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# Thorncliff After School Care Association

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## Parent Manual

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**Revised January 2016**

Everyone at Thorncliff After School Care (TASC) welcomes you and your child to the TASC family! This booklet offers you information about our Center. If you have any questions, we encourage you to ask our Executive Director.

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### TASC CHILDCARE PHILOSOPHY

Thorncliff After School Care offers children an atmosphere that is safe, clean, comfortable, fun, and enjoyable. We strive to run a varied and inventive program that helps to promote the physical, social, intellectual, and emotional development of each child. We offer a specialized program to support children with unique learning and behavioral needs. Our staff is committed to making the center a very positive place where diversity is celebrated and people are accepted and respected for who they are. It is vital to us that each child develops and maintains confidence, responsibility, and a sense of self-worth. Our programming is planned with the children in mind and we are always finding ways to expand and improve upon it.

## ABSENCES

- Please inform the centre if your child will not be at the Centre when he/she is usually there by phone or email. If your child will always be absent at a particular time/day, please provide (in writing) a copy of your child's schedule to the Director. For example, if your child will always be picked up from school on Tuesday afternoons, the centre can update your child's individual schedule into TimeSavr. By communicating your child's schedule, it prevents stress and worry for both the family and TASC staff.
- One non-school days please call the centre by 9:00am if your child will be absent or is being dropped off late.
- There will be no reimbursement of fees if the child is away from the centre for an extended period of time due to illness or vacation.

## ARRIVALS AND DEPARTURES

- Parents are **required** to come in with their children in the morning and sign their children into the program.
- Parents are only permitted to park in the school parking lot between the hours of 7:00-7:30 am and 4:00pm-6:00pm. Street parking is available.
- TASC does not accept responsibility/liability for a child until he or she enters the centre in the morning or after school. Our responsibility for the child ends when he or she leaves the Centre for school or home. If a child attends another school that requires busing, the parent or guardian will be responsible for the transportation to the school if the child misses the bus. TASC is not responsible for transporting children to or from home or school. Please refer to our transportation policy and pick up procedures for more detailed information.
- A child will only be allowed to leave the Centre after school if:
  - A parent/guardian picks the child up.
  - The parent/guardian adds specified persons to the child's authorized pick up list on their registration form. Persons can be added to the pick-up by emailing the Director at [thorncliffafterschool@gmail.com](mailto:thorncliffafterschool@gmail.com). Please remember to include the person's full contact details including his/her address. **Please note that it is a Licensing requirement that all children have at least one emergency contact listed other than the parent or guardians.**
- TASC staff will request identification from a person picking a child up and if it is not provided the child will not be released.
- The centres closes at 6:00pm sharp. All children are required to be picked-up by 6:00pm. Please remember that staff like to update a parent about his/her child's day and that there may be injury reports to read/sign. We **strongly encourage** parents to arrive with enough time for their child to clean up his/her activities, gather his/her belongings and have a short update about his/her child's day with the staff team.
- If you would like your child ready to go by a **specific time, please call/email the centre** at least 30 minutes in advance. We will do our best to accommodate these requests. The program expects the children to be leaders and clean up their activities. It is challenging when a parent comes to pick up and is unable to wait the 10-15 minutes it may take for the child to put away their activities properly.

- **LATE PICK UPS:**

- If no one has picked up a child by 6:00pm our staff will phone the parents. We will call **every** number on file until we reach a parent. If we are unable to reach a parent by 6:10pm we will move on to the Emergency Contact Person on file.
- If we are unable to locate the parent/guardian we will contact the Emergency Contact on file. If the Emergency Contact is able to pick up the child, there will be a note on the front of the TASC door explaining who picked up the child and where they went and a contact phone number. TASC staff will also leave a voicemail on the parents/guardian phone.
- By 6:20pm, if we are unable to reach the Emergency Contact, or he/she is unable to pick up your child we will phone Emergency Social Services.

## **BOARD OF DIRECTORS**

Our Centre is operated by a non-profit association, which is governed by a voluntary Board of Directors. The Board of Directors is elected at our Annual General Meeting. The Board meets at least once a month. The Board is responsible for approving our annual budget, organization policy, and selecting our Executive Director. The Executive Director is responsible for the daily operation and management of the Centre.

Any comments or concerns directed to our Executive Director can be sent to [thorncliffafterschool@gmail.com](mailto:thorncliffafterschool@gmail.com).

Specific questions or concerns for the Board of Directors can be sent to [tascboard@yahoo.ca](mailto:tascboard@yahoo.ca)

TASC, like other non-profit organizations, **cannot operate without a Board of Directors**. Our current by-laws state that we **must** have a minimum of two active board members. Parents are **strongly** encouraged to attend meetings, and volunteer for position openings. Free child care is provided during meetings for children and their siblings. Meetings are held once per month. The specific date and times are included in our monthly newsletters. Every current family receives one TASC membership as part of their enrollment fee. A copy of our current Association Bylaws is available in the office to review or can be requested by emailing the board directly.

## **CHILD NEEDS**

TASC is designed to encourage and facilitate active learning and development through exploration and play.

- Please send you child(ren) in inexpensive and comfortable clothing to enable them to participate in all aspects of the program.
- Please **clearly label** your child's belongings.
- TASC makes every reasonable effort to prevent your child's clothing and possessions from getting lost or damaged. We encourage our children to be proactive leaders by put their belongings away properly. Any personal items found by TASC staff will be put in the lost and found bin.
- Please send a **pair of indoor closed toed shoes** with your child to keep at the centre.
- Your child's possessions will be stored in his/her designated cubby and/or hook. Please check your family mailbox for newsletters, notices, etc.
- **Kindercare children** require a complete change of clothes. We encourage all children to bring a change of clothes on full days.
- **TASC** staff reserve the right to send children home early if they do not have adequate supplies to participate in our program (shoes, hat, coat, water bottle, lack of clothing)

There may be times when your child is asked to bring something from home when we have a special theme. Children are able to bring small inexpensive items from home that fit comfortably in their backpack. This helps prevent possible problems associated with sharing these items with classmates, and possible loss or damage.

