

Children Come First Association

Out of School Care Parent Handbook

Children Come First Association

Mailing Address

117 Kincora Cove NW Calgary, AB T3R 1L1

403.241.3052

Dear Parents:

Welcome to Children Come First Association. Our educators function as a support group for you and your family. We are here to assist you at all times. Thank you for taking the time to read this handbook. We hope that you find it to be a useful reference.

Sincerely,

Juli McManus, Operator

Laura-Lee Kowal, Operator

What is Children Come First?

(Kids Come First)

We are a non-profit program with a board of directors who oversee and make decisions in the program regarding philosophy, programs, staffing, administration, and guidance.

Hours of Operation

Out of School Care Program

- Monday – Friday
- 7:00 am – 6:00 pm

Children Come First Association offers Out of School Care Programs at:

Banff Trail School	Catherine Nichols Gunn School
Bowcroft School	Kenneth D. Taylor School (Evanston)
North Haven School	Hawkwood School
Cambrian Heights School	Highwood School

Mission Statement

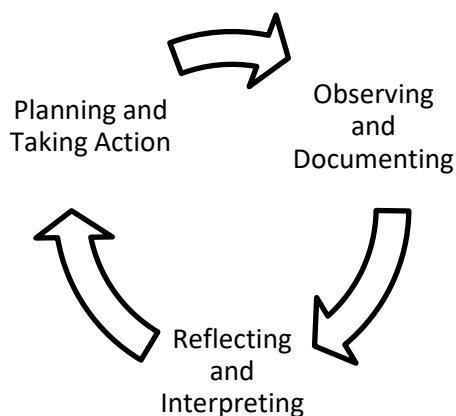
Children Come First is driven by its mission to facilitate a program of excellence and promoting diversity, creativity, and a positive social environment.

Philosophy

- To provide a supplement to the home in terms of a loving, secure, and stimulating environment where children can express themselves through creative activities.
- To provide the children with an environment that allows for freedom of choice and to accept responsibility for those choices.
- To provide an environment in which children can learn to engage in positive social interactions with each other and the educators.
- To provide an environment in which parents and educators both feel comfortable and are able to work together in the children's best interest.

Program Planning

We must achieve the holistic play-based goals based on the Flight: Alberta's Early Learning and Care Framework Curriculum. There are three steps to follow.



Planning and Taking Action

- Wondering
- Playing with ideas
- What can we do next?
- Engaging playfully
- Observing again

Observing and Documenting

- Listening to children
- Documenting play and ordinary moments
- Asking questions
- Drawing on multiple perspectives
- What are the possible meanings of this play

Reflecting and Interpreting

- The narrative of a learning story
- Curriculum Cross-checking
- What does the Flight tell us?
- What can we learn from theory?
- What is my/our image of this child/children

Child Guidance Policy

- Educators will not permit, practice, or inflict any form of physical punishment, verbal abuse, emotional abuse, or deny the children any physical necessities.
- Educators will be fair, firm and caring towards each child.
- Educators will encourage the children to problem solve and deal with their own disputes.
- Educators will redirect and discuss conflict with the children and encourage them to think about the feelings and needs of others.
- Educators will talk to children privately about the behaviour.

Example 1)

Two children are fighting over a castle. Educator walks over and asks, “What is the trouble?” They reply, “We want the castle.” Educator says, “Well, this is a big castle, how could we share it?” Children decide one will use the front the other the back and they return to playing...

Example 2)

If a child has hit another child, the educator will encourage the injured child to voice their feelings such as, “When you hit me it hurts, please do not do that again.” Then, the educator will ask the child who hit another to apologize. In addition, the educator will encourage children to resolve their disputes without any violence.

