you are away.
- Acknowledge feelings; it's typical for children to be upset during the first few days/weeks of attending. Take the time to validate your child's feelings and give them comfort by telling him/her when you will be back (e.g. after nap time).
- Never "sneak out" on your child. By sneaking out you will not establish trust; this will create anxiety and fear in your child, just let them know that you will be back as soon as you can.
- Always feel free to contact the program and check in to see how their day is going.

---

## ***Daily Arrival and Departure***

---

On arrival and departure, we ask that you use the computer to sign your child into the program, or out. You can also encourage your child to do this for themselves with your supervision. This procedure enhances safety, planning and communication. It also supports positive transitions at the beginning and end of the day.

Please ensure that a staff member has acknowledged your child before you leave. Mornings can be busy, but it is imperative that the staff are aware another child has entered the program numbers. The program staff will also make themselves available to greet the children and help them find an activity to settle in.

At the end of the day when picking up your child/children please be aware they will be expected to tidy up what they were playing with or using. The staff can anticipate your arrival and have the children do this before you arrive if you are on a regular schedule. If the time varies, it is hard to have the child clean up too early and then have to wait.

***\*\*If the person picking up your child from the program is not the usual person, please ensure that we have your written consent for them to do so or the program staff cannot allow the child to leave with them. They can be listed on the child's registration form, or a hand written note, confirmed by a phone call can also work. We will be asking for photo identification if we are not familiar with the person. It is also very helpful to try to let the staff know ahead of time.***

---

## ***School Pick Ups***

---

Children are shown upon start with the program, exactly where the Laugh'N'Learn staff member and children meet immediately after the final school bell. It is imperative that parents communicate with the BAS program regarding any changes in a child's routine pick up from the school yard. Our preferred method would be to speak directly to a staff member, however we do realize that plans change throughout the day, so a phone call would be necessary a minimum of half an hour before the final school bell. If a child does not show up or cannot be found at an arranged pick up time or location, staff will go directly to the school's administration office to have the child called via intercom. Staff are to walk around the entire location to ensure the child is not on location. If staff are still unable to locate the child, they are to call parents immediately to ensure they have not been picked up already or by another guardian. If the parents are unable to be reached or do not have their child in their care, staff are to call the emergency contact listed in the child's profile. If no one is able to be reached, staff are to call proper child care authorities and 911.

---

## ***Late Policy***

---

Late pick-ups are stressful and difficult for children and also for staff, whose personal commitments after work are equally valued. Please be respectful of our center's closing time of 6:00 P.M.

If late pick up does occur, parents will be asked to sign a late Pick-Up Form. Late pickup charges are due immediately and directly to the staff member, unpaid charges will be added to your next month fees. The late fee charge is \$2.00 for the first five minutes, and \$1.00 per minute thereafter.

If late pick-up occurs repeatedly during a month, families will be asked to meet with the director to explore the problem and possible solutions. If late pick-up continues to occur families may be given notice to leave the BAS program as, once again, we need to be respectful of our staff member's time.

Please Note, if you are not at the program by 6:30 P.M., and have not phoned the center to explain your delay, the Social Worker on duty with the Ministry of Children and Family Services will be called.

---

## ***Parent Routines***

---

It is a licensing regulation for children to be signed in for the day upon arrival and signed out upon departure. The child attendance book/computer is located at the front door.. During practice evacuation drills this information is used to ensure all children have evacuated the building; if your child is not signed in for the day he/she may not be accounted for.

Parents are welcome to observe at any time. Confidentiality is expected.

Check the Parent/Community Resource Board for updated information.

Check your child's backpack for notes, soiled clothing and artwork each day. Any unclaimed artwork will be disposed of at the end of each week to avoid clutter.

Inform the staff of any changes in your child's routine that may affect his/her needs or behavior including health and any events at home.

If you are not at your usual contact site, inform staff. We must be able to contact you in the event of an emergency.

---

## ***Staff***

---

Our Laugh 'N' Learn staff are trained and qualified as Early Childhood Educators. In addition to this, they maintain First Aid Certificates, as well as attending training conferences and having access to many resources at the program, as well as community resources.

All staff, substitutes, volunteer, and Early Childhood practicum students have completed a Criminal Record Check and Vulnerable Sector Screening in accordance with the Child Care Licensing regulations.

