

Out of School Care Centre (OSCC)



Family Handbook

Revised September 2019

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Introduction

Welcome to the Wainwright Military Family Resource Centre (WMFRC) Out of School Care Centre (OSCC). We are pleased to offer you this handbook as an overview of our policies and procedures.

While school is in session, we are open five days a week from 3:30 to 5:00 pm on regular school days and from 8:30 am to 5:00 pm on PD days, during Spring Break and during Christmas Break (with the exception of our Christmas closure). We are closed for all federal and provincial holidays. The WMFRC Board of Directors determines holiday program closure dates for December/January. Families will be given as much notice as possible regarding both expected and unexpected program closures.

Our centre is committed to quality. We always strive to ensure that our program participants and their families have a positive and enriching experience with our centre. If you have any input, questions or concerns, please do not hesitate to contact WMFRC staff.

Contact information

Wainwright Military Family Resource Centre
Out of School Care Centre
Building 400 Hillside Road
PO Box 29, Denwood, AB T0B 1B0
Phone: 780-842-1363 Ext. 3021 (**OSCC Room**) or 1253 (**WMFRC Main Office**)
Fax: 780-842-1876
Office: info@wainwrightmfrc.ca

Mission Statement

The mission of the OSCC is to provide our service population with a safe, diverse, supportive and caring child care environment that incorporates creativity, exploration, problem-solving and social interaction.

Registration Policies and Procedures

The children registered in our program must be in kindergarten to Grade 6 as of the first day of attendance. Each child must have a completed registration form before their first day at the centre.

Any child registered in the OSCC program must be signed in and out by the parent(s)/guardian(s), a staff member or an authorized person. (See “Releasing Children” on page 12 for more information.)

If space is available, the fee for drop-in is \$15.00 per PD day and \$5.00 for a regular after school day. Drop-in fees must be paid prior to the day the child attends the OSCC program or upon arrival.

Staffing Policies

The OSCC coordinator/child ratio is as follows:

With a mixed age group, the coordinator/child ratio will fall under the majority ages.

Kindergarten children (under 6 years): 1 staff member for 10 children

Grade 1 and older (over 6 years): 1 staff member for 15 children

Maximum group size for the Youth Centre facility is 30 children.

Our staff includes two coordinators and a Program Manager.

We endeavour to hire staff who have a Child Development Assistant, a Child Development worker and/or a Child Development Supervisor Certificate from Alberta Children and Youth Services, as well as Standard Child Care First Aid and Fire Extinguisher Training. Staff who do not have these qualifications will be required to take the training as soon as possible. There is always a staff member on site who has Alberta Food Sanitation and Hygiene certification.

Supervision Policy

Staff will follow staff-to-child ratios set in place by the program’s coordinators including while indoors, outdoors, during field trips and for emergencies. Staff will complete indoor/outdoor checklists to ensure children are safe in their environment. Staff will complete the daily attendance form to ensure all children are accounted for indoors, outdoors, on field trips, and during emergencies. Parent(s)/guardian(s) will be informed of program supervision policies in the parent(s)/guardian(s) handbook, or as needed. In addition, to ensure proper supervision, staff will make use of a sign-in/out sheet for parent(s)/guardian(s).

Staff will at all times supervise children in a way that ensures their social, emotional, physical, mental, and environmental well-being, always mindful of their health and safety. Specifically, caregivers will ensure that children are properly supervised by:

- Directing and closely monitoring children when carrying out activities that may involve some risk;
- Observing play and anticipating any potential dangers;
- Listening closely to children, even those not directly in the caregiver’s line of sight;
- Positioning staff to allow for the supervision of the entire group of children;
- Monitoring children’s health and watching for unusual behaviour;
- Observing and participating in children’s play to ensure all are playing in a safe manner.

Notification of Absence Policy

Parent(s)/guardian(s) must notify the OSCC of any absences. Staff will fill out a planned absence form upon notification of such absences. If a registered child does not arrive at the OSCC at the scheduled time and there is no form completed indicating the absence was expected, each of the listed phone numbers for parent(s)/guardian(s) will be tried in an effort to confirm the child's whereabouts. If these attempts fail, the identified emergency contacts and the school will be called. If after five minutes of attempting to call every contact, OSCC staff is unable to verify the location of the child, the Military Police will be advised. Parent (s)/guardian(s) will be required to meet with the Program Manager should there be a pattern of repeated unreported absences that result in the notification of the MP's.