Steps to Child Guidance

Discussion of the incident at the child’s level in a quiet area of the room, not around other children

- Re-direct the child to another activity if they are having difficulties. Guide the child to another area, sit with them and be involved.
- Cool Down Time: A child will be asked to sit out from the activity if the problem persists. The child will sit on a chair away from the activity and other children so that the child will not provoke others or be provoked. The child will not face the corner or walls. Staff will speak to the child at their level.
- Cool down is defined as a method of regaining control. When control is regained positive reinforcement of the child’s acceptable behaviour will continue
- Loss of privileges: If the problem still exists, we may ask the child to leave that area and they will lose the privilege to play at that activity.
- Parent Contact: We will inform parents if the problem still occurs and ask for input and suggestions. We will inform them verbally or by incident report.
- Staff will provide opportunities for the children to make amends rather than demand a superficial apology.
- Staff will offer genuine opportunities for a child to restore relationships after an incident of hurt or harm. While children may not be immediately ready to take these opportunities, they should be suggested, nonetheless. Ultimately the goals of this strategy are to help the children learn that making amends requires time and good will, rather than revenge.

Any discipline used will be reasonable under the circumstance.

Use of physical restraint, confinement or isolation is not allowed.

Authority

Children Come First Association is a non-profit program which is licensed by the Province of Alberta, operating out of Calgary Board of Education schools.

Rights and Responsibilities

Parents Code of Conduct

A code of conduct has been established to inform parents of guidelines/operations within the program.

Parents are required to:

- Complete the necessary documents at registration time and inform us of all medical concerns or allergies.
- Drop off and pick up children at the door daily.

Parents are encouraged to:

- Introduce themselves to all educators at Children Come First.
- Give feedback to the program.
- Volunteer in the program.
- Be a significant part of their child's school age program.
- Share their culture.

All families will be treated kindly and fairly by all Children Come First Educators. We expect that in return parents will treat the staff the same.

Children Come First has a NO TOLERANCE POLICY we will not allow any form of abuse or bullying etc.

Parents cannot address or discipline other children at the program. If you have a concern or complaint regarding someone else's child, please feel free to approach an educator to discuss the matter.

Educators

Educators are selected on the basis of qualifications and experience. All educators are required to maintain valid first aid and current police checks. Each educator is required to complete an online course offered by the government of Alberta that provides basic child development information.

The warm, loving, relaxed atmosphere enables children to participate in the daily program, developing their ability to make decisions, be independent, responsible, and to develop respect for themselves as well as others.

Our program is designed to provide a variety of choices including individual play, music, and dramatic play, a variety of games, books, building materials and other activities are available.

Our program varies and is flexible to meet the needs of the child. Children are discouraged from bringing toys from home as they could get lost / broken.

Curriculum

- Literacy
- Home Work assistance
- Community Involvement
- Leadership Club
- Artistic Literacy
- STEM

Literacy

We have many materials available to provide the children with age-appropriate language arts curriculum. Non school days, and during breaks we offer a program called D.E.A.R. (Drop Everything And Read) we encourage the older children to help or read to the younger ones. This has been a wonderful component of our program for many years.

Homework Assistance

Children are provided with materials and space to do their homework. Educators can offer assistance with their homework. At bilingual locations we try and place staff that are bilingual in order to be able to support and assist the children with their school work.

Leadership Club

We offer opportunities for older children to be involved in leadership club. This gives them the chance to help with facilitating games and activities for younger children, planning fundraisers, and helping educators.

Community Involvement

We really encourage positive team work with parents, educators, children, and the community. Children are always working as a team in regard to clubs, games, and activities. We encourage children to help one another, share and cooperate.

Artistic Literacy

Arts and Crafts are planned with the children's input. When planning we consider the time of year, upcoming holidays, celebrations, and multicultural options. Children are given a choice on participation in activities. After an activity, we ask for reflection from educators, children and parents and will comment on our planning guide on the success of the project.

STEM

Science projects are planned with children's direct input. We implement science into our daily planning as well as through the kids' clubs. Children have the choice within regards to participation. After an activity we evaluate and ask for feedback from kids, parents, and educators.

We are implementing Flight: Alberta's Early Learning and Care Framework, that is play-based curriculum inspired by a vision of strong, active, energetic childhood communities – places of vitality – that welcome and invite the participation of children and their families.

Communication

Newsletters are provided to families. The information in the newsletter includes things such as closure dates, PD dates, school breaks, community events, parent meetings etc... It is important that parents ensure they receive a copy and read it thoroughly.

