

Family Handbook



CHILDSPLACE PRESCHOOL AND BEFORE AND AFTER SCHOOL

FAMILY HANDBOOK

AUGUST 4, 2023

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Preface

This handbook was created to provide you with an overview of our program standards. Please take some time and familiarize yourself with the information within. This handbook should answer all your questions; however, if you have any other questions or need clarification, please feel free to talk to the staff or Program Director.

Core Values

Here at Childspace we strive for the best for the children attending.

- Safety and well-being of the children is our top priority
- Keeping parents highly involved in our activities
- Providing children with an environment where they can grow and learn
- Creating an environment where everyone is welcome
- Employing staff that are passionate about working with children, who care for the whole child, who are role models and mentors for the children and who are passionate to grow and learn
- Offering child led/adult supported activities, special days, field trips, guest presentations, fun days so that the children and parents are excited to attend
- Engaging the children in the program by asking for their input and implementing their ideas
- Engage in the experimenting, exploring, creating, discovering and idea-sharing which are all part of the children's activities that adults describe as 'child's play'
- Always growing and learning working towards excellence
- Our commitment to provide a high quality, engaging program in which the kids will learn leadership, friendship and have new opportunities to explore and learn.

Philosophy and Goals

At Childspace, our goal is to provide a secure environment where all children, parents and their families feel welcomed and valued. Children participate in a program of educationally challenging, age appropriate activities. Children are encouraged to learn through play and exploration. The program is designed to meet the needs of the children in all areas of development (social, emotional, intellectual, physical and cognitive). Staff are responsible for working with children, parents, their important family members, and other staff members in the spirit of collaboration and dedication.

Our education philosophy is that children develop and learn best when they have opportunities to:

- Observe and be part of respectful, supportive and friendly adult-child and child-child interactions

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- Engage in the experimenting, exploring, creating, discovering and idea-sharing which are all part of the children's activities adults describe as 'child's play'
- Make choices and become involved in activities that are personally and developmentally right for them

Play=Work

Play is children's work, and the more work they do, the more they learn. Children respond better to activities that are fun and interesting, rather than instructional academic learning at such an early age.

- A child participating in baking muffins learns about weights and measures (mathematical concepts), differences in texture, comparison of tastes and classification.
- Verbal skills are developed as they label utensils and ingredients. Science concepts are learned as they watch the muffins being changed by the heat of the oven, and they learn about nutrition at the same time!
- The water table offers many of the same skills as baking, and children also learn about volume, measurement, liquid vs. solid. Add bubbles or items that sink or float and you have even more learning experiences.
- A child playing ball or jumping rope learns about spatial relationships, kinesthetic awareness, gross motor control and depth perception.

The dramatic play centre helps a child's social development and awareness, while learning about problem solving, turn taking, role-playing and creative expression. Playing the role of "mommy" or "daddy" assists children in understanding the complexity of these roles and helps them often to play out situations they do not fully understand, and thereby increase their well-being and self esteem. We feel it is important for both boys and girls to learn nurturing roles.

Programs Highlights

Our program offers the following

- | | |
|----------------------|-------------------|
| - Arts and craft | - Discussion time |
| - Music | - Homework help |
| - Nature exploration | - Outdoor time |
| - Indoor games | - Free play |

We offer exciting field trips, special guests, and parties. Parents are welcome to attend.

Childspace is a Flight inspired program, leading the children through learning by being part of the environment and by being a child and playing.

Field trips/Presentations/Special Days/PD Days

We will incorporate field trips into our program to offer a change in atmosphere and add variety to our program. Field trips may include YMCA, fire hall, Crowfoot Library and much more.

Transportation for BAS trips may include walking, transit or Southland Transportation.

Transportation for preschool trips is not available and all parents are required to find transportation to and from the field trip site.

Parents volunteering on field trips are asked not to bring any siblings along and will be responsible for a group of children while on the field trip.