Releasing Children

Children may be released to another person if that person has been **authorized** by the parent(s)/guardian (s) **in advance and in writing**. If this person is not listed on the registration form, the parent(s)/guardian(s) must give written notice with the person's first and last name and the date that they will be picking up the child. In cases where written permission cannot be provided, verbal consent will be accepted from the parent(s)/guardian(s). Photo ID may be required if the person is not known to staff. Children will not be released to a person appearing to be intoxicated or to a child under the age of twelve. Children may be signed out at any time during the day.

The following steps will be taken if a parent(s)/guardian(s) fails to pick up their child by the time the centre is closed for the day or does not inform staff of a late pick-up:

1. Each of the contact phone numbers of the parent(s)/guardian(s) will be tried in an effort to contact a parent(s)/guardian(s).
2. If no parent(s)/guardian(s) is reached, the designated emergency contacts will be tried.
3. If centre staff are unable to contact either the parent(s)/guardian(s) or the emergency contacts Alberta Child and Family Services will be contacted.

Off-site Activity

Parent(s)/guardian(s) will be notified in advance of off-site activities, including transportation and supervision arrangements with a consent form. Parent(s)/guardian(s) must read and sign the consent form in order for their child/children to participate in the off-site activity. There may be additional costs for such outings and we will ensure that plenty of advance notice is given. In the event that the parent(s)/guardian (s) does not want their child/children to participate, that parent(s)/guardian(s) must find alternate childcare for that day. The centre prefers to exceed the caregiver/child ratio on off-site activities. Safety rules, including bus procedures and outing orientation for the children, are discussed using the checklist prior to leaving the building. Parent(s)/guardian(s) volunteers are always encouraged to participate on outings as we appreciate parent(s)/guardian(s) involvement and the opportunity to provide extra supervision on these

occasions, however volunteer registration **must** be completed first.

On field trip days, if a child fails to show at the arranged time or location, the outing will proceed as planned. If the parent(s)/guardian(s) arrives at the WMFRC after the OSCC group has departed, a staff member at the WMFRC will notify the parent(s)/guardian(s) of the excursion location. If the parent(s)/guardian(s) is unable to transport the child to the destination, they are responsible for making alternative arrangements at their own expense.

Emergency Evacuation

Please be advised that the WMFRC participates in monthly fire drills to ensure fast and efficient evacuation of the building. The evacuation procedure will be discussed with children in advance. On the day of a fire drill, the children may be in the building. This discussion along with practicing the evacuation procedure will prepare the children in the event of a true emergency. Fire drill routines are posted in every room for staff to review. In the event of an actual evacuation, the OSCC staff and children will follow the Base personnel's orders. Emergency numbers will be contacted so that parent(s)/guardian(s) may pick up their child/children. Staff will carry portable information records for each child on all off-site activities and in the event of an emergency evacuation.

Outdoor Play Policy

The OSCC recognizes that fresh air and exercise enable the children to remain healthy and continue to grow and develop. Children will have the opportunity to be outside at least once daily, weather permitting. During the warmer months, sunscreen and a hat are essential. Sunscreen shall be applied by the children before going outside. During colder months, hats and mittens are essential, and boots and snow pants are also recommended. Children may be outdoors in any temperatures above -20°C. Please ensure that your child is dressed for the weather.

We may also be taking short walks around the base, or to base playgrounds. Parent(s)/guardian(s) must give their permission for their children to participate in these excursions around the base, by signing the consent agreement included in the registration package.