Educators are asked to speak to parents about their child only and not other children and speak only of activities related to Children Come First, and school related activities. Educators are asked to speak respectfully to parents and listen to their comments. Educators will try to communicate to the parents in regard to situations to help solve their problem. If you feel you cannot reach a resolution, please feel free to contact a director and speak with them.

Parent Involvement

It is important that parents are involved directly with their child's Out of School Care Program. Please introduce yourself to the educators. To allow parents to voice any concerns, suggestions or general comments pertaining to the program parent meetings and surveys will occur. Educators are always available to listen to parents' comments.

Family Resource Binders

A resource binder has been organized for families requiring information on counselling, funding, grants, home alone/ babysitting courses, and community activities. If you have a suggestion for something that can be added to the binder, feel free to let a director know.

Registration Process

Parents must completely fill out a registration form prior to their child attending. It is imperative that parents inform us of all medical, behavioural, and physical conditions. A deposit is required to hold a position at Children Come First. We also need a PAD (Pre-Authorized Debit) form filled out along with a void cheque and fees will be withdrawn on the first of each month.

Withdrawal from the Program

Two month's written notice on the first of the month is required to withdraw your child from the program. Parents who do not give two months notice will still be required to pay both month's fees. We would like you to take the opportunity to complete an exit review when you leave the program.

Inclusion Services

We are able to provide care for children with disabilities. We welcome all disabilities but ask that the parents do inform us during registration and assist us in helping their child to adjust to

the program. Supported child care through Providence may be available for families.

We embrace and encourage diversity at all our locations by recognizing and respecting all cultures. All children have the right to be treated equally, regardless of their race, nationality or ethnic origin, religion, sex, mental or physical ability. We are committed to providing a welcoming environment for all children and their families.

We can accomplish this through:

- Having the parents and children share their cultures, and events with the program.
- The program will include special occasions and cultural events within their program planning.
- We plan travel days, on which we educate the children on different countries and cultures through various activities including crafts, games and more.
- Children with special needs can be included in all programs. We will try and accommodate different needs and will work closely with the child/ family to ensure the child is a part of the program.
- We will ensure the educators are informed and sensitive to inclusion and diversity issues.
- We will educate the children about diversity and promote positive interactions between all children.
- The educators will ensure that all information about the children and families are confidential.
- Programming will be suitable to the needs of all the children in the program.

Fee information

PAD (Pre authorized Debit) form must be filled out along with a void cheque. Monthly fees will be withdrawn on the first of each month

Late Payment

If fees are not paid on the first of each month parents must pay a late fee. Parents are responsible for NSF fees for any declined withdrawals.

Subsidy

Forms are available upon request from the Provincial Subsidy. It is the parents' responsibility to set up subsidies and make sure subsidies are kept up to date. Applications can be accessed online at applychildcaresubsidy.alberta.ca

New parents must pay ½ month's fees up front until subsidy application is complete and confirmed.

Attendance

It is required that parents walk children to the door until an educator greets them, and meets them at the door at pickup. At this time, you can check for messages or newsletters. If you allow your child to walk to and from the program a release form must be completed, and the program office contacted. If you are unable to pick up your child, you must contact the program as soon as possible informing us of who will be picking up your child. Your child will not be released to anyone not known by the program; identification will be required by anyone picking up your child who is on not your release form.

Late Fee, when picking up your child

A late fee of \$1.00 per minute will apply if you are late. This charge is to be paid directly to the educator on duty. Please phone as soon as possible if you will be late.

Arrival of Children

All children are expected to walk directly to the program from their classroom. Kindergarten children will be walked to and from their classroom by an educator.

If a child has not reached the program within 15 minutes of expected arrival time, the following procedures will be taken:

- Check with the child's teacher and school office
- Contact parents if child is not at the school.
- If the child cannot be located within 30 minutes, we will contact the police.

We will do our best to locate your child, but we cannot jeopardize the safety of the other children. We are not responsible for your child until they reach the program.