Presentations will be brought in as well. Dates for presentations are on the calendar and confirmed once the day is booked. Presentations may include Mad Science, Police, Fire, EMT, Reptile Parties and much more. If you want to be a presenter, please talk to the Area Coordinator.

Special days are specified on the calendar so that parents are aware of the upcoming events. Reminders are noted on the newsletters and calendars. Special days included pajama day, cultural day, my family day, and many more!

Lost and Found

Please do not bring:

- Candy
- gum
- expensive jewellery
- electronics
- toys
- trading cards
- money
- high-heeled shoes

Please no toys from home for this can easily cause problems with other children and becomes a distraction in the program and cause issues during pick up time as well. Make sure everything your child brings are all clearly marked with the child's name on them. Although the staff voluntarily look after the children's belongings and do their best to ensure the children's belongings are well kept, Childspace is not responsible for lost or stolen articles.

Centre Features

The center is organized into specific play centers such as blocks, homework, puzzles, board games, crafts, etc. Large outdoor play areas are attached to program; we also use the field located next to the tennis court. The playground is

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not approved by Alberta Health Services. Any playground time will be conducted at St. Ambrose school or Arbour Lake playground (behind Arbour Lake middle school).

Our preschool classes have a ratio of 1 teacher for 12 preschool children ages 3-6 years. Children from 2.5 years to 3 ratio is 1 teacher for 6 children. Our maximum number of children allowed is 28.

We have a ratio of 1 teacher for 15 children in Kindergarten to Grade 6. We will always have 2 staff on hand until closer to the end of the day once 6 children are in attendance.

Arts and crafts, science, active play, circle time, snack time, games, and outdoor play are all main components of our daily program.

Field trips happen throughout the year with the addition of special guests. Preschool children will go on 2 field trips a year.

Family Involvement

Family involvement is as integral a component of high-quality child care as providing direct education and care to children. We respect and support families by maintaining ongoing communication between Educators and parents (and other important family members). Educators communicate with families through regular parent-Educator communication, bulletin board displays, displays of children's learning, and a myriad of informal ways of staying on site and interact frequently with families, Educators and children. This way immediate concerns can be properly addressed before minor problems become big ones.

Volunteering in the program is available, not mandatory. Let us know if you wish to join for a trip or for a special day.

Parent meetings will happen throughout the year, at least 1 per year will happen. Attendance is not mandatory; we want parents to be up to date with all the happenings of the program. Meeting minutes will be sent by email.

We will also be hosting special events for families to attend and socialize. Attendance is not mandatory but encouraged. Family nights will happen every 3 months. Invitations will be given with a RSVP date.

Parents are encouraged to assist with programming. We don't have an official policy about programming with the parents. We do ask for ideas and help for the family nights.

Parent and Family Definitions

In the Family Handbook, and in all other forms and correspondence in use at our organization, we use the term 'parent' or 'parents' to indicate the adult or adults legally responsible for the child. A parent can be the child's biological parent, a step-parent, a foster parent, an adoptive parent, or a legal guardian assigned by the court. You (the parent) tell us who you include when you use the term 'family'. This can include a child's sisters, brothers, grandparents, aunts, uncles and cousins, but it can also include friends and neighbors that are dear and important to you. Some rights and responsibilities belong to parents alone – such as enrolling the child in the program, granting permission for your child to take trips with the class, accountability for any fees and consulting with the Educator or others about a child's needs, behavior or performance. Parents tell us which family members and friends are allowed to pick up their children from our center and who should be notified in case of an emergency.

Daily Items Needed

The following should be brought for each season:

Fall: mitts, hat, jacket, warm shoes or boots

Winter: snowsuit, winter boots, hat, mitts, neck warmer

Spring: rubber boots, raincoat, mitts, splash pants

Summer: sun hats, sunscreen and bug spray

All items must be labeled with their name and left in their backpack. Indoor shoes will go in our shoe shelf. Remember a water bottle as well!

Facilities

During the school year, we will utilize the same space as the preschool. The preschool closes for all Catholic school days off. Children attending public schools will share the same space but with a separate teacher attending to them.