We believe that open, respectful communication and cooperation between the families and the staff is important for the wellbeing of your children. The staff welcomes questions, suggestions, and discussions regarding your child or the center's policies. You are always welcome to arrange a meeting with the owner/directors as well.

---

## ***Children's Rights***

---

It is our belief that children must have a safe, healthy, and comfortable environment. They must not be subjected to corporal or unusual punishment, humiliation, mental abuse or punitive interference connected with the daily functions of being in the program or at home.

Our center is morally and legally bound to report all suspected cases of child abuse and/or disclose violations of these rights to the Ministry for Child and Family Services.

---

## ***Child Guidance Policy***

---

Laugh 'N' Learn Langdon is committed to helping children grow and develop to their fullest potential in a safe, caring and nurturing environment. The health and well-being of each child is the primary focus and child guidance strategies will be tailored to meet individual needs. Parents will be advised via Parent handbook upon registration and it will be discussed at this time to ensure there is complete understanding between the center and the parents. Monthly staff meetings will ensure staff are up to date on all policies and procedures.

- Caregivers will:
  - model appropriate behavior and problem solving techniques
  - guide children in a positive and constructive way
  - try to calm and redirect a child who is having trouble maintaining control

- provide children with the information and encouragement they need to develop self- control
  - approach the children at their eye level when speaking to them
  - provide time for children to work out problems with their peers verbally before intervening
  - be consistent in their guidance techniques
  - adjust guidance techniques to best suit the age and development of each child within the program
  - individual differences for each child will be considered when determining the level of responsibility a child has for his/her actions
  - use the child guidance techniques most effective for the child and the situation
  - will include a child's level of involvement in problem solving as well as opportunities for growth and development
  - ensure all disciplinary action taken is reasonable for the circumstances
  - keep parents/guardians up-to-date regarding their child's behavior and experiences in the program and how each situation will be handled
- **Caregivers WILL NOT:**
    - 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

Parents/guardians are encouraged to provide verbal or written feedback regarding guidance techniques used at home in order to maintain consistency between Laugh 'N' Learn Langdon and the home environment

Staff members will discuss behavior expectations with children as a group, where developmentally appropriate, when they are first enrolled in Laugh'N'Learn and throughout the child's time in the program. As new situations arise and as opportunities for growth and development occur Children will be reminded of the guidelines. If any issues arise, it may be necessary for a staff member to speak with a child privately and in a respectable manner, reminding them of the program expectations.

The program will communicate with parents if there is a minor behavioral issue, if the behavior becomes consistent, the parent will be called and an appointment will be made to discuss strategies to assist child and parent in the center and at home. This will be documented and maintained in the child's file.

In the event a child is consistently struggling to exhibit appropriate behavior while in the childcare setting, Laugh 'N' Learn staff members will work with the child and his/her parent/guardian in an effort to modify the child's behavior. In the event that a child's behavior

is unable to be modified to an acceptable level, further action may be required such as a parent meeting with the child, staff member and director. The Director and family will determine if outside resources will benefit the child and in the event that the child's behavior cannot be corrected the child may be suspended from the child care center.

---

## ***Supervision Policy***

---

Alberta Provincial standards for child care programs require that children are, at all times, under supervision that is effective in ensuring their safety, well-being, and development.

Effective supervision reduces the risk of harm to children by preventing injuries and accidents. It also promotes positive, responsive, and intentional learning environments for children and child care providers. Effective supervision requires staff to be involved and familiar with the children in their care. Staff are held responsible to assess their supervision practices on a regular basis to ensure that they continue to promote safety and meet the needs of the children in the program.

Staff of the Laugh 'N' Learn Program are expected to always be aware of the numbers and behaviors of all children in the program as well as having an awareness of the physical environment both indoors and outdoors by regularly observing, recording, and communicating with each other.