We cannot release children to a parent or guardian if we feel that they will not be able to get home safely. If there is a situation that occurs where the staff member is not comfortable releasing a child to a parent or guardian both police and social services will be contacted.

Parking and Access Door Information

Each program has designated parking areas. Parents must ensure they park in these areas only, or they risk their vehicle being towed. If this becomes a consistent issue, parents may be asked to leave the program. Designated parking areas are:

Banff Trail: Park in the parking lot in the back of the school but do not park where there is designated numbered spots or reserved parking. Go to the grey **single** gym door. There is a doorbell on the left marked KCF. Please push the doorbell and an educator will greet you.

Bowcroft: Park in the parking lot but not in any reserved spots. Go to the single gym door to the left of the entrance and push the doorbell marked KCF. An educator will greet you

Cambrian Heights: Park on the street on the right-hand side of the school (Cornwallis Dr.) Use the front door of the school and ring the designated doorbell marked KCF. An educator will come greet you. Do not park in the staff parking lot at any time.

Catherine Nichols Gunn: Park in the parking lot of the school but not in any reserved spots. Push the doorbell to the left of the doors marked KCF and an educator will greet you

Evanston: Park on the street outside the front door. During school arrival/dismissal times, the school may restrict some areas with pylons. Please avoid restricted areas if dropping off or picking up your child during these times. There is a doorbell on the right-hand side of the front door. Please ring and an educator will greet you. Do not park in the staff parking lot at any time.

Hawkwood: Park on the street on the opposite side of the school. Use the door at the bottom of the stairs at the front of the school towards the gym. Ring the doorbell and an educator will greet you. DO NOT park in the staff parking lot at any time.

Highwood: Park on the street near the right-hand side of the school only. Do not park in designated bus zones. Use the walkway on the west side of the school between the school and the pool. The door is on your left-hand side. Ring the KCF doorbell on the right and an educator will greet you. Do not park in the staff parking lot at any time.

North Haven: Park on the street and go to the door on the right-hand side of the school. There is a path and the door is on the left. Ring the KCF doorbell and an educator will greet you

Policy & Procedures for Parents

Independent Departure/ Walking Home Alone / Sibling Policy

Children must be in higher grades and responsible enough to walk home alone. Parents must complete a release form allowing your child to walk home alone or with a sibling.

Children Come First reserves the right to decline a child walking home without a parent.

Operating Policy

We operate Monday to Friday 7am to 6pm. Parents are asked not to drop off children before 7am and must pick them up at or before 6pm. There is a late policy which is included in the service plan for your review. Closure dates are posted on the parent board for the whole year and are handed out in a newsletter as well. If a child is not attending for the day, it is the parent's responsibility to inform the program, please call our direct lines at each location.

Reporting Incidents, Accidents, or Serious Illness Policy

All serious incidents will be dealt with immediately, and the parents will be contacted by a director or educator after first aid has been given to the child. The educator that provided care for the child will fill out the proper form in regard to the incident and the parents will then be asked to sign it as well. We will keep our forms on file for 2 years and parents will be given a copy.

Provision of Meals and Snack Policy

It is the parent's responsibility to provide children with an adequate meal and snacks for the day. In the morning we prefer that children eat healthy snacks only. Pop is not allowed at the program and junk food is discouraged.

Policy to Medication Administration

Parents must complete a medical release form for any medication sent to the program. The medication must not be expired and in its original container showing the child's name, doctor's name, and administration instructions. We will only give prescribed medications from a doctor. All staff members are trained in first aid, and they will be the only ones giving medications to the child. Self administration will only take place when it is a puffer for asthma, otherwise educators will measure out all medications given to a child. Educators will sign the medication form after administration.

Children requiring First Aid will be given the care they need from an educator. If medication is needed to be given, an educator will administer the medication and record this on the medication form. If a child is sick, an educator will provide a safe and comfortable space until the parent can pick up.

Educators will ensure good hygiene when working with the children in order to stop the spreading of infection and disease.

Policy on Access to Licensing Reports

Parents are welcome at any time to review licensing reports. Please ask the directors for the reports.