Please send your child with the appropriate outdoor clothing for the day. We go outside at least once a day weather permitting. Following are lists of suggested seasonal outerwear that your child will require:

- Hat
- Mittens
- Jacket/Sweater
- Snow Pants/Splash Pants
- Indoor and Outdoor Shoes/Boots (must be closed toed at all times)
- Swimsuit
- Towel
- Change of Clothes (Kindergartens Mandatory)
- Water bottle

### **FEES Revised March 1<sup>st</sup>, 2016**

Parents/Guardians are responsible for their fees (subsidized or full fees). Fees are due on the **1<sup>st</sup> of every month**. For current fee information, see the Director. Additional information for fees:

- If you are having financial difficulties, you must discuss them with the Director so arrangements can be made.
- A late fee of \$25.00 will be charged if fees are received after the **1<sup>st</sup> business day** of the month.
- Applying for and maintaining subsidy coverage is a **parental** responsibility. Proof of subsidy must be provided along with your parent portion on the 1<sup>st</sup> business day of the month. Please remember that school age children must attend at least 50 hours and Kindercare children 100 hours during their first and last month of care to qualify for full subsidy. Children must attend at least one hour per month to be eligible for subsidy.
- Payments can be made by cash, cheque or email money transfer (thorncliffafterschool@gmail.com). (Please make cheques payable to Thorncliff after School Care).
- If a cheque is NSF, you will be charged an additional \$45 plus the original fee.
- There are no refunds for illnesses or holidays.
- If you are late picking your child up after 6:00 pm you will be charged a flat rate of \$10 for the first ten minutes, and an additional \$1.00 per minute after 6:10 pm, according to the Centre's clock.
- A \$100.00 non-refundable deposit (per family) is due at the time of registration. This is to hold your child's space and will be put towards his/her first month of care at the Centre provided they attend.
- A \$50 non-refundable enrollment fee per child is required for all new registrations.
- If your fees will be paid by a third party agency there is a monthly \$25 administrative fee for third party invoicing.
- **Mid-Month** enrollments are prorated based on the current monthly fee
- **Drop in Spaces** are available on a case by case basis. Drop in families are required to pay the \$50 enrollment fee.

## FOOD AND NUTRITION

TASC follows the Health Canada Food Guide and provides nutritious morning and afternoon snacks for the children. Our snack menu along with snack times will be posted for parents to review. Any changes or substitutions to a snack will be written on that day's program plan. Our snacks contain a minimum of two different food groups. We also offer milk with every snack. We offer the children as much or as little food as they wish. Our snack is served so that the children may serve themselves with developmentally appropriate staff guidance.

Proper handwashing practices are taught and expected before the children have snack/lunch/food. Opportunities are available to the children to discuss the benefits of good nutrition and hydration with staff members, as well as proper hand washing and hygiene techniques. Posters with words and pictures are posted in each bathroom to remind children of proper hand washing guidelines. There is also a list posted to guide children in the decision of when to wash your hands. The children are required to remain seated while eating.

Please let us know if your child has any dietary restrictions or allergies on the medical information in the Registration Form. TASC is a nut free centre. Please do not send peanut/tree nut products with your child. TASC reserves the right to remove any items from a child's lunch containing peanuts/tree nuts or are suspected to contain peanuts/tree nuts. Food items will be stored in a sealed container for parents to pick up at the end of the day. If your child has a severe allergy (anaphylactic/air born) we will remove that item from our snack menu.

As part of our programming, we sometimes offer a cooking club (based on particular child interests) or other activities that produce food as an end product. Whenever there is a food product made during an activity the children will follow proper food handling and hand washing practices. Staff will inform parents on the programming sheet when food/cooking activities have taken place.

If your child is eating lunch with us at the Centre (Early Dismissal, Kindercare, Summer Program), he/she needs to bring a healthy lunch every day. Please speak with our Director if you would like ideas or suggestions for fun and healthy lunches. If your child does not have a lunch, or his/her lunch does not follow the Health Canada' Food Guide we will charge \$5.00 for making your child a lunch. We provide a fridge to store lunches and a microwave to warm up food. **Please do not send foods that need cooking on a stove, in an oven or food that requires a can opener to open.**

During the School year **TASC does not provide a Lunch Program to Thorncliffe Students in Grade One to Grade Six.** Please inquire with the Thorncliffe School Office in regards to the School Lunch Program. The School uses the TASC main room as one of their Lunch Rooms. TASC children belongings are safely stored in their cubbies and are inaccessible during the Lunch hour. Please ensure that if your child happens to be assigned to the TASC lunchroom that their own bring utensils. Please contact Thorncliffe School 780-487-2061 for questions regarding their lunch program policies.

### HOURS OF OPERATION AND CLOSURES:

- Mornings – 7:00 am to 8:40 am
- Kindercare – 8:40am to 12:25pm or 11:30am -3:30pm \*Determined Each September\*
- After School – 3:00 pm to 6:00 pm on Mon, Tues, Wed & Fri.
- After School – 12:00 pm to 6:00 pm on Thursdays

Our hours of operations during Non-School Days are 7:00 am to 6:00 pm. TASC will be open on all school PD days. **Please advise the centre of your child's PD days if they do not attend Thorncliffe School.**

TASC is closed during **all** statutory and provincial holidays. Where any holidays fall on a weekend, the Centre will be closed on the substitute day. The following is a list of TASC closures:

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

### **“LEADER IN ME” HABIT HERO LEADERSHIP PROGRAM**

The Leader in Me: Habit Hero Program is designed to give children in grades Kindergarten through six opportunities to develop leadership skills and to develop independence. We use the 7 habits of highly successful people as a framework and language to guide our children. Thorncliffe School also fully integrates the Leader in Me Program.