Our Team

Our staff are trained in Early Childhood Education or hold a Bachelor of Education from a University. All staff are active in professional development and attend workshops and other child care courses.

We also welcome practicum students that are completing their Early Childhood Education or Education degrees.

Our teachers are chosen for their years of experience in the child care field, their passion to bring forth an exciting program and bringing in new ideas to make the program stand out. They are happy to help parents with any questions or

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concerns and will help to make the transition smooth for the children. They will also be updating the parents about new happenings within the program, organizing events and giving individual updates about children.

Ms. Benzy is the Owner of Childspace and Little Stars (in Crestmont). She is from Dubai, moved here in 2002, started a dayhome in 2005 and bought Childspace in 2007. She holds a Bachelor of Education from University of Punjab. She is a mom of 4 kids and is passionate about childcare.

Ms. Crystal is the Area Coordinator and looks over the daily operations at Childspace Learning Centre, Little Stars and KidzClub. She is from Saskatchewan, graduated with her Early Childhood Education Diploma and moved to Alberta in 2002 and has worked in childcare since. She is a mom of 2 and is passionate about offering high quality care to kids.

Organizational chart

Owner/Director- Ms. Benzy

Area Coordinator- Ms. Crystal is a hired position and they report to the Owner.

Early Childhood Educators- all our teachers are hired positions and they report to the Area Coordinator and/or Owner/Director.

Program Definitions:

Preschool: a licenced program for children that are not in Kindergarten or grade school. Children can attend one choice of class and can only attend for the preschool hours available.

BAS: a licenced program for children in Kindergarten to Grade 6. These children must attend a school other than Childspace. Kindergarten children will also be joining the preschool classes when they are not in school. This program will not accept preschool children.

Program Hours

Preschool 2.5 years to Kindergarten:

Monday to Friday 9-1130am OR 1230-3pm

Kindergarten to Grade 6

Before School: 7am to school bell

After School: school bell to 6pm

Before and After School: 7am to 6pm

Please make every attempt to come and pick at 6pm. Late pickups will be given 3 warnings (letters) before being charged. NO EXCEPTIONS!!

LATE FEES OF \$5.00 FOR EVERY FIVE MINUTES LATE MAY BE CHARGED AT OUR DISCRETION FOR AFTER 6PM PICKUPS.

Food policy

Childsplace offers 2 meals and 2 snacks to the children. Kindergarten parents are responsible to ensure that their child has a snack for Kindergarten. Children are welcome to bring their own food as well.

Please read labels carefully, and send nothing that "may contain" peanut, peanut oils or other nuts and marshmallows/corn syrup. Please note that any family functions are also nut/marshmallow free. Please inform us of any food sensitivities or allergies, as well as the type and severity of reactions. Although we strive to be a nut free zone, we cannot guarantee this to any parent or child. This means that school and child must still use reasonable caution regarding snacks, and any child with life threatening allergies MUST have an epi-pen, supplied through a prescription from their physician. The epi-pen must come with the child each class and be stored away by the staff during the class time. All staff are certified in Standard or Child Care First Aid and know the steps necessary to act in the event of serious allergy reactions. Please refer to our Emergency Procedure for further information. **Childsplace will accept NO LIABILITY for exposure to any food allergen a child may be inadvertently exposed to in the school.**

Admission

To be admitted into the program, the child must be attending a Kindergarten program in a school. We are licenced to provide care for all children until the end of Grade 6 or the end of the school year they turn 12.

Complete registration requires the following:

- Registration form, filled in completely and signed
- Visa or Mastercard authorization form completed or e-transfer
- Any medications needed (separate form to fill and all meds need to be in original labelled container)
- Payment of resource fee paid yearly; Preschool \$100 and BAS \$75, non refundable
- Payment of deposit; 1 month fee and applies to June for preschool or last month of care of all other programs.