PD Days

On non school days we will do our best to provide child care, however programs may be combined at one location. Parents will be informed of the days and locations in advance. It is a parent's responsibility to sign up in advance and pay the extra fee for non school days. Please do not sign up unless you have paid the fee. Parents will be given sufficient time prior to the day off

to sign up and pay. After the deadline we may not be able to take your child as staffing is based on actual numbers of children signed up and paid by the deadline.

Supervision Policy

Children Come First has implemented a Supervision Policy which will help keep parents informed about the different types of supervision provided at this centre. This will allow parents to make informed choices about the types of care we are providing for all children.

Two types of Supervision

Direct Supervision – Educators directly supervise the children both indoors and outdoors and are interacting and ensuring all children are safe. The educators will position themselves so that they can accurately supervise the children.

Kindergarten and grade 1 children will always be supervised and not permitted to be in any room unattended by an educator.

Intermittent Supervision – This type of independent activity is a privilege and is offered to children in the program who are capable of free play, without a direct supervisor. These children tend to be capable of self control and are typically responsible for their age group. Independent play has been encouraged by Licensing if staff and parents have been properly informed of all expectations.

Educators will ensure that this independent play is safe and that the activities are appropriate for school age children. Educators will ensure that these children are monitored frequently and interactions between educators and children occur. (Independent play will not always be offered throughout the day)

The privilege of Intermittent Supervision can be a positive step in your child's development; however, incidents can occur when children are not directly supervised. Please take the time to consider what is offered, and please make the right decision for you and your family. We are here to provide a safe, fun place for your child to grow.

Educators are made aware of the indoor and outdoor physical environment while doing their daily safety checklist. When new educators are hired, they are given a tour and orientation of the program so that they are made aware of the space.

New Child Policy

When a new child starts our program, they must meet their care givers beforehand.

There is a check list on the registration forms that parents must check off once they have met the staff.

This policy has been put in place to ensure the safety of the new child and make them comfortable with the staff.

Children Come First has all new children at all locations wear wrist bands for the first week at the program. The wrist bands have the name of the program and phone number. This is a good reminder for all new children that they attend our program and where they must go afterschool.

The program operators will ensure that all staff is aware of children's developmental needs. (i.e., Children's maturity levels, special needs) Educators are informed about new children and their needs via our communication book, staff meetings, reading new forms and talking to the directors.

Children who are in kindergarten are walked to and from their classroom each day. If the Director feels that a child needs some extra assistance, we will walk them back and forth as well. Children in grades 1-6 can walk to and from the program on their own. The developmental needs of the child are taken into consideration when making this decision.

Attendance Policy

Educators are instructed that throughout the day the attendance forms are checked for accuracy. Educators will ensure that sign in/out times are accurate and that all children are signed out with times at the end of each day. As well when children are taken outside there is a list that is made of which children are outside.

A tracking system for children arriving or leaving the building without an adult has been developed to ensure that the child arrives safely at the program/at home. Parents whose children walk to the program will be required to contact the program prior to the child's departure from home, and then contact the program when the child is expected to arrive. Parents whose children walk home from the program must sign a release form and must also ensure that when the child arrives home that the program is contacted immediately by the parent. Parents whose children depart the program closer to the closing time of 6 pm need to realize that the program will close and that a staff will not remain behind after hours.

School Rules

We run our programs out of CBE locations. When we are in the school, we must adhere to certain rules set by the schools.

- Arriving prior to 7am or staying after 6pm is not permitted as we have a lease with the school board, and do not have access to their space outside of the permitted hours of 7am-6pm
- We are only to park in our designated spot. This varies from location, whether it be street or visitor parking.

- Children will not be allowed to go back to their class and collect items 15 minutes after the bell has gone, or before the bell in the morning.
- Children are asked to walk in the hallways, use inside voice and treat the school and school equipment with respect.
- Parents are asked not to walk through the school and into classrooms to collect children's items from the class, or other areas of the school. We are renting the space of the gym and classroom (some locations), and do not have free reign of the school.
- Please ensure that any wet or dirty footwear is removed when you enter the school so that you do not track mud in the hallways.