Records

For each child enrolled in the program, the OSCC will maintain on the program premises an up-to-date record containing the following information: the child's name, date of birth and home address; a complete enrollment form; the parent(s)/guardian(s) name, home address and telephone number; the name, address and telephone number of a person who can be contacted in case of an emergency; a written consent for medication/herbal remedy to be administered (if required) along with a medication record form; the particulars of any health care provided to the child along with written consent and any

other relevant health information about the child provided by the child's parent(s)/guardian(s), including the child's allergies, if any. The OSCC will maintain on the program premises an up-to-date photo of the child in the event that the child does not return to the WMFRC after school if staff are not notified by parent(s)/guardian(s). This is in the case that the Military Police need to locate the child.

The centre will also maintain on the program premises, and keep up-to-date, the daily attendance of each child. Each staff member, summer student, practicum student and volunteer must submit a current criminal record check including vulnerable sector search, as well as an intervention record check dated not earlier than three months prior to the date of commencement and every two years after that date which will be kept on file.

The portable information records maintained will have the child's name, date of birth and home address; the parent(s)/guardian(s) name, home address and telephone number; the name, address and telephone number of a person who can be contacted in case of an emergency; a photo of the child and any other relevant health information about the child provided by the child's parent(s)/guardian(s), including allergies, if any.

Inclusion & Respect Policy

The WMFRC recognizes that every child has the right to be respected and must, in turn, learn to respect others and his/her surroundings through positive reinforcement and guiding behaviour. The Centre strives to ensure all individuals are treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, gender, mental or physical disability. The OSCC services promote mutual respect and understanding. Should disrespectful behaviour be observed by or reported to staff they must discuss the matter with all involved parties. The child(ren) displaying the disrespectful behaviour must be aware that there will be consequences for their actions, and the child(ren) being disrespected must be reassured that the behaviour will not be tolerated. Staff will continue to closely monitor the situation in compliance with the Guiding Behaviour Policy. In order to maintain a safe, inclusive and respectful environment for all **the following will be required of all OSCC participants:**

- Treat everyone with compassion, fairness and equality
- Respect the property and toys at the WMFRC
- Speak to others with respectful language (verbal and/or body)
- Respect the safety of others and their personal space (no weapons and/or violence)

Guiding Behaviour Policy

The OSCC recognizes that every child has the right to be respected and must, in turn, learn to respect others and his/her surroundings through positive reinforcement and guiding behaviour. Discipline shall be defined as "guidance that aids in the development of self-control". Physical punishment, verbal or

physical degradation, or emotional deprivation is not permitted. In all situations that require the intervention of a staff member, the dignity and self-worth of each child shall be maintained and the disciplinary action taken will be reasonable in the circumstances. The staff will not deny or threaten to deny any child's basic necessity. Nor will they use or permit the use of any form of physical restraint or confinement. The use of corporal punishment, verbal abuse, and isolation by staff members will not be tolerated under any circumstances.

Prevention

1. Focus on the positive: consistently reinforce positive behaviour by acknowledging it.
2. Assist children to verbally express their emotions by providing relevant vocabulary.
3. Model appropriate and expected behaviour at all times.
4. Invite the children to role-play situations and problem-solve to come up with a collaborative solution.
5. Ensure consistency by establishing and maintaining routines.
6. Ensure that the children have time to eat and time for rest.
7. Set realistic goals and provide clear expectations.
8. Provide sufficient notice of changes in routine and implement successful transitions.
9. Offer choices.

Intervention

Watch for signals and intervene before the situation escalates:

1. Explain to the child why his/her behaviour is unacceptable.
2. Encourage them to problem-solve in a positive way to handle the situation or re-direct the child.
3. If the situation escalates:
 - a. The child will be given time for reflection, away from the group/activity. The child is welcome to rejoin the group/activity once he/she has visibly calmed down and a caregiver has discussed the incident with him/her.
 - b. An incident report will be completed and signed by the staff and the parent(s)/guardian(s). At that time, if a parent(s)/guardian(s) has any concerns or questions, he or she is more than welcome to speak to the caregiver who filled out the report.