As a team it is our goal to accomplish the best supervision possible through assigned responsibilities such as but not limited to the following:

- Conduct regular safety checks daily, weekly, or monthly as prescribed, of the premises and equipment in order to remove hazards
- Positioning equipment and arranging the environment so you can effectively see the children's play, rest and toilet areas, and who is coming into and leaving the building
- Familiarizing themselves with the provided information regarding each child's arrival and departure routine and the recording of each
- Knowing and keeping the location of emergency medications, first aid kits and emergency contact numbers organized and easily accessible
- Recognizing any changes

Effective Supervision means that staff are observing children's play and behavior by:

- Directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups.
- Observing play and anticipating what may happen next to assist children and intervene in the event of potential danger

- Listen closely to the children, even those who are not in the caregiver's direct line of sight (such as those in outdoor play spaces or areas where children rest.)
- Position yourself to allow for the supervision of the entire group of children (make sure you can see everyone)
- Monitor children's health to identify early signs of fever, illness or unusual behavior.
- Watch and participate in children's play to ensure that children are playing in a safe manner.

Staff are expected to avoid carrying out activities that may draw their attention away from active supervision while in ratio. This would include activities such as administrative tasks, cleaning, texting, reading or using the phone unnecessarily.

---

## ***Illness Policy***

---

Whenever a child is absent due to illness or injury, please inform the program immediately so we are not expecting them, and so prevention precautions can be taken if necessary for the other children and staff in the program. Privacy will be maintained whenever possible.

Children in attendance are expected to participate in all aspects of the program. If this is not possible due to illness, the child should remain at home. While we are sensitive to the stress a child's illness may cause a family, we are unable to accommodate ill children at the program due to licensing requirements.

A child cannot attend the program if he/she is exhibiting any of the following signs or symptoms;

- fever of 100 degrees (38.8 C)
- consecutive bouts of diarrhea
- undiagnosed rash
- untreated infestation (i.e. scabies, head lice, etc.)
- conjunctivitis (pink eye)
- been prescribed any kind of medication in the last 24 hours
- any communicable disease

We require a doctor's note when a child returns to the program after having a contagious disease. If in doubt, please contact the program manager/staff to determine whether or not your child requires a note after an illness.

When a child becomes ill while attending the program, a staff member will consider appropriate actions to be taken by:

- Visual assessment of physical appearance

- Taking the child's temperature with laser contactless thermometer
- Observation for changes in the child's behavior etc.

If there is a real concern of illness/health risk, a parent/guardian will be notified and required to arrange for immediate pick up for their child in order to prevent the spread of the illness to other children and staff members. If a parent/guardian/emergency contact, cannot be reached, Child's Services will then be consulted for further guidance.

Until the ailing child is released into parent/guardian care, they will be separated from the main play area and relocated to a quiet resting space. A staff member will be appointed and made responsible for the child's comfort and safety.

Program staff are required to document and file the information accordingly in the child's file. The report will include: Name of child, symptoms and observations, name of first staff that attended, time parent was contacted, the staff member that contacted the parent, and the time the child was removed from the program.

The child may return only when symptoms have been absent for 24 hours or they are no longer contagious. Communication with staff may be necessary regarding specific requirements for certain conditions.

**In the case of head lice** or the presence of nits, the parent will be called to pick-up the child. Children may return to the program only after he or she has been treated with a lice-formula shampoo and is completely nit free. Staff will check the child's head before re-admitting the child to the program. In case of any discrepancy, public health will be consulted and an "all clear" may be required from a health nurse. All bedding, clothing, stuffed animals, etc. should be washed in hot water and dried in a hot dryer or sealed in plastic for 72 hours. Car seats can be disinfected or sealed in plastic. For more information regarding treatment of lice, please speak to our staff.

---

### ***Medication Policy***

---

The center will allow provisions of medication to a child ONLY if written consent from the child's parent has been obtained on the proper form, which includes all pertinent information required by the Alberta Child Care Licensing Board.

Medications must be provided in their original container and must be given directly to a staff member on arrival. Prescription medications must be in the name of the child the medication is to be administered to and only in the manner prescribed on the label directions.

Medication of any kind will be stored under Lock and Key in the refrigerator or in the cupboard. Emergency medication such as epipens and inhalers will be made inaccessible to children but accessible to staff in the event of an emergency. Due to regulation changes made by Health Canada, the program will no longer administer non-prescription cough & cold remedies. In addition, staff will not administer any medications that are meant to reduce or suppress



symptoms that would otherwise require a child to be absent from the program (i.e. fever medication).

---

### ***Accident/Incident/Serious Illness Policy***

---

Laugh 'N' Learn will have a first aid kit containing supplies as recommended by Calgary Health Services, on the premises at all times.

First aid supplies shall be stored together in one container, and an alternate kit shall be made for all off-site activities.