New families will receive an orientation and quick start guide to the Habit Hero Program.

Each month the children will focus on one of the 7 habits. For more information about the Leader In Me program please contact the Director.

### **MEDICATION AND HEALTH CONCERNS:**

It is Parents responsibility to ensure that we have accurate medical information about your child by filling out the health history information in the registration form. Please inform the Executive Director in writing to any changes in your child's health history, so his/her registration form can be updated.

#### **Please be aware of the following medication protocols:**

- TASC staff are only permitted to give medication prescribed by a doctor that is in an original container with a label outlining administration directions. This includes “over the counter” and herbal medication.
- Parents/Guardians need to complete and sign an authorization form for each new medication stating: your child's name, date, nature of and reason for the drug, duration of administration and complete instructions on administration and dosage. Please include any special instructions. **The administration and dosage instructions must match the medication's label on its container.**
- Each time medication is administered to a child, the following will be recorded:
  - The name of the medication
  - The date and time of administration
  - The amount administered
  - The initials of the person who administered the medication
- Only Staff members trained in First-Aid will administer Medication.
- Over the counter medication and herbal remedies will only be administered by staff when they are accompanied by a prescription from a Physician. Over the counter and herbal remedies must also be provided in an original container with the child's name, Physician's name, dosage, and administration instructions.
- Please send measuring utensils along with your child's medication if needed.
- All non-emergency medications are to be directly given to staff to be put in our lock box, which is inaccessible to children.

- Emergency medications will be accessible at all times, but out of reach of children. Emergency medication will be stored in the main office while at the centre and in the first aid kit in our portable records backpack during off-site excursions, outside time, gym time. The portable records backpack is with a staff member at all times.
- It is required that a child who has been prescribed an antibiotic take it for 24 hours before returning to the centre.

## SUBSIDY

Childcare Subsidy is available from the Government of Alberta. Please speak to the Director for information on eligibility and application forms. A few notes on subsidy:

- Subsidy is entirely the responsibility of the parents. **Parents responsible for renewing their subsidy and informing the subsidy office of changes in your income or work schedule.**
- Please read the subsidy terms and conditions carefully as there are specific eligibility criteria.
- New families who plan on receiving subsidy must provide proof of subsidy. Please submit a copy of your approval letter. Please note that your Parent Portion is payable at the date of Registration.
- Parents are responsible for all portions of childcare fees not paid by subsidy.

## TERMINATION OF ENROLLMENT

Families are required to give at least one (1) month notice when withdrawing a child or they will be charged fees for the full month. The Director reserves the right to terminate enrollment at any time, giving notice deemed appropriate to the situation. The following are grounds for termination:

- **If a child intentionally injures a child, staff, parent, volunteer at the Centre is grounds for immediate suspension.** The Director will meet with the family to discuss the nature of the incident and make recommendations (Supported childcare, GRIT, other services). A health and safety plan will be developed.
- **If a child compromises the psychological safety of the other children (ie, bullying, intimidation) and efforts to change this behaviour have failed.** The family will meet with the Director to create a care plan to support the child's success.
- **If a child repeatedly does not listen to staff or disrespects them (verbally or physically) and efforts to change this behaviour have failed.** A child is placed on a behaviour contract and the family will be updated on the child's progress through a communication log.
- **If a child is repeatedly picked up past 6:00 pm.** A family will receive a verbal reminder, a written reminder, a written warning, and then a notice of suspension/termination.
- **If the parent/guardian repeatedly does not inform us about absences ahead of time.** A family will receive a verbal reminder, a written reminder, a written warning, and then a notice of suspension/termination.
- **If a parent/guardian verbally or physically attacks or threatens a member of staff. The parent will be barred from the Centre.** If the parent can arrange for an alternate drop-off/pick-up arrangement.
- **Unless a written payment arrangement has been made with the Director, care will be suspended on outstanding accounts after the 15<sup>th</sup> of the month.** Termination of care will result if accounts have outstanding balances on the last business day of the month unless a written payment arrangement is on file. All overdue accounts will be sent to collections after termination.

## **POLICIES AND PROCEDURES**

All policies and procedures pertaining to our licensed childcare program are found in our parent manual. Please consult the Executive Director for questions or concerns regarding the licensed childcare program. For policies and procedures related to the operation of Thorncliff After School Care Association as a society please see our Bylaws. For questions or concerns regarding the Association or Bylaws please consult the Board Chair.

### **ANNUAL PROGRAM REVIEW POLICY**

Edited January, 2016 (subject to board approval)

Thorncliff After School Care completes a formal annual review process every May. The purpose of this review is to ensure our programs continue to meet standards of excellence and to provide recommendations for the future direction of services. Informal Review are done as needed, however the formal review is completed by an annual review committee made up of the Executive Director, Board President, Human Resources Director, Treasurer and one member of our Accreditation Committee.

Areas to be reviewed are:

- Association Policy and Procedure Manual (Committee)
- Childcare Program Policy and Procedure (Executive Director)
- Parent Manual (Executive Director)
- Staff Manual (HR Director and Executive Director)
- QEP and Centre Goals (Executive Director and Program Coordinator)
- Past Fundraisers (Executive Director, Treasurer, Association Chair)
- Past Complaints (Executive Director and Board Chair)
- Critical Incidents: Critical incidents are summarized and analyzed to determine any systemic issues. Any systemic issues found will be addressed by changes to policy and procedures. A summary of all critical incidents are submitted to licensing.
- Financial Information (Treasurer and Executive Director)
- Over all Program and Other Areas of Interest

The following procedure will be taken:

- Send out a Client Satisfaction Survey in mid-April to all families
- Review of all material by Executive Director (making note of any changes deemed necessary)
- Board of Directors will vote on any budgetary or organization policy changes
- Changes will be administered and dated by Executive Director
- Copy of pertinent changes will be given to parents

\*QEP will be updated and edited throughout the year by staff and accreditation team members.