In the event that challenging behaviour persists to the point of affecting the safety of the caregivers and the children, as well as the quality of care of the other children, the parent(s)/guardian(s) will be invited to meet with the Program Manager and/or Director to discuss guiding behaviour strategies (which can include the utilization of developmental testing and referrals to qualified children's programs, with the parent(s)/

guardian(s) consent.) This will then be reviewed after an amount of time agreed upon by all parties involved. If, after all possible strategies have been considered or if the parent(s)/guardian(s) are unwilling to work with the centre to resolve the situation, and the safety of the caregivers and the children as well as the quality of care is still being affected, the OSCC reserves the right to terminate the child's enrolment.

Following an intervention, staff will be expected to inform parent(s)/guardian(s) of the steps that have been taken in regards to their child.

Accident or Illness

Should a serious accident or illness occur, the staff will seek the necessary medical assistance and contact the parent(s)/guardian(s) immediately using the emergency contact numbers from the child's registration form. If the parent(s)/guardian(s) can not be reached the alternate emergency contacts will be contacted. Parent(s)/guardian(s) are responsible for all expenses incurred as a result of a medical emergency.

Incident Reporting

Accidents, incidents, challenging behaviours and serious illness will be documented at the time of the occurrence on an incident/accident form and signed by staff. Parent(s)/guardian(s) must countersign this form and return the form to staff. These forms will be kept on file. **Any incidence of disrespectful behaviour or physical contact will not be tolerated.** In the event where challenging behaviour persists, the Executive Director reserves the right to remove a child from the program to ensure the behaviour will not affect the safety of the other children and the staff members, as well as the quality of care for the other program participants.

Sick Children

In the event that a child shall fall ill while at the centre and not be able to actively participate in the centre's activities, a primary staff member will supervise the sick child while keeping the child as far away as practical from the other children. To assess the child's degree of illness, a staff member will take the child's temperature or identify any visible signs of illness noticed. The centre will contact the parent(s)/guardian(s) to take the child home immediately, no longer than two hours after contact, if the child exhibits one or more of the following:

- is vomiting, has a fever over 38°, diarrhea, or a new unexplained rash or cough;
- requires greater attention than can be provided without compromising the care of other children in the program; or

- displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children, caregivers, or staff.

In the event of an ill child:

1. Each of the contact phone numbers of the parent(s)/guardian(s) will be tried in an effort to contact a parent(s)/guardian(s).
2. If the parent(s)/guardian(s) cannot pick up the child it is their responsibility to assign a designate.
3. If no parent(s)/guardian(s) is reached, the designated emergency contacts will be tried.
4. If a parent(s)/guardian(s) fails to pick up their child within two hours of an illness being reported, an WMFRC staff member will be assigned to supervise the child in another room at the parent(s)/guardian(s)' expense at the cost of \$20 per hour. The staff will then contact the parent(s)/guardian(s)' employer(s).

A child may return to the program if the child's parent(s)/guardian(s) provides written notice from a physician indicating that the child does not pose a health risk, if the parent(s)/guardian(s) reports that the child has been symptom free for 24 hours, or if the centre staff are satisfied that a child no longer poses a health risk to other children, caregivers, or staff. This may be observed by staff ascertaining that the child no longer has a high temperature, etc.

Should a child appear ill upon arrival at the centre, the staff will evaluate his or her condition by taking the child's temperature to see if it is over 38°, and/or by looking for any visible symptoms of illness. If any indications are found that the child is ill they will not be permitted to return to the centre for a 24 hour period or provide a letter from the doctor stating there is no health risk to other children.

If a child soils themselves (feces), the parent(s)/guardian(s) will be contacted immediately to pick up their child. Once the child has been cleaned up at home, he or she may return to the centre. Due to health and safety and licensing regulations, the staff cannot leave the room for long periods of time to help clean up the child and the bathroom. Each circumstance will be dealt with on a case-by-case basis.

OSCC staff shall routinely practice universal health precautions in an effort to decrease the spread of germs.

Parent(s)/guardian(s) will be notified by phone, letter, and/or verbally about any current health concerns arising in the centre.

Communicable Disease Policy

In order to keep infectious diseases and illnesses from spreading, it is sometimes necessary for a child to stay home (be absent from the centre) for as long as he/she is infectious. For the protection of the other

children and staff, the OSCC shall ask parent(s)/guardian(s) to remove a child from the centre or will not accept a child who is suspected of having a serious communicable disease (a list of conditions is available from Program Manager).