In the case of an accident, incident, or serious illness, the staff shall notify the parent or guardian of the child by phone immediately and will ensure that the child receives medical assistance by using First Aid/CPR until emergency crews or parent arrives – depending on the accident/illness.

Accidents, incidents and serious illness are documented on an accident/incident/illness report form.

Documents of an accident/incident/serious illness include details of any corrective action taken by the staff.

Documents of an accident/incident/illness must include a place for a parent signature.

Parents are provided with a copy of an accident/incident/serious illness report. All reports will be filed at the childcare center for annual review.

Laugh 'N' Learn will notify the Regional Licensing Staff to advise them of any critical incidents, injuries or serious illnesses.

Laugh 'N' Learn will file each individual child's report by date to ensure the safety of each child by analyzing the information to identify any trends.

---

### ***Incident Reporting***

---

In regards to reporting a serious illness, injury or incident that may affect the child/children's safety, Laugh 'N' Learn will contact the Regional Child Care Office as well as the proper Emergency authorities(911) immediately if, but not limited to:

- An unexpected absence of a child from the program
- The omission of a crime by a child of an offence under an Act of Canada or Alberta
- A child removed from the program from a non-custodial parent or guardian
- Emergency evacuation or unexpected program closure
- Intruder on the premises

- Illness or injury that requires the program to request emergency Health Care and/or requires the child to remain in the hospital overnight
- Error in administration of medication by program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first Aid
- Child left on the premises after closing hours
- Allegation of physical, sexual, emotional abuse or neglect – by program member, volunteer or other.
- Death of a child

Laugh 'N' Learn would use the prescribed Accident/Incident form in such cases.

---

### ***Emergency Procedures***

---

Staff will ensure the children evacuate the building in the event of an emergency by taking the children to the nearest exit, taking along with them the portable emergency information and backpack. All Laugh'N'Learn program groups will meet at the muster point near the Bottle Depot and further action will be decided from there regarding next steps. If necessary parents will be called to pick up their children as quickly as possible, or if it is a minor incident we may be able to return to the facility.

Diagrams for evacuation are posted at each exit and drills will be practiced on a monthly basis to ensure the children are comfortable and aware of what they need to do in the event of an emergency.

---

### ***Children's Records***

---

For program purposes ONLY, each child will have a paper file containing all of their information necessary for licensing on site. These files are kept in our storage lockers, which are kept locked at all times. Laugh'N'Learn also uses software called TimeSavr to maintain records necessary for licensing. We have researched and are confident that this software maintains a high standard of digital privacy in accordance with all laws and FOIP

Children's records will include:

- All information collected from parents at the time of registration
- Forms and documents/signatures used and collected during enrolment in the program
- Hours a child spends in care, arrival and departure times
- A collection of some of the children's work and activities

The children's records are available to the respective child's parents for inspection at any reasonable time.

The children's records, especially contact information of parents and emergency contacts, will be checked and confirmed by the program staff every 6 months. IT IS THE RESPONSIBILITY OF THE PARENT/GUARDIAN TO NOTIFY THE PROGRAM AS SOON AS POSSIBLE REGARDING ANY CHANGES TO CONTACT INFORMATION AND ADDRESSES.

Portable Emergency information for each child is kept in a backpack on site that is required to be taken and available to staff whenever the children are taken off the program premises, including the parks and during transport to and from the respective schools in Langdon.

---

### ***Information Updates***

---

- It is very important and the parents' responsibility to inform the center of any information updates. This includes change of address, workplace, phone numbers, immunizations...etc. It is a licensing requirement that all files are kept current.
- Parents will be required to update information twice yearly, at the beginning of the school year with registration, and again in Jan/Feb(no fee for mid-year update)
- If information updates are not supplied as requested by the Executive Director, Laugh 'N' Learn has the right to deny care until all information is provided.