Re-Registration

An update form will be given in January yearly to update our files and to be used as a re-registration form for the BAS program. Licencing requires yearly updates for all children in the program. This update form is a shorter version of our registration form. Please ensure that you fill it out and send it back by the due date.

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Re-registration for Preschool starts in January for all current families and then all open spots will be offered to the public by the end of January.

Program Fees

Upon registration, we require the resource fee of 1 month deposit and resource fee. The resource fee is \$100 for Preschool or \$75 for BAS.. The deposit is used towards the last month of preschool (June) or the last month of care for BAS. If you change program type, your deposit remains the same and no credit for unused deposit. Resource fee is non-refundable.

Fees are due on the 1st of every month for parents paying by e-transfer, or credit card. Late charges are \$5/day after the 1st to a maximum of 5 days late (unless arrangements are made).

Credit card charges are processed 4-5 business days before the 1st of the month. This allows for processing time through our IVR system. We do not have a credit card machine/interac machine on hand.

All NSF payments will be charged an additional \$45 to cover all bank charges. This includes credit card payments. We will only accept 2 NSF payments; after the 2nd, we will ask for a new mode of payment.

Fees are paid monthly and will not be prorated for holidays or sick days. This includes if we close due to all the staff being sick.

If you wish to suspend your attendance, you must talk with Ms.Crystal. **All suspensions are subject to approval and a holding fee of 50% of the monthly fees until you resume.** We will be using these fees towards your fees once you restart in the program. NO exceptions!!

If the program is closed due to health orders because of COVID 19, you will not be charged for fees until reopening. Fees for the month we are closed are non-refundable. We will extend preschool classes as much as we can to accommodate unexpected closures.

All updates or issues with fees and payments, must be brought to Ms.Crystal as soon as possible. The teachers are in charge of ensuring that your child has a fun time at program, they do not handle the office/admin work. Payment method changes are needed to be done in writing using a payment update form.

Financial Assistance and Government Grants

We are licensed and able to offer subsidy for families that require assistance with fees.

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Preschool registrations are eligible for a government grant of \$75. This is based on enrollment and not hours. Subsidy is available and based on a family income of no more than \$180,000/year. Subsidy reduction is \$125/month

Kindergarten registrations are eligible for government grant of \$225 or \$450 (depending on part time or full time enrollment). Subsidy is based on your income level of no more than \$180,000/year. The reduction is from \$106-\$266 per month.

Grade 1-6 subsidy is available and based on your income of no more than \$90,000/year.

Families on subsidy will be responsible to pay the full fee if they do not supply an approval notice to the office. Refunds of all monies owing will then be credited to your fees.

Section 2

The following are our current standards. We are continually adding and changing things; new standards will be posted on the parent board for one week. Parents are welcome to request a new handbook at any time.

Withdrawal

We assume that parents have put in time and consideration in choosing Childspace Learning Centre Ltd. for their child care needs, and we strive to make the child's experience a positive one.

PRESCHOOL WITHDRAWALS:

Preschool withdrawal is 1 month notice and must be received to Ms.Crystal in writing (email or paper). You will be responsible for the final month of fees. The deposit is non refundable and used towards the June preschool month fees. Your child is welcome back to Childspace for the month of June. The resource fee is NON REFUNDABLE.

BAS WITHDRAWALS:

Withdrawals from the program are required in writing to Ms.Crystal by email. All withdrawal notices must be received 45 days before date of departure. If you don't give proper notice, you will be responsible for the fees until the end of notice is reached. Withdrawals are processed on the last day of the withdrawal month; so if you withdraw in April for May 31, the withdrawal is processed at the end of May.

The deposit is used towards the last month fees when proper notice is given. NO exceptions.

The resource fee is NON REFUNDABLE under any given circumstances. And charged yearly.