Rules of the Out of School Care Program

We ask that you sit down with your child and explain the following rules before your child begins our program.

- Your child is expected to respect the educators, other children, and the building/equipment.
- No swearing, hitting, or throwing things; equipment must be used appropriately; gum chewing is not permitted.
- Children must clean up after themselves, before commencing another activity/going home.
- Children are not to leave the program without an educator's permission.
- Any form of vandalism will be the parent's responsibility and the on us is on the parents to fix or replace the damaged item(s). When a problem persists, we will request the parent's assistance in reaching a solution. Together we can work as a team.
- Rules are made to ensure safety. All children will be involved in making of rules. We have established a rule/reason/consequence method of making rules.

Unexpected Program Closures:

Situations such as CBE employee strike, plumbing, heating, boiler problems, snow delays, or extreme weather may arise whereby the Calgary Board of Education closes a school. We will not be allowed to operate until the school reopens.

School Breaks

When the children are off for school breaks, we will inform parents via sign up forms the days we are available for child care. Parents need to fill out these forms and return the form and fee to their program. There will be a deadline for signing up in order for us to staff appropriately, as well as plan field trips and other activities. On days off we will program plan with the children's input. They will be able to assist in planning, field trips, games, activities, special lunches, theme days, and other creative activities. We are closed for the summer at all locations.

Volunteers

Students in the Early Childhood and Child Care field may visit from time to time for observation purposes. These students will never be included in our child-staff ratios. Anyone wishing to volunteer on a regular basis will be required to submit a volunteer security clearance.

We ask that:

- Parents book in advance when wanting to volunteer.
- That they do not interfere with the “flow” of the program
- Use only acceptable behaviour/language while within the program.
- Parents wishing to share ideas and suggestions may do so directly to the directors.

Field Trips

Parents will be given notice regarding field trips. We will use a chartered bus; if possible, or we may walk. All children will be expected to attend as the centre will be closed during field trips.

Social Events

Annual social events include the movie day in the summer and a Christmas Party. We may have other events and parents will be notified.

Record Keeping Policy

All forms pertaining to the program will be kept for 2 years including registration forms, attendance forms, accident, and medical forms.

Complaint Policy

Verbal and written complaints will be directed to the Operators (Juli and Laura-Lee). All complaints will be dealt with seriously. A verbal or written response will follow all complaints. All complaints will be kept on file for five years.

Transportation Policy

Children will not be transported to and from school by the program. Occasionally the children will be transported in a chartered bus for field trips. Parents must sign a field trip release form.

Cell Phone Policy

Parents are not permitted to take photos or recordings while at the program. This helps ensure that children are not subject to any potential breaches of security. Exceptions may be made for

special performances for the parents, we kindly ask you not to post photos of other children on social media. Photos will be taken by staff and emailed to families only.

Media Policy

Employees of Children Come First are not to discuss any events or issues dealing with the programs, its clients, and other employees with the media.

All issues with the media will be dealt with by the Operators.

Abuse Policy

Children Come First is committed to providing a safe and respectful environment for all the children, staff, and parents. Abuse of any kind will not be tolerated and may result in termination from the program.

Child Abuse and Neglect

If a child confides in a staff an issue of abuse or neglect the staff must communicate this to the directors and we will inform the proper authorities. An incident report will be completed by the employee.

Toy Policy

Children can bring toys from home if they ask their parents and staff first. Toys must be labelled, and children and parents must understand that the program is not responsible for any lost or broken toys. The program has a large variety of toys so there is no need to bring too many things from home.

Health and Medical

Potential Health Risk/Illness Policy

If a Children Come First educator knows or has reason to believe that a child is ill, the program must ensure that the child is immediately removed from the program by the parent and the child cannot return to the program until the program is satisfied that the child is no longer poses a health risk. Children must be picked up in a timely manner or parent will risk their spot in program.