### **ADMINISTRATIVE RECORDS POLICY**

Edited July, 2014

TASC ensures that all records are available for inspection

- by the director at all times, and
- by the child's parent at reasonable times, and



- are kept on file for a minimum of two years

A licence holder must maintain on the program premises up-to-date administrative records containing the following information:

- daily attendance of each child will be taken, including arrival and departure times, and kept for a minimum of two years
- daily attendance for all primary staff members and volunteers, including arrival and departure times, as well as hours spent providing child care
- each primary staff member and volunteer will have verification that a current criminal record check has been provided to the license holder
- each primary staff member will provide evidence that child care certification has been obtained, as well as current first aid; certification and first aid will be posted in the main room of the centre.

## **CHILDREN'S RECORDS POLICY**

Edited July, 2014

TASC must, in respect of each child, 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 completed enrolment form
- the parent's name, home address and telephone number
- the name, address and telephone number of a person who can be contacted in case of an emergency
- any legal orders pertaining to the child
- the particulars of any health care provided to the child, including the written consent of the child's parent required
- Any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

## **COMMUNICATION POLICY**

Edited September, 2015

### **Communication with Parents/Family Involvement**

We believe parents are the primary influence on their children and therefore Thorncliff After School Care encourages communication and participation by our families to enhance the quality of our program. For Detailed Communication Methods, please see our parent manual.

### **Communication with Staff**

All internal communication between Thorncliff After School Care Staff and Third Parties is kept confidential. Permission to release/share information forms are available for parents/guardians to sign. Thorncliff After School Care collaborates schools, families, and applicable community organizations to ensure consistency and quality of care for our children.

### **Communication with Children**

Children are the main focus of our centre and we strive to achieve positive individual relationships with all our children. Staff actively engage in conversations with children to develop trust and rapport as well as to foster social and emotional development. Staff will acknowledge children, respond attentively and show interest when the children communicate with them. Staff will facilitate a safe environment for children to express their feelings. Children are able to leave the room with a staff member to talk privately, without interruption, and also to feel more

comfortable. Bullying will not be tolerated in our centre and prompt intervention will occur if any form of bullying is witnessed.

### **Communication with School and Community**

Relationships with schools are encouraged and initiated by the program. We provide access to information and community resources to families and visitors. We strive to have a diverse and multicultural center. Staff supports the children in becoming familiar with their surroundings and community. We teach the children about important things that are happening around them and how to accept differences. Our Executive Director is required to attend regular Thorncliffe School and Parent Council Meetings. The Executive Director also attends regular Thorncliff Community League meetings.

### **EMERGENCY POLICY AND PROCEDURES**

Edited July, 2014

The program will ensure that the following telephone numbers are posted on the program premises and are readily accessible:

- emergency medical service;
- ambulance service;
- fire department;
- police service;
- poison control centre;
- nearest hospital or emergency medical facility;
- Child abuse hotline.

An after-hours emergency program contact number is posted in the window near our main entrance, as well as mentioned in our voicemail recording.

Evacuation procedures are made known to all staff and children. Signs with detailed maps are posted in each room with nearest escape route labelled. Regular fire drills will be performed monthly within the center to allow the children and staff to be familiar with the procedures. All fire drills will be recorded and posted with the date, time to exit and initial of a staff member.

As per the protocols outlined by the Department of Community Services for the prevention and reporting of child abuse, the centre staff is legally required to report cases of suspected child abuse.

#### **FIRE PROCEDURES:**

1. Children will proceed immediately out the nearest exit and walk quickly to inside the fenced off basketball courts beside the skating rink. Try to have one staff at each exit; however, children have been instructed that they need not wait for a staff to lead them.
2. **Children should not be grabbing any personal belongings or jackets.**
3. In a fire emergency, staff will:
  - Perform a walkthrough of all rooms in the Centre as they are leaving the building if it is safe to do so.
  - Take Portable Records Backpack and Tablet
  - Close but not lock all doors.
  - If the weather is very cold out, staff will try to grab jackets for the kids on their way out.
  - Meet children at the basketball courts and perform an attendance check.
  - If it occurs during school hours, report any missing persons to the Administration.
  - If it occurs outside school hours, do what is safe and reasonable to locate any missing persons.
  - If it is too cold to stay outside or you will be unable to re-enter the building for an extended amount of time, begin relocation procedures (see below)

#### **RELOCATION PROCEDURES**

In all relocations, parents will be called as soon as we arrive at the location.

- *Good Weather* – If the weather is nice, we will simply move outdoors to St. Justin’s playground.
- *Bad Weather* - If the weather does not permit us to be outside, we will take the children to St. Justin’s Out of School Care.
- *Serious Emergency* – In the event of an emergency where St. Justin’s would be evacuated as well, we would relocate to Entrance 50 of West Edmonton Mall.

## LOCKDOWN AND TORNADO PROCEDURES

- If the school goes into lockdown mode or if there is a Tornado warning, all doors must be locked and not opened under any circumstances. All windows must also be covered. If safe, move all children and staff to Kindercare room. Children should sit quietly against a wall that is as out of sight as possible. School staff will open the doors when it is safe.
- If it is safe and practical to do so, staff will move the children into the Gym during a tornado warning.