We reserve the right to withdraw a child/family from the program without notice, and no refund of monthly fees, due to the following circumstances:

- Continual aggressive behavior from a child
- Aggressive behavior (yelling, belittling, hitting, swearing, etc) towards staff and/or other kids from a parent/guardian
- Inappropriate behaviour (touching inappropriately, sexist comments, etc)

We reserve the right to withdraw a child from the program if monthly fees are not paid by the 10th of the month (unless have arrangements on file) and child care services has been provided.

Refunds

If there is a change in attendance, change in subsidy, or anytime that Childspace will owe a parent money, we will apply the credit your account at select payments. This means that parents will receive a confirmation of a credit and when it will be applied.

If you register for the upcoming year, the withdrawal is processed on the last day of the withdrawal month and refunds can take 30-45 days to be received.

All refunds subject to approval by the Owner and admin fee of \$25 may be charged.

Any refunds will be based on government repayment of the affordability grant and/or subsidy. All refunds are processed and finalized in the month that the payment is received. Government money is paid to the centre about 3 weeks after withdrawal.

All refunds will be mailed to the address on file within 45 days of the finalizing the refund. For example, child leaves at the end of May. Childspace finalizes the paperwork on June 30 and your check is mailed by August 15.

Holidays and Closures

Childspace will be closed for weekends, statutory and civic holidays. A calendar is provided to the parents that shows closures and holidays.

Preschool has professional development days that helps the teachers plan and organize for the upcoming month. Days off at preschool follows the Catholic school calendar.

Our BAS program follows 2 separate calendars for Public school and Catholic schools in order to accommodate the childcare needs within our Before and After School program.

The monthly fees are not affected by holiday closures, or unexpected program closures (all staff are sick and unable to come to work). If a statutory holiday falls on a weekday, an alternate day may be taken or the program will close. If a statutory holiday falls on a Saturday or Sunday, we will be closed the Monday after the holiday.

Below is a list of statutory holidays the program will be closed:

Labour Day-September	Easter Sunday-March/April
Thanksgiving Day-October	Easter Monday- March/April
Remembrance Day-November	Victoria Day-May
Christmas-December/January	Canada Day- July
Family Day-February	Heritage Day-August

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Severe weather conditions, or disruption of essential services such as heat, light or water could cause the closure of the school. We make all attempts to relocate the children once they are in our care to another place if we have no services. There are no refunds for unexpected closures of the program. **There are no refunds for unexpected closures of the program.**

After Hours

An emergency number is posted at the entrance to Childspace if the parents/guardians need to reach someone after hours. This notice is posted on the main door window.

Weather Closures

In cases of -40 or colder (with or without the windchill), we will offer our program as a full day program and not transport to the schools or buses and preschool classes will be closed. Notice of no transportation will come to parents by email between 630am. No reduction in fees in these cases.

Arrival Time and Pick up Time

BAS program is open 7am to 6pm Monday to Friday; unless an early day is requested. Late fees will apply after 2 warning letters.

Preschool classes are 9-1130am and 1230-3pm. Late fees will apply after 2 warning letters.

In the event of your child being at the centre after 6pm and no contact with parents/guardians, the staff will contact the emergency contacts first.

Parents are required by law to come accompany their child to the program daily for pick up or drop off. Childspace will not accept liability for any children dropped off outside of the program. If you need to drop them off or pick them up at the top of the stairs (front door), please inform Crystal.

Children are only permitted to be picked up by those the enrolling parents/guardians authorize. These authorized people are listed on the registration form and must be a minimum of 18 years old. It is important to keep the list up-to-date. If there is a custody issue, please have legal documents for the center as we can't legally withhold a child from their parents. If you need to ask someone to pick up your child who is NOT on the list, please notify us ahead of time, either in person or by telephone. Anyone picking up a child that we have not seen before will need to supply photo identification. If you wish to release your child to a minor (person under 18 years), you must fill out a release to minor form.

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Childsplace reserves the right to call a secondary contact or emergency contact if the pick up person enters the program and appears under the influence (drugs/alcohol) or is extremely violent. We have the obligation to report such incidents to Child and Family Services.

If your child will be absent or is picked up from school, please call or email us right away!