The definition of an ill child

- A sick child is defined as a child who is unable to participate in the child care program because he or she is:

- Vomiting, has a fever, diarrhea, a new unexplained rash, or cough.
- Requires greater attention than can be provided without compromising the care of the other children in the program.
- Displays any other illness or symptoms that a staff member knows or believes may indicate the child poses a health risk to persons on the program premises. Educators can check a child's temperature with a non-touch forehead thermometer.

If a child is sick, an educator will keep the child away from the other children until the parent arrives to pick the child up. Children can return to the program when they no longer pose a health risk i.e., symptom free for 24 hours, doctor's note.

The program will record about the child's illness on the Illness Incident Log sheet. Forms will be available at each location. These forms will be kept on file at the program.

Accident or Illness

All educators are trained in first aid and CPR. When a child is injured the necessary first aid will be administered. If further medical attention is required, 911 will be called, then the parents. Accident forms will be filled out after we have provided care for the child and contacted the parents.

- The parents must sign the form and will be given a copy.
- The person who provided the first aid to the child will fill out the form.
- All forms will be signed as well by the educator, parent and director
- These forms will be kept for 2 years.

Emergency and Non-Emergency Medical Attention and Assessments

Educators are required to have valid first aid / review their first aid manuals on a quarterly basis.

A child who is seriously injured at the program requiring medical attention.

Steps to Follow:

- 1) Educators will assess the situation – determine if the child is conscious
- 2) Educators will check for breathing/circulation problems
- 3) If there was a fall or accident, check if there are any serious injuries (potential head, back or neck injury, or obvious break or deformity of a bone)
- 4) Educators will call 911 for all potentially life-threatening injuries, and will present a copy of the child's registration form with all necessary information
- 5) Educators will continue treating the child until medical attention arrives.
- 6) Parents will be contacted after 911 has been called.

The Critical Incident Reporting Line will be contacted immediately, and a form submitted within the 2-day timeline.

Non-Emergency Injuries

Children who are injured during program.

- 1) Educators will administer appropriate first aid.
- 2) If unsure, educators will contact Health Link (call 811) for advice and act accordingly.
- 3) Parents will be called to inform of injury or contact emergency contact if no response from the parent.
- 4) Educators will continue treating the child until the parent arrives.
- 5) Parents will be asked to inform program if hospitalization was required or what medical attention was received.
- 6) Educators will complete incident/accident reporting form and or contact Critical Incident Line if required.

All serious incidents will be reviewed by the Operators after the child has been taken care of and after all necessary documents submitted to the appropriate authorities. All stakeholders involved will be notified of recommendations/ policy changes that occur because of the incident.

Incident Reporting Policy

Children Come First programs will report to our local child care licensing office every time a serious illness, injury to a child or any other incident occurs that may seriously affect the health or safety of a child.

The following are considered a reportable incident.

- An emergency evacuation
- Unexpected program closure
- An intruder on the program 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 the hospital overnight. As well if a staff calls 911.
- An error in the administration of medication by an educator 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 the 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 employee or volunteer
- The commission by a child of an offence under an Act of Canada or Alberta, and/ or
- A child left on the premises outside of the program's operating hours.

Children Come First programs must report critical incidents immediately to the Operators and our local child care licensing office. Initial contact can be by phone, fax, or email. The following information must be included in the initial report:

- The program's name and contact information.
- The child's name.
- The date and time of incident
- The action taken by the licence holder as a result.

Children Come First programs must report within two working days of the incident's occurrence, and completely fill out and submit the Incident Reporting Form to our local child care office. Forms will be available at each location. All Incident Reporting Forms must be reviewed by the Operators. All incidents will be reported annually using the prescribed forms and submitted annually to the regional child care office by the Operators.

Educators have been advised that if they have a situation that occurs that is a threat to the children or staff health or safety, the following procedures must take place:

- Take the children inside or to a safe location.
- Call the police or emergency health care.
- Call the Operators (Juli or Laura-Lee).
- Check the list of reportable incidents to the Government of Alberta child care licensing office.
- Fill out the proper incident form for the situation. There are 2 types of forms for incident reporting; if the incident that occurs is under the reportable incident list you will use the Government of Alberta form, if not, staff will use the Children Come First form.
- Inform the parents and get any signature and or information you may need for the forms.