## GUIDANCE/DISCIPLINE POLICY

Edited July, 2014

Our goal is to help guide your child’s social development by helping them to develop self-control and learn appropriate social behaviors. Our staff work to help your child develop self-control and sensitivity in their interactions with other by encouraging their self-respect, and respect for others. Your child’s self-esteem is of great importance, and we strive to protect and enhance your child’s self-esteem while managing behavior. At TASC, we work hard on preventative methods like appropriate planning, and establishing rules. We also use intervention strategies, like calming and redirection, to stop or redirect challenging behavior when it occurs. Below we outline our prevention and intervention methods in more detail:

### *Prevention*

1. **Setting a Good Example.** Our staff model polite, appropriate behavior and use calm, fair problem solving techniques that the children learn from and use in their interactions with others.
2. **Accommodating Individual Needs and Interests.** Our staff realizes each child’s individual needs and interest must be respected and accommodated for to help encourage their development. For example, if a child does not like group sports, we won’t insist they always play them. If a child reacts very negatively to count downs, we find another method! If a kid isn’t interested in what we have, let’s bring in what they are interested in!
3. **Programming.** Programming is the #1 way to prevent misbehavior. If we plan choices and fun activities, things will go smoothly!
4. **Know the Group and Plan for Difficulties.** We do our best to plan transitions between activities and prevent problems from occurring. For example, instead of having all children get ready at once, which would crowd the cubby area, we get different ages to get ready at different times. We also give indications as to what is coming up, so the children know if they should begin cleaning up for a new activity.
5. **Organizing Play Areas.** Our centre has its open spaces divided into play centres to help prevent inappropriate chasing and running in the centre.
6. **Rewarding Positive Behavior.** Using positive comments and showing appreciation for positive behavior.
7. **Establish Understandable Limits.** Establish clear limits that are understandable to children and be consistent in applying these limits. “Should you grab the ball from Johnny or should you use your words?” Children will understand a reasonable explanation for rules, but cannot learn what is expected if the rules change every day.
8. **Use simple straightforward statements of expectations when setting limits.** These statements should not be in the form of questions. For example, “It’s time to put the blocks away”, not, “Would you like to put the blocks away?”
9. **Focus on what TO do, not what not to do.** For example, “Please clean up the paints”, instead of , “Don’t leave out the paints”.
10. **Explain the logical consequences of actions.** For example, “If you cannot use the slide without pushing, you will have to play somewhere else”

11. **Give children a choice only when they have a choice.** For example, at the end of the day: “It’s time to get ready to go home. Would you like to put on your boots first or your coat?” not “Would you like to get ready to go home?”
12. **Help children learn to solve their own conflicts.** Teach them how to problem solve. Teaching children to think of effective alternative reactions will help them to learn to get along with others.
13. **Do not dwell on the past.** Children need to be praised for appropriate behavior, not nagged for past mistakes.

### *Intervention*

1. **Bullying Awareness.** Staff are to promptly intervene when aggressive actions or bullying occur.
2. **Staying Calm.** Our staff calmly gets down to the child’s eye level to talk to them. If appropriate to the child, the staff may come in closer to the child to help him/her gain control. The staff acknowledges the child’s feelings while resolving the situation. For example, “I know you are upset, but yelling hurts other people’s feelings. Please talk to them calmly”.
3. **Focus on Behavior and Reassurance.** Our staff ensures that the child realizes it is the behavior that is undesirable, not the child himself, and reassures them on the good things they do. For example, “You are a good person and you are very helpful, but hitting people is not the way to solve a problem.”
4. **Redirection.** Our staff may help the child play another alternative activity, if the current activity is the source of the problem.
5. **Removal of Privileges.** Sometimes a child is given a choice as to a privilege they must earn backing using positive behavior. For example, if a child does not give fair turns on the computer, then they will have to play other activities and show good behavior in those other activities to earn the computer back.
6. **Behavior Plans.** With very challenging and repetitive behavior, the staff may develop a behavior plan that includes daily reporting with the parents and a reward for reaching the goals in that plan. For example, if a child has the tendency to scream at other children frequently, then a plan would be devised where the instances are recorded, and the frequencies compared. If the frequency goes down, then the child would have a reward.

**Parental Involvement:** It is very important that staff and parents/guardians work together cooperatively to help a child. Parent input, concerns, and support are important to the staff so that we may better serve the child’s needs. It’s very important that we have parent support so that the children know we are working together to help them.

- Parents will be notified of disciplinary measures, by phone or written communication, as they are taken.

Our child discipline methods utilized in our program are communicated to parents, staff, and children. **Any disciplinary actions taken are reasonable in the circumstances, and are encouraged to be set by the children, with the assistance of a staff member. Any form of physical punishment, verbal or physical degradation or emotional deprivation will not be inflicted upon a child in any circumstances. Our program will not use or permit the use of any form of physical restraint, confinement or isolation, as well as deny, or threaten to deny any basic necessity.**

## **HEALTH & SAFETY**

### **CRITICAL INCIDENT REPORTING**

The following instances are consider reportable under the Alberta Childcare Regulation. TASC reports all critical incidents are per our licensing regulation.

- An 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 request emergency health care and/or requires the child to remain in hospital overnight
- An error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in hospital overnight
- The death of a child

- An unexpected absence of a child from the program (i.e., 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 program's operating hours.

## COMMUNICABLE DISEASE POLICY

If a staff member knows or has reason to believe that a child may be suffering from a disease listed in Schedule 1 of the *Communicable Diseases Regulation* (AR 238/85), we must ensure that the child's parent removes the child from the program premises forthwith.

## HEAD LICE POLICY

TASC reserves the right to send home any children found with nits or live bugs. Children may return once treatment has been successfully completed. Children with high reoccurrences of lice may be asked to stay home until their head is free of nits and live bugs. The director of the centre or a designated staff member must perform a head check and give approval before the child may return.