Receipt Policy

Receipts will be issued electronically to you in February of the year for the previous year fees. Please make sure we have your most current information.

Signing In and Signing Out

Childsplace uses HiMama for signing in and out. Parents have the ability on the Himama app to sign their child in only.

Record-Keeping

It is extremely important to tell us about changes in home address, home phone number, workplace (or school), work (or school) address, work (school) telephone, and cell phone of parents in the home, emergency contacts and all those authorized to pick up the child. For your child's welfare we must be able to reach you (or your alternative emergency contacts), all day, every day.

All pertinent information related to your child's health should be updated regularly, including allergies, food restrictions, medical procedures, health conditions, your pediatric health provider's name, address and phone number.

We have several forms that are utilized throughout the program. Incident and accident forms report all incidents or accidents. Illness log report all illnesses that the child is sent home.

Release of Information

We understand that confidentiality is extremely important and this is a matter that is not taken lightly at Childsplace.

Release of information form is signed that gives us permission to give your child's personal information, such as allergies, immunizations, full name and address, health care number, etc. in case of emergency. Emergency will be classified as an incident that requires us to get assistance from authorities such as fire, police or ambulance. The form will also cover the release of pictures and/or video to be used on our website or social media accounts (Facebook, etc). Your child's personal information will not appear anywhere online.

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We use your email address for sending notices, calendars and newsletters to families. We will not sell your information to anyone or hand it to anyone without written consent.

Separation and custody

In the case of any custody disputes or denied child access, the parents/guardians must provide the Program with a copy of the court documents. In these cases or cases of separation or divorce, personal information of each parent/guardian will not be shared with the other party. Also note, that it is the custodial parent/guardians responsibility to ensure the Program's fees are paid in full and on time, regardless of any child support arrangements between the two parties.

The program cannot withhold a child from either parent without supporting court documents. The legal custodian of the child will be the only one that can pick up or authorize other arrangements.

Your child's safety and well being are extremely important to us!

Privacy and Confidentiality

Types of information which are kept confidential and shared only with those who need it to carry out their jobs include: medical history including any current or suspected medical problems; family status; financial information; and other personal issues like family matters or children's behaviors.

Access to written records is restricted to administrative staff, licensing personnel, and the Educators directly responsible for the child. In order for records to be released to any other person, school or agency, written permission is needed from the child's parent/guardian.

Areas of concern (like problem behavior or other special needs) are discussed with parents in private and in a problem-solving manner, respecting the roles we all can play in helping children feel competent and successfully become part of the group.

All staff are required to sign a confidentiality agreement upon signing each contract. Volunteers, aides and practicum students also sign a confidentiality agreement.

We will not give out your personal information to any other parent/guardian without your consent. Your email is used only by Childspace to send out newsletters, calendars, notices, reminders and other information.

Section 3

Health and Illness Policy

The health, safety and wellbeing of our students is vital and our number one priority. Although we keep a high standard of cleanliness children will still get sick. In the case of a child who is sick or a child with communicable disease, they must be kept home.

We remain strict about our policy to ensure that no outbreaks happen at the centre. We appreciate your willingness to work with us and not ask us to bend the rules. We understand that working parents are essential; however, we have cohorts of children to be worried about daily.

Our AHS inspector has mandated a new symptom free recommendation for our child care facility. Children must be symptom free for **48 hours** after the last symptom is present. This will allow for complete resolution of any illness or virus.