---

### ***Confidentiality Policy***

---

The Laugh 'N' Learn program is very sensitive to the fact that information concerning you, your child, and your family is private and personal. Trust and confidentiality are essential to building trusting relationships. We are committed to maintaining your privacy and protecting your personal information. The center will not disclose information except as required by law or when there is a threat to the health and safety of the individuals and families we serve. Due to the sensitive nature of information that you will know or learn as a parent of young children that attend our center, it is imperative that you keep sensitive information confidential. Any information about children in the center or their families must be shared on a "Need to Know" basis only. Thus, be very sensitive about discussing children's developmental needs and family information in public places such as lounge or hallway. This does not exclude off premise discussions and/or conversations. Follow the Code of Ethical Conduct and questions of major concerns should be forwarded to the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy. Also strive to be supportive of center efforts by avoiding negative or malicious discussions about other parents, children or staff, if there is a concern please bring it to the director immediately so appropriate action can be taken in a professional manor. Together we can achieve great child care experience and education for our parents and children. Stay positive and focus on the needs of the children.

Confidentiality. During your term with the center and thereon after, you agree to not defame or disclose any information regarding the center or the children/families attending/attended. If you choose to neglect the confidentiality agreement, legal action can and will be taken against you.

This policy should be taken extremely seriously; there will be no tolerance in regards to gossip of children of the center, parents of the center or staff of the center. Failure to comply with this policy could result in legal action taken against you as this is F.O.I.P. The terms of F.O.I.P will be defined again below to avoid confusion.

---

### ***Freedom of Information and Privacy Act (FOIP)***

---

All information collected, stored and/or disseminated by Laugh "N" Learn Before and After School Program and Preschool Program is subject to the above Act commonly referred to as FOIP.

When collecting and storing information relating to individuals, the FOIP act and its application must be considered. The maintenance of personal data banks and the use and dissemination of the information contained therefor is strictly controlled under this legislation.

Laugh "N" Learn may also be the recipient of a FOIP request from an individual, organization, or entity that requires the release of specific and/or general information relating to the request. It is prudent to discuss any request for information using FOIP with the Program Director/Supervisor, unless the information requested is already in the public domain.

---

### ***Withdrawal of Care***

---

We require one month written notice when you are planning to withdraw your child from our program. There is no reduction in fees due to early withdrawal and you will have 30 days to pay any outstanding balances to avoid collections.

---

### ***Snacks and Lunches***

---

The children are expected to bring their own snacks and lunch. We also request that each child have a water bottle that can be left at the program as we like to encourage the children to drink water throughout the day. These bottles will be cleaned and sanitized daily.

On occasion program planning may include the preparation of food. We will be following safe and sanitary food handling practices at all times.

We must be informed of any allergies that a child has. These will be posted according to our licensing board.

Please inform staff of any changes, or events regarding meals and nutrition that may assist caring for your child.

---

## ***Rest Time***

---

The children are not expected to rest but have the means to have quiet time if requested by either parent or child. We accommodate that child by offering a private space and comfort if wanted (blanket, pillow etc.)

---

## ***Clothing***

---

The children need serviceable clothing at all times. In the winter please provide warm coats, easy to put on boots, hats, mitts and rain suits. **We require shoes or slippers with rubber soles for indoor shoes, which will remain at the facility.**

In the summer please provide sunscreen (SPF 30 or greater) for your child's protection from the sun. Also shoes for outside play (No Sandals). During the summer, families may also be asked to provide a swimsuit and towel for use at the program.

A complete extra change of clothing should also be supplied from home. If it should happen that your child uses clothing from the center, please wash and return them as soon as possible as our supply of clothing is very limited.

**Please label all your child's clothing.**

---

## ***Toys and Candy***

---

Play equipment and toys are all provided at the center. Bringing toys from home is discouraged as they often get lost, broken, or cause difficulties around sharing. We ask that gum and candy NOT be brought to the center. There are often special days included in the programming where everyone will have the opportunity to bring special items to share.

---

## ***Off Site Activities***

---

Parents will be notified with as much notice as possible of any field trips or off site activities. Closer to the field trip date, we will have the parent complete the Transport/Field trip form giving permission for their child to attend. On this form will be the name of the child, where the off-site activity will be, if, and what form of transportation (walking/Bus) that will be utilized, the staff attending, a check box for volunteering, and signature.

There will be extra staff utilized for off-site activities if needed to ensure we are in ratio and

proper supervision is in place at all times.

Portable emergency records will be taken to any off site activity. Children and staff are to have a group meeting at the location to be given instructions in the case of an emergency. These instructions will be given by the staff at the off-site building attended, or by staff of Laugh 'N' Learn.

. There may be a small cost for each child depending on the cost of the overall trip (admissions, transportation, food, etc.)