## ILLNESSES AND POTENTIAL HEALTH RISKS

TASC is unable to care for children who pose a potential health risk. If a child is ill, he or she must be kept at home. If a child develops an illness while at TASC, we will call the parent/guardian to request an immediate pick-up. All ill children will be kept as far away from the other children as practically possible. If ratio can be maintained, a child will remain on the office couch with a staff member in the office.

As per our licensing regulations, children exhibiting the following symptoms:

- Vomiting, having a fever, diarrhea or a new or unexplained rash or cough
- Requiring greater care and attention than can be provided without compromising the care of the other children in the program
- Having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

Cannot return to the Centre until TASC is satisfied that the child no longer poses a potential health risk. TASC is satisfied the child no longer poses a health risk if the child is symptom free for 24 hours without the aid of medication or has written clearance from a physician. If the child is ill during school hours, the school will follow their sick child policy. Children who have spent the day in the "sick room" at School sick cannot attend TASC that day and must be picked up directly from school by his/her parent/guardian.

All illness symptoms are tracked and reported to Alberta Health Services. Please inform staff of your child's symptoms are when informing TASC he/she will be absent. TASC is required to report any clusters of two or more similar symptoms without 48 hours of each other. If your child is absent due to a contagious disease, written clearance must be obtained from your doctor before your child can be re-admitted to the Centre.

In the unlikely event of a serious emergency involving an ambulance or hospital trip, the parent/guardian will be responsible for all costs related to the ambulance and/or medical care.

**Hand washing:** children are taught proper and frequent hand washing to prevent the spread of germs. Staff are required to wash their hands frequently throughout the day, and always before preparing snacks, and after cleaning up spills and bodily fluids.

**Coughing and Sneezing:** children are taught to cough and sneeze into their sleeve, and not their hand. Tissue is to be available at all times.

#### INDOOR PLAY

There are sufficient portable materials and equipment accessible to children in the centre. Staff will provide children with materials and opportunities to work independently, in small or large groups. The indoor space is arranged so that a variety of activities can occur simultaneously. It is also arranged in a way that meets the diverse needs, as well as the number, of children in the program. Our maximum capacity has been determined on the amount of square footage we have available.

Staff will conduct a daily safety inspection of the indoor environment to ensure potential hazards are addressed.

Please refer to the Programming Policy for information on indoor play.

#### OFF-SITE ACTIVITY

Parents will be notified via a written permission slip. The top portion will contain all of the pertinent information regarding the off-site activity and the lower portion will be for written permission from parents.

Items that need to be taken on all off site excursions:

- Attendance
- Portable Record Files (this will contain all local emergency numbers, as well as allergy/medical concerns for all children and staff)
- First Aid Kits (one per staff, with one staff carrying the large kit)
- Permission Slips
- Petty Cash
- Forms of communication: walkie talkies, and cell phones

#### ACTIVE/OUTDOOR PLAY

- Recreational activities will be planned on a daily basis. Outdoor activities will take place during all seasons with appropriate planning for weather conditions. Children will have the opportunity to engage in active play indoors or outdoors at least once per day. Children will be kept inside when the weather, including wind chill, is below -18°C.
- Staff will conduct a safety inspection of the outdoor environment prior to children using the area and equipment. A checklist is completed to ensure potential hazards are addressed.

#### SMOKING

No person is allowed to smoke on the program premises. No staff member shall smoke at any time or place where child care is being provided.

Immunizations: children and child care professionals are encouraged to keep their immunizations up-to-date; child's records must contain current and up-to-date information on child's immunization. Please note that as per The Alberta Public Health Act proof of immunity or vaccination is required for Rubella and Red Measles. If there is an outbreak of Red Measles or Rubella within a centre all persons not immunized or have proof of immunity are required to remain home for three weeks after the latest reported case or as per a public health officer's instructions.

Sanitization of Child Care Setting: Doorknobs, light switches, toys, and frequently touched surfaces are disinfected according to Public Health Guidelines.

Food Handling: Prepare fruits and vegetables by washing them thoroughly. Refrigerate perishable foods, and keep garbage away from where food is prepared and stored. Respect any food restrictions arising from allergies or medical conditions.

Gloves: gloves are to be worn when staff member is coming in contact with blood, urine, and/or stool. Gloves should be disposed in plastic lined garbage bag, and hands washed immediately.

## **INCLUSION & DIVERSITY POLICY**

Edited September 2015

Thorncliff After School Care believes that all children are welcome and bring value to our program regardless of ability, faith, sexual orientation, background, gender and social-economic status. We believe that every child is an individual and is unique, also that children learn best when they participate with others who have different goals, abilities, and cultural backgrounds'.

An Inclusive program requires partnership with staff, board of directors, parents and community resources. TASC fosters partnerships by working collaboratively with parents and community supports in order to meet the needs of all children. TASC, with consent of the parent, will enlist services from Special Needs Resources for children for whom they feel, or the parent feels, may need extra support. We believe that each child is unique, and in partnership with families we are committed to meeting the developmental/educational needs of all children. We are proud to support such programs as the GRIT Program (Getting Ready for Inclusion Today) and the Supported Child Care Program. We make every effort to accommodate everyone equally and are willing to adjust things within our program to meet the needs of our diverse TASC family.