Parents are advised to leave their child home for the following conditions:

- Cold with fever, running nose and eyes, coughing, trouble breathing and sore throat.
- Fever (37.4c or more)
- Pink eye
- Undiagnosed rash
- Nausea, vomiting and diarrhea
- Severe itching of the body and or scalp (lice)
- Any known or suspected communicable disease (this list is not a complete list) such as; Chicken Pox, Rubella, Hand Foot and Mouth Disease, Measles, Mumps, Scarlet Fever, strep throat, Pertussis (croup)

The following procedure is in place for the health and wellness of your child:

- Please call or email us if your child will be away from the program for any reason- we worry!
- We are obligated to report any communicable diseases and outbreaks to the Alberta Health Services.
- A notice will be posted on the parent resource board and an email will be sent out to advise parents of any illnesses in the program.
- If a child does not appear well, they will be guided to rest in a quiet and clean resting area, while parents or emergency contacts will be contacted to pick up the child.
- **Children on antibiotics for 24 hours before returning to the program**
- **Children must be symptom free for 48 hours after fever, vomiting, diarrhea, or any other contagious symptoms end.**
- Additionally, if your child is experiencing emotional difficulties due to a personal or family situation we understand and encourage the taking of a mental health day

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If your child was sick during the night, please do not bring them into school, even if they seem fine. They can still bring in germs and get many more people sick, including the staff. NO refunds for time lost in the program due to sickness.

If the program closes due to an outbreak situation, fees for time lost in the program will **NOT** be refunded!

A flowchart is given to the parents so that it is an easy way to ensure that you are following the health guidelines at Childspace.

All pre-existing conditions must be made known to Childspace so that we are aware of anything that may mimic another illness, except, asthma.

Emergency Procedures

It is important that parents complete and update, as needed, the emergency contact part and authorized pickup people. In the case of an emergency and we are unable to reach the parents, parents will allow Childspace Learning Center staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. **It is the responsibility of the parent to complete this part on the registration form and to make corrections to this information when necessary.**

- **HOSPITAL/DENTAL-** In an event where a child requires sutures or minor medical attention, we will contact parents or emergency contact immediately. In a more serious event, Emergency Medical Services will be contacted to transport the child to hospital. Any costs incurred by this will be the responsibility of the parents. Parents will be notified immediately. Calgary Child and Family Services is also notified.
- **FIRE-** In case of fire or other emergency, children will be evacuated to a safe area, and parents contacted immediately. Fire drills are a regular monthly routine of the school, as well as visits by Fire Department and Emergency Services Personnel.
Emergency Evacuation Procedure- In case the necessity to evacuate the children arises due to fire or any other emergency situation, the children will be walked across the street to Amaranth or St. Ambrose School. The staff will be responsible for obtaining the children's emergency contact records, the first aid kit and the attendance records. The teachers will be responsible for making sure children are all together, and ready to leave the building. One staff will quickly check all areas to be sure no children remain. The primary exit will be the back door to the outside backyard, up the back stairs. The staff will contact parents or emergency contacts along with Ms. Crystal and Ms. Benzy.
- **HEALTH & SAFETY-** The staff will record any accidents or incidents involving children who are injured and first aid is administered. All records will state the date and time of the incident, and the action taken. This report will be

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signed by the staff in charge, and initialed by the parent, and filed with the child's application form.

- **MEDICATION ADMINISTRATION**- Written and signed instructions are required by the parent for any medication to be administered to the child while in care. All medications are to be documented on a medication form. This includes the use of Inhalers or EPI-pens. All medications **MUST** be in their original containers, with the date, child's name, dosage, name of medication and strength, and the Physician's name all clearly labelled. **Over the counter drugs (Advil/Tylenol, cold medication, etc) will NOT be administered by staff under any circumstances.** All medications are stored in a lock box in the kitchen cabinet where it is out of children's reach. All medications given will be documented with time, date, amount given and by who. Only staff with current First Aid will be permitted to administer medications.

In case of Epi-Pen administration, staff will proceed to call 911 immediately. We will advise 911 that we need to administer an Epi-pen due to allergic reaction. Times will be recorded and child will be comforted and kept calm. Parents will be called after 911 has been called to the daycare. If possible, a staff can ride with the child to the hospital. Staff will give EMS all important information about the child (allergy, time of epi-pen, parent information, health care number, etc). Staff will also give EMS the allergy information form signed by the parent.