A cell phone will be available for emergency purposes only

---

### ***Technology Policy***

---

We follow ALL RVS Policies on this matter and therefore do not allow personal devices to be used in the classroom.

Technology is a very large part of our society and we do incorporate it here at Laugh'N'Learn. There are 2 internet connected computers for the children to make use of for homework, or useful research-an activity or craft they would like to do. The children's use of these computers is monitored. We limit the use of handheld gaming devices while attending the program to ONLY PROFESSIONAL DEVELOPMENT days and HOLIDAYS. If there is a special request with reason from parents and with a signed agreement, cell phones and tablets will be considered while in our care.

Personal devices are only allowed to be brought to the center on PD Days and Holidays when approved by staff.

- Cell phones may be kept in your child's bag, and if for any reason they need to contact a parent we will use Staff Cell phone. Texting is not allowed as it cannot be properly monitored for content.
- We endeavor to have a movie day once each month at Laugh 'N' Learn, they will be rated G or PG and if there is any doubt regarding content, parents will be consulted.

Please see attached RVS Responsible Use of Personal Mobile Devices and Social Media in Schools

---

### ***Open Door Policy***

---

Parents of enrolled children are always welcome at Laugh "N" Learn Program to visit and observe, or to stay and play, unless restricted by a court order. If there is a court order restricting anyone, a copy of the order needs to be submitted to the center and kept in the child's file at all times. While your child is enrolled in the center please feel free to stop by anytime. For safety's sake, parents of previously enrolled children, grandparents of enrolled children, and all other visitors are asked to call ahead. Parents are welcome to visit the program at any time of day and are encouraged to join in any activity, field trips, and/or attend special events.

---

## ***Communication Policy***

---

### **Program to Family Communication**

At Laugh'N'Learn Langdon we operate with an "Open Door" policy in general, this is very much applicable to the communication we encourage with families and children. Parents, Grandparents, and even friends (with proof and confirmation from parents) are welcomed at our program. It is an expectation of our staff to maintain open lines of communication with families at all times.

- Phone numbers and email addresses of Owners/Directors are provided at the time of registration
- Parent bulletin board available full of information for our families
- Daily verbal communication takes place during arrival and departure of our children, between educators and parents/families.
- Monthly newsletter distributed each month regarding the program and what is happening
- Monthly calendar available at entrance for any form of communication, suggestions, requests etc.

### **Educator to Child Communication**

Our educators are all certified by the Alberta Gov't with a minimum of a Childcare Development Assistant. Our expectation is that any and all communication between our educators and our children is developmentally appropriate, respectful, and honest. Confidentiality is very important during any communication.

---

## ***Community Engagement***

---

We will bring the community into the program. Example: Guest speakers from the community can provide new information and experiences to students and link the program to the world outside. We will also take the children out into the community. Field trips to our local businesses; bakery, grocery store, fire department, car wash and farms will be arranged according to the children's' interests. We can partner with the Parent Link Centre to bring in resources for children and parents. Our goal is to help the children learn the benefits and advantages to be a participating citizen within their community as a program, the community they live in, and any larger community they are a part of.

---

## ***Complaint Policy***

---

LAUGH'N'LEARN believes that all parents/guardians are entitled to expect courteous, prompt, and careful attention to their needs and wishes. Therefore, it is the primary responsibility of LAUGH 'N' LEARN to give serious and prompt attention to any raised concerns about the childcare they are receiving. All complaints and raised concerns will be dealt with in a professional and confidential manner.

We anticipate that some concerns/issues may be resolved quickly by an informal approach to the appropriate childcare staff member. If this does not achieve the desired outcome or the parent/guardian believes the concern is of a more serious nature and would not be resolved in this manner, the parent/guardian is advised to speak with the acting Director or one of the owner/operators.

---

## ***Grievance Procedure***

---

We hope that you will have an enjoyable association with us throughout your tenure. Nevertheless, we know that everyone, from time to time, will experience the frustrations and growing pains that accompany any relationship. There may be times when you feel you are not being given the attention or feedback you deserve or, occasions may arise when you feel your workload is too heavy or is not balanced enough. Whatever the concern, we encourage you to speak with us to get the matter resolved as quickly as possible. Most problems can be resolved simply and fairly, or avoided entirely, if we learn of them promptly. If you want a prompt resolution to your problem, please discuss it when it happens. Feel free to speak with your Program Supervisor/Director.