Staff members play an integral role in enhancing and enforcing an inclusive/diverse program. At Thorncliff After School Care all staff will:

- Conduct regular observations, know the program and children well
- Respect parents as experts on their own children
- Work to embed the children's individual objectives into the program activities and routines
- Identify, implement and evaluate appropriate opportunities and strategies to allow children to interact without adult assistance
- Build bridges between children and help foster friendships
- Be accountable and respectful of confidentiality
- Respond to the changing needs of the children and their families and support all children to reach their full potential
- Gear our programming to be reflective of the varying needs of our participants
- Place the person first and not the special need or difference
- Acknowledge that fair does not always mean everyone gets the same
- Be dedicated and flexible in their approach
- Be provided with learning opportunities wherever possible to ensure that all possible modifications are made to promote the full participation of all children
- Facilitate a safe environment for children to express their feelings
- Ensure that activities and programming involve input from the children and are responsive to their interests, backgrounds, preferences, needs and abilities
- Provide opportunities that allow children to use their own abilities, skills and talents
- Provide children with the opportunities to celebrate individual differences and unique qualities.

## **PARENT INVOLVEMENT AND OPEN DOOR POLICY**

Edited July, 2014

We believe parents/primary caregivers are the most significant adults in a child's life. We strive to create mutual respect between parents and staff. We encourage daily communication between parents and centre staff. Our doors are always open to parents and family members of the children in our centre. Parents are encouraged to attend all field trips and off site excursions at no extra cost to the family. All new families will be given the opportunity to complete an orientation of the centre. This may include giving the new children an opportunity to play within our centre before their requested start date to ensure that it is the right match for the family and child's needs.

## **PROGRAMMING POLICY**

Edited July, 2014

The objective of this policy is to ensure that Thorncliff After School Care offers a daily program for children that is developmentally appropriate, inclusive of all children in attendance and successfully meets each child's developmental needs.

Our programming staff will ensure that many areas of programming are covered. Programming time will be reflected in job descriptions to ensure that staff have optimal opportunities to create and implement developmentally appropriate and engaging activities. Staff will take into account where the interests of the children lie, by following the outlined routine below.

- Staff will involve the children in the development of activities by observing and speaking with the children. We will also have the children participate in interest surveys. Parents are also given the opportunity to elaborate on specific areas of concern when filling out the registration form. We will use this information to allow the programming to reflect their interests, backgrounds, preferences, needs and abilities and how they can be integrated into the programming. A record will be kept, in the programming binder, of these findings.
- Expansion on these observations will ensure that all developmental aspects are taken into consideration.
- The programming will be based on child observations, discussion, and suggestions. Staff will pull out "big ideas" as part of an emergent curriculum. These big ideas may last one day, week or month, while others will recur in different formats throughout the year.
- We will incorporate a variety of planned activities with many of them being open-ended or child led. Each planned activity will be tied to an aspect of child growth and development.
- Staff will encourage the children to use their own imaginations to create and modify the planned activity.
- Daily Program sheets will be written and posted, along with instructions as to how each activity will work, for the other staff members to follow.
- On a daily basis, at all times, there will be several choices available for the children to work in large and small groups or individually. (Table activities, learning centres, gym/outside physical play, quiet activities, and free play).
- Children are free to choose which area they would like to play in and the number of areas available will be based on the amount of staff and children present.
- Programming will provide the children with opportunities to celebrate individual differences and unique qualities. Artwork from all children will be showcased and appreciated.
- All toys and equipment will reflect the ages, interests and abilities of the children. Centres such as the "house" centre and library will be updated to accommodate the children's current interests.
- The program has an open door policy for any family members who would like to take part in or contribute to the programming. Family culture and diversity is welcome throughout our centre and can be easily implemented into our programming. (themed crafts, cooking with the children, or information on fieldtrips)
- Outdoor activities will take place during all seasons with appropriate planning for the weather conditions.
- Children will be given opportunities to explore their communities through field trips and current event activities. (For example field trips, annual food bank donations, Operation Christmas Child)



- Each day children are given the opportunity of free play and often the children are encouraged to vote on gym and outdoor activities.
- Leadership roles are available for children to participate in and are chosen by the children themselves. Children have unlimited access to most material and equipment. (Some materials require more adult supervision than others.)

### **Off-Site Excursions** *Edited January 2016*

Off-site excursions will be planned if more than two consecutive full/non-school days occur. (Spring break, Christmas break, summer break) Off site excursions may also be planned on single full/non-school days. There will be an updated list of off-site excursion opportunities with contact information available with the programming binder. During extended periods of non-school days, staff will collect suggestions from children with regards to field trip and theme ideas.

Parents/Guardians are invited on all off-site excursions provided they provide a clean criminal record check. TASC has partnered with the City of Edmonton to collect and submit a Criminal Record Check on a parent/guardian's behalf. Please note that we are only able to processed Record Checks for people living in Edmonton. Please contact your local RCMP detachment if you live outside of Edmonton.

### **PORTABLE RECORDS POLICY**

*Edited July, 2014*

A portable record of emergency information is maintained at all times, in the respect of each child, the following information will be included:

- the child's name, date of birth and home address
- the parent's name, home address and telephone number
- the name, address and telephone number of a person who can be contacted in case of an emergency
- any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

The telephone numbers of the local emergency response services, poison control, nearest hospital, and child abuse hot line will also be kept with the portable records.

### **STAFFING AND SUPERVISION POLICY**

*Edited September, 2015*

The staff at Thorncliff After School Care consists of a Parent Board of Directors, an Executive Director, Program Coordinator, Kindercare Coordinator, and Program Facilitators.

All staff on duty will be trained in First Aid and CPR. A full interview and reference check will be performed on perspective staff. All staff/volunteers who have direct contact with children will have current criminal record checks with the vulnerable section completed within eight weeks of employment. Staff and volunteers will NOT have unsupervised access to children unless they have First Aid/CPR, Criminal Record Check with a venerable Sector Search, and possess at least a Child Development Assistant Certification. All staff will be certified under the Alberta Child and Youth Services Staff Certification within the first 6 months of employment.