Medication Policy

Good health is essential to a child's ability to learn and grow. To maintain good health it is often essential to administer medication or herbal remedies to a child during the time the child is at the Out of School Care Centre.

For the safety of all concerned, the following regulations will be strictly adhered to:

1. Medication will only be administered if the written consent of the child's parent(s)/guardian(s) has been provided.
2. All medications/herbal remedies will be stored in a locked container or cupboard that is inaccessible to children.
3. All medications/herbal remedies must be in the original, properly-labelled container.
4. All medication will be administered according to the labelled directions.
5. The following information will be recorded before the administration of medication.
 - a. The name of the medication
 - b. The time of administration
 - c. The amount administered
 - d. The initials of the person who administered the medication
6. Only a staff member with a valid First Aid in Child Care certificate will administer medication.
7. All known allergies must be reported upon enrolment, along with treatment to be given. Staff must be aware of potential allergies in children who have received medications/herbal remedies and watch for them. In the event of an allergic reaction, the staff must alert the Program Manager who will then seek medical help and contact the parent(s)/guardian(s).
8. In the event that a child requires emergency medication (Epi-Pen, Inhaler), the parent(s)/guardian(s) must fill out a Medication Record Form with exact details on when the emergency medication is to be given. The emergency medication must be stored in the OSCC backpack along with the consent form and will be kept in a place inaccessible to children. All staff will be educated on its use and where it is located.
9. Medications/herbal remedies must be returned to the parent(s)/guardian(s) at the end of each day or

when the authorized period for giving the medications/herbal remedies has ended.

10. ABSOLUTELY NO MEDICATION IS TO BE STORED IN A CHILD'S LOCKER OR BAG.

Healthcare will only be provided to children with the written consent of the child's parent(s)/guardian(s) or if the health care provided is in the nature of first aid.

Medical Policy

In the event of an emergency, if parent(s)/guardian(s) cannot be contacted immediately, WMFRC staff will seek medical treatment for the affected child. Parent(s)/guardian(s) are responsible for any medical expenses incurred as a result of the emergency. In the case of an emergency, WMFRC staff will release any information pertinent to a child's health to medical personnel.

Nutrition Policy

On PD days, during Spring Break and during Christmas break, parent(s)/guardian(s) will be required to provide their child with a morning snack, a lunch, and an afternoon snack.

The staff of the OSCC understand that good nutrition and a balanced diet is important to a child's overall growth and development. A copy of *Canada's Food Guide* is available upon request and parent(s)/guardian(s) are encouraged to provide snacks and meals following this guide.

In the event that a child does not have a snack or meal deemed nutritional, staff shall provide one and the parent(s)/guardian(s) will be billed at \$2.00 per snack and \$5.00 per lunch.

Allergy Avoidance

To ensure safe and inclusive programming for those with severe and/or life-threatening allergies, the WMFRC has established the following policy with regard to any allergies of participants that result in an anaphylactic reaction:

1. The parent(s)/guardian(s) is responsible for notifying the Program Manager.
2. Notification of the allergy will be posted within the building
3. Staff and community members will be asked not to bring the allergen on the premises.

Communication Policy

You, as parent(s)/guardian(s), are an integral part of our Centre. We encourage open communication

between the Centre, staff, children, families, and community members. The WMFRC publishes a monthly newsletter which is made available to our families during the year. We ask that you discuss any concerns you may have with a Child & Family Services Coordinator. If you are not satisfied with the result, you are invited to consult with the Program Manager. If you continue to encounter challengers, you are invited to also discuss with the Executive Director, who may consult with the WMFRC Board of Directors. If you believe an issue needs further consideration/discussion, there are Communication Forms available for WMFRC staff, parent(s)/guardian(s) and members of the community. All communication forms will be treated as confidential and will be dealt accordingly. Written complaints will receive a written reply.

Technology Policy

Children are allowed to watch movies with a rating of Family, General Audiences and PG for special occasions or in the event of poor weather. There are video games available in the centre. Children are allowed to use the video games for a maximum of 30 minutes on a PD day to be divided into two 15 minute sessions and for one 15 minute session on each after school day, at the coordinators' discretion.