---

## ***Smoking***

---

There is NO smoking, or vaping permitted on the premises of the school facility or the program. Staff and parents MUST be off site to smoke. No staff member shall smoke at any time or place where child care is being provided.



*We are very happy and excited that you have chosen Laugh'N'Learn Langdon for your child. We are a small operation and it allows us to be flexible and make accommodations for our families and children. The staff and owners of the program are fully dedicated to providing a quality and caring program in this community. It is truly our pleasure to have your children in the program, so Thank You!!*

*Again, WELCOME to our Laugh'N'Learn family ☺*

---

## ***Freedom of Information and Privacy Act (FOIP)***

---

All information collected, stored and/or disseminated by Laugh "N" Learn Before and After School Program and Preschool Program is subject to the above Act commonly referred to as FOIP.

When collecting and storing information relating to individuals, the FOIP act and its application must be considered. The maintenance of personal data banks and the use and dissemination of the information contained therefor is strictly controlled under this legislation.

Laugh "N" Learn may also be the recipient of a FOIP request from an individual, organization, or entity that requires the release of specific and/or general information relating to the request. It is prudent to discuss any request for information using FOIP with the Program Director/Supervisor, unless the information requested is already in the public domain.

---

## **Acknowledgement**

---

After you read, acknowledge and understand our Policies and Procedures in our Parent Handbook, Please return this page to Laugh 'N' Learn management.

By signing this document you are acknowledging all Policies and Procedures for Laugh 'N' Learn Childcare Center and agree to follow them.

If at any time you have questions or concerns, please contact us for assistance, we are happy to help you and your family in any way we can.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Program Supervisor/Director

\_\_\_\_\_  
Date

## Photograph Permission Form

Photos are a wonderful way to share moments of the children's day with their families. Looking back at photos brings back happy memories of the fun they have had. For this reason Laugh 'N' Learn not only takes photos of individual children, but also of the children interacting with their play mates. Children enjoy sharing these pictures with their friends and family. For this reason, creating photo memory books for each child is a part of the program. For this I need parent or guardian permission.

I give permission for my child, \_\_\_\_\_ to be photographed at Laugh "N" Learn and on field trips.

I give permission for copies of these photos to be shared with the other children.

Yes \_\_\_ No \_\_\_

Photos of the children will also be added to our website, with permission of parent/guardian.

I give permission for photos of my children to appear on Laugh "N" Learn web site.

Yes \_\_\_ No \_\_\_ distance only \_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*Safe, fun, learning experiences are what we are all about!*

## Emergency Transportation Authorization

I **DO** give Laugh'N'Learn staff permission to have my child transported to the hospital in the event of an emergency to receive care.

I **DO NOT** give Laugh'N'Learn permission to transport my child(ren) in the event of an emergency to receive care. In the even emergency treatment is required, I wish for the facility staff to take the following actions:

- 1.
- 2.
- 3.
- 4.

Parent Name: \_\_\_\_\_

Parent(s) Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Directors signature: \_\_\_\_\_

Date: \_\_\_\_\_

## PARENT/CENTER TRANSPORTATION AGREEMENT

I, \_\_\_\_\_, give permission for my child care provider, or any approved  
(Name of parent)

Employee of the above program, to transport my child(ren) \_\_\_\_\_  
(Name(s) of child(ren))

For the following reasons (check all that apply):

- |       |  |
|-------|--|
| _____ | Field trips                                |
| _____ | School                                     |
| _____ | Excursions to the park                     |
| _____ | Emergency purposes                         |
| _____ | Any reason deemed necessary by the program |

It is agreed that:

1. The caregiver will never leave my child(ren) unattended in any motor vehicle or other form of transportation.
2. Each child will board or leave a vehicle from the curb side of the street.
3. My child(ren) will be secured in safety seats or by safety belts as appropriate for the age of the child(ren) in accordance with the law.
4. Any motor vehicle used to transport my child(ren) will have current registration and inspection stickers, and must be operated by a person who is at least 18 years of age and possesses a valid Class 4 driver's license.
5. The caregiver will notify me in advance of any instance where my child(ren) will be transported while in care and may require a Field trip form signed by myself or other applicable guardian of the children named above.

\_\_\_\_\_  
(Parent or Guardian)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Center Staff/representative)

\_\_\_\_\_  
(Date)