TASC complies with the Minimum Primary Caregiver Ratios outlined in the Alberta Childcare Licensing Regulation. The minimum ratios are as follows:

**Out of School Care Children: When one Staff is Present the ratio is 1:7, when two or more staff are present the ratio is 1:15. The maximum group size is 30.**

**Kindergarten Children: When one staff is present the ratio is 1:7, when two or more staff are present the ratio is 1:10. Maximum group size is 20.**

**Mixed groups: When a group contains both School Age and Kindergarten Children the ratio of the larger number of children will apply. The maximum group size is 25.**

Ratios are minimum standards. TASC will at all times maintain appropriate staffing levels to ensure that the children are adequately supervised. This includes ensuring that all staffing personnel comply with the Alberta Childcare Regulations pertaining to Staff Qualifications and Certification.

Furthermore, activities that pose an increased potential risk will have a minimum of an enhanced ratio of plus one. Activities that poses an increased risk include field trips, activities that use tools/machines, and any other activities deemed to have an increased risk by either TASC's Director or Licensing's Director/Designate.

All staff will ensure that they fully understand and are confident they can supervise and guide an activity. If a staff, for any reason, is unsure about an activity's safety the staff will cease the activity and inform the Director/Program Supervisor for guidance.

Prior to all new activities and field trips TASC staff will ensure that the children are aware and understand specific safety rules and expectations. When planning field trips, TASC's Director will physically visit the site in advance to confirm its suitability.

When taking children outside or off-site a full safety check of the area will be completed each time and recorded on our safety checklists. Indoor safety checks will be performed regularly with a minimum of twice per day.

Head counts are to be done frequently and every time there is a change in location or a transfer of children. (e.g. Prior to going outside, when a child arrives, When a child leaves, when a child asks to go to a different activity). If a staff is working with another staff he/she will verbally confirm the number of children they count with his/her shift partner. All children need to be radioed or walked by a staff member to another activity (outside/Gym).

When acting as a primary staff member, all staff are required to actively supervise the children and room. All staff members should be aware of how many children are in their area and should be able to see/hear what they are doing. Each room/area must use at least two methods of accounting for the children (e.g. white board, physical list, Time Savr attendance sheet/database).

## **TECHNOLOGY POLICY**

Edited January 2016

Media play is intended to promote education, research, and literacy skills. It is used as a tool to facilitate growth and development. Kindergarten and Division one children are always supervised and monitored while using the internet. Division II students are permitted to use the Internet and iPad to practice their research and media literacy skills. Direct non-educational Screen Time (Movies/Video Games) is limited to no more than two times per month. At this time, TASC does not allow non-educational video games. Any video games used will have a rating of E and will be pre-screened by staff. Music is a comprehensive part of the program. The children have access to a stereo and have supervised access to "Apple Music" on the iPad.

## **TRANSPORTATION POLICY**

Edited April, 2015

Thorncliff After School Care has individualized Transportation Agreements for each child. These agreements are customized for each child's needs. The Transportation Agreements are to be signed and dated by a TASC staff, parent/guardian, and in some cases, school administration. It is the parent's responsibility to inform TASC if

changes need to be made to the agreement. A new transportation agreement will be signed at the beginning of each school year.

#### PICKUP PROCEDURE

Our responsibility for your child ends when he or she is dropped off with school supervisor, and when he/she leaves the Center for home. Parents are responsible for transportation on School PD days or school closure dates. Parents are also responsible for letting TASC know in advance of absences as well as changes to above mentioned times and locations.

It is our responsibility to ensure children arrive safely to their classrooms and are offered reasonable and developmentally appropriate opportunities for independence and growth. TASC children are released to and from their classrooms safely and on time in accordance with the bell. All Thorncliffe Students in Grade one to Grade six will be released to their classrooms at 8:35 when the bell rings. At 8:40am one TASC staff will do a walk around the School to ensure the children are in class safely. All classroom teachers will notify TASC by 8:45 of any TASC who have not arrived at class. Thorncliffe School maintains a locked door policy and each classroom teacher walks his/her classroom to the middle school hallway. School Teachers can see TASC children as they enter the TASC classroom.

TASC Educators will immediately sign the children in as they arrive and update our “white board” visual attendance.

If your child does not arrive within **10** minutes of the predetermined time and/or location, we will begin an investigation.

#### Order of Investigation:

1. Staff will check with school administration/Teacher to confirm attendance.
2. Parent will be called.
3. If above mentioned do not locate the child, we will proceed with our missing child procedure, found in our Policy and Procedure Manual and/or Parent Manual.
4. If notified by the school staff that child was absent from class or picked up early from class, Thorncliff After School Care staff will not be following the missing child procedure.

#### St. Justin’s Catholic School

- Staff will escort children to school, leaving children with a school supervisor, at appropriate arrival times.
- Staff will pick up children at a designated pick up area during school dismissals.

#### Other schools

- Staff will meet yellow bus at specified location designated in child’s transportation agreement.

If notified by the school staff that child was absent from class or picked up early from class, Thorncliff After School Care staff will not be following the missing child procedure. If any child is not accounted for, follow the missing child procedure.

#### MISSING CHILD PROCEDURE

In the event that a child goes missing from the centre or during an off-site excursion the following procedure must be followed.

- Check with all staff members to see if the child is with one of them
-

- Check with the school office administration/homeroom teacher
- Do a perimeter check inside and outside of the centre or off site excursion area
- Call parents to make sure child was not picked up early
- Notify the director verbally or over the phone
- If child has not been located within 15 min. **contact police**
- Report missing child to licensing immediately (780-427-0444) if it is after hours contact the Child Abuse Hotline
- Incident report ([www.childalberta.ca](http://www.childalberta.ca) incident report) must be filled out immediately after child is located, and faxed to licensing. (Director will usually do this).