Notification Regarding Photographs and Artwork

Photographs taken of program participants, or artwork generated by them, may be used or publicly displayed by the WMFRC in any of the following ways: bulletin boards, website, newsletter, newspaper submissions, posters, flyers, or any other publication put out the WMFRC.

Financial Administration Policy

1. The fee for after school placement is \$75.00/month per child, regardless of whether the child is present or not on any given day. This fee includes all regular school days and PD days. In order for confirmation of enrolment to occur, a deposit of \$37.50/child must be paid.
2. For children who are enrolled or withdrawn at a time other than the first program day of the month, the fees will be pro-rated based on the number of business days in the month. General holidays will not be counted as a business day for the purposes of calculating pro-rated fees. The part of the Christmas closure that falls on business days, with the exception of the general holidays observed during the closure, will be counted as business days for the purposes of calculating pro-rated fees.
3. **Payment of fees is due in advance by the first day of each month. In the event that the first day of the month falls on a non-business day, payment will be due by 4:30 pm on the next business day. Late payment is subject to a charge of \$5.00/child per business day.**
4. A \$25.00 service charge will be applied to all NSF cheques.

5. Accounts in arrears for a total of ten business days will be issued a standard collection letter including a copy of the invoice. Accounts in arrears for a total of twenty business days will be denied services of the Out of School Care Centre. If a resolution is still not reached after thirty business days, the account will be forwarded to a collection agency and will result in the cancellation of the child's enrolment.
6. The Out of School Care Centre operates Monday to Friday from 3:30 to 5:00 pm on regular school days and 8:30 am to 5:00 pm on PD days. If a child is picked up after closing, regardless of the reason, \$5.00 will be charged for each 10 minute period. For example, if a child is picked up at 5:15 pm, a late fee of \$10 will apply. Persistent lateness of five incidents within the school year will result in the cancellation of the child's enrolment at the centre.
7. Should parent(s)/guardian(s) choose to withdraw their child from the centre, two weeks **written** notice is required so that the vacant placement may be filled. Parent(s)/guardian(s) will be invoiced a pro-rated fee for these two weeks whether or not the child attends during this two week notice period. The deposit that was paid by parent(s)/guardian(s) at the time of enrolment will first be applied to any outstanding invoices and if there is any remaining balance it will then be refunded to parent(s)/guardian(s).
8. Parent(s)/guardian(s) must call the centre to notify staff of a child's absence. Vacancy of placement for a total of five scheduled days, without notification, will be considered intent of withdrawal and the placement will be filled. Parent(s)/guardian(s) will be invoiced a pro-rated fee for two weeks of care, the amount of time that would have been required with written notice for withdrawal, commencing on the first business day following the child's five days of unreported absence. The deposit that was paid by parent(s)/guardian(s) at the time of enrolment will first be applied to any outstanding invoices and if there is any remaining balance it will then be refunded to parent(s)/guardian(s).
9. In the case of a child's absence, scheduled program closure or unscheduled program closure, the current monthly fee must still be paid by the first program day of each month during the child's absence (no matter the length of time) to hold the child's spot. This includes, but is not limited to, child absence due to vacation, child absence due to illness, holiday program closure and unexpected/expected temporary closure.

We are a facility that encourages continuing education and learning through practical experience. We accept summer students, practicum students and volunteers at our centre. All staff, volunteers, summer students and practicum students must complete Security Awareness Training, and submit RCMP Vulnerable Sector Check and an Intervention Record Check.

The OSCC staff is responsible for creating a fun environment where children can learn and play. Staff receives program planning time to produce a variety of daily age appropriate activities based on resources provided by the centre. Children's interests and abilities are included in the planning process.



Parent(s)/guardian(s), please ensure that children bring the following items in order to fully enjoy their time with us:

- ✓ **inside shoes (even in the summer)**
- ✓ **splash or snow pants**
- ✓ **outdoor hat**
- ✓ **mittens and neck warmer (no scarves, please)**
- ✓ **sunscreen**