Chronic and Severe Health Conditions

Parents must inform the program if their child has any health condition. The best way to inform us of this is on the registration form. We may require a meeting with the parent in order to have a better understanding of the health condition. If parents have any literature or information on the medications or ways of helping the child adapt that we can share with the staff it would be helpful to us and your child.

Outdoor Activity Policy

Children Come First will provide a variety of outdoor activities for all children throughout the entire year. Program planning will include structured and free play activities, such as: small and large group games, sporting activities, and independent play. Educators will ensure that the outdoor play area is safe and free from defect. The playground will be inspected frequently for wear and tear. Children may be permitted to bring out play equipment such as balls, hoops, outdoor games and, in some cases (when approved by educators,) crafts or indoor play equipment. Educators will ensure that the children are appropriately dressed for outdoor play, whether that includes sunscreen, mosquito repellent, hats, or winter clothing.

Sunscreen Policy

To ensure that all children are covered up with sunscreen we have implemented a sunscreen policy. Parents, be sure to apply sunscreen to your child in the morning during the hot months before coming to Children Come First.

Sunscreen is to be provided by the parents and kept in the children's back pack. Children will be reminded to apply sunscreen before outdoor activities and reminded to re apply throughout the stay. Educators will assist those children with sunscreen when asked by the child. A hat and a water bottle are required each day.

Helmet Policy

Children may be asked to bring a helmet from home for certain activities. This helmet must be in good shape and fit properly. If the program requires a helmet for an activity and the children do not bring one or refuses to wear one, they will not be allowed to participate in the activity.

Health Checks and Fire Inspections

As a licensed program we have annual inspections on both health regulations and fire inspections from the Alberta Health Services and Calgary Fire Department. If there are changes or recommendations, we will complete them properly to keep our environments as safe as possible.

Fire Drills/Evacuations

Fire drills will occur monthly. In case of an emergency, we will leave the program and go to the designated evacuation location posted on the front door. The evacuation locations for each program are:

Banff Trail: William Aberhart High School 3009 Morley Trail NW

Evanston: Evanston Grand Village 40 Evanston Way NW

Highwood: Colonel Irvine School 412 Northmount Dr. NW

Hawkwood: St. Maria Goretti School 375 Hawkstone Dr. NW

Cambrian Heights: Alberta Bible College 635 Northmount Dr. N.W.

Bowcroft: TB Riley School 3915 69 St NW

Catherine Nichols Gunn: Diefenbaker High School 6620 4th St NW

North Haven: North Haven Community Center 5003 N. Haven Dr. NW

Nutrition

Children will not be allowed to consume an unhealthy snack before school. If your child requires a snack, please send a healthy one. As the Canada Food Guide recommends, send a variety of healthy foods each day.

Parents are Customers Policy

Providing quality customer service is as important as quality child care for our organization. We pride ourselves in consistently good communication with all of our stakeholders.

- Parents are entitled to individual respect, support, and quality care for their children. In return we do expect the same respect. Verbal abuse, physical abuse and intimidation is not tolerated.
- Parents and families will be greeted with positivity and respect.
- Educators will be empathetic and understanding to our families' different situations and needs.
- All Educators will be aware of our policies and information that parents may need to know, staff will be orientated on basic information (regarding fees, policies, etc.).
- Quality customer service will be provided to all clients, existing, old, new, and potential families in person and on the phone.
- Developing positive, friendly, professional relationships with the families is important for all educators at all locations.
- Any concerns will be handled with respect, and in a calm, understanding manner. If a solution cannot be reached, it will be directed to the operators.

Notification of Policy/Procedure Updates Policy

Throughout the year, policies and procedures will be reviewed and may be updated or created. Parents and will be notified of these changes including accident/illness policy updates immediately via:

- 1) Website – Parent Handbook
- 2) Email Notifications
- 3) Hard Copy Distribution
- 4) Child registration forms (back side)

Parents are instructed to review our Parent handbooks annually. Parents are invited to offer suggestions to the program regarding our policies.