- **IMMUNIZATIONS**- Parents are required to inform us if a child is not immunized for any reason. We are not having a debate over medications; this is for the health and well being of the children and staff.
- **LOCK DOWN**- The staff have initiated a lock down procedure to secure and protect the occupants who are in the proximity of an immediate threat. The procedure is used when it is more dangerous to evacuate a building than stay inside. The Program Director is responsible to set up the drill and procedures; staff are responsible to practice the drill twice a year; children are responsible to follow the procedure and directions.
- **NATURAL DIASTERS**- In case of tornado, everyone will remain in the area, away from the windows and doors. In the case of a flood, we will move to an area that is not affected and contact school officials. Owner/Program Director will be notified immediately. In case of an unexpected program closure, we will notify Calgary Child and Family Services.
- **INTRUDER**- In the event of a child being removed from the program without consent or an intruder is present, the police will be notified immediately as well as the parents.

Supervision Policy

Childspace supervision policy is based on the philosophy that all children will have a well-supervised, safe and secure environment, which encourages the development of self-esteem, self-sufficiency, self-discipline and cooperation. Our environment is set up with a variety of interest centers that allow children to initiate, decide and follow through on their choice of activity. It also enables the staff to provide adequate and active supervision of the children to ensure the developmental needs of each child is being met. Taking an active approach to supervision will help in identifying and re-directing any problem behaviours before they escalate.

PRESCHOOL

Onsite and Off Site (Park) Supervision

- We will not exceed the ratios of 1:3 during all field trips; and 1:6 or 1:12 during all outdoor time at the centre.
- Staff need to be engaged with the children to enhance their play in a positive manner without any distractions, such as talking on cell phones, texting, reading, doing homework, or any other non-work related distractions.
- Be conscious of the group as a whole and position one-self to accommodate this.
- Staff will encourage children to try new things on their own by participating in activities with the children, leading by example, and by providing age appropriate activities and materials.
- Limit the conversation with other staff while working with the children.
- Staff will conduct periodic head counts to ensure proper ratios and match them to the sign in sheets.
- Staff need to be aware of who is arriving at the program and will ensure all children are greeted and signed in properly.
- A safety check list will be completed on a daily basis to ensure the safe conditions of the equipment and facility, both on site and off. Visual checks will be completed upon arrival to any destination for safety hazards.

Supervision on Field Trips

- Attendance is taken at the beginning before the trip commences. We ask parents to arrive about 15 minutes before.
- All children will be given a Childspace Name tag with address and phone number on it just in case of a lost child situation.
- A list is given to each volunteer with names of the children in the group.

BEFORE AND AFTER SCHOOL PROGRAM

Onsite and Off Site (Park) Supervision

- We will not exceed the ratios of 1:5 during all field trips; and 1:10 or 1:15 during all outdoor time at the centre.
- Staff need to be engaged with the children to enhance their play in a positive manner without any distractions, such as talking on cell phones, texting, reading, doing homework, or any other non-work related distractions.

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- Be conscious of the group as a whole and position one-self to accommodate this.
- Staff will encourage children to try new things on their own by participating in activities with the children, leading by example, and by providing age appropriate activities and materials.
- Limit the conversation with other staff while working with the children.
- Staff will conduct periodic head counts to ensure proper ratios and match them to the sign in sheets.
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- A safety check list will be completed on a daily basis to ensure the safe conditions of the equipment and facility, both on site and off. Visual checks will be completed upon arrival to any destination for safety hazards.

Supervision on Field Trips

- Attendance is taken at the beginning before the trip commences. We ask parents to arrive about 15 minutes before.
- All children will be given a Childsplace Name tag with address and phone number on it just in case of a lost child situation.
- A list is given to each volunteer with names of the children in the group.
- Staff are in charge of supervising the children during all times during the field trip.

Section 4

Programming

PRESCHOOL 1 PROGRAM - Tuesday & Thursday Mornings

Activities are age-appropriate for the 2-½ to 3-½ year old, introducing preschool toys and equipment at appropriate intervals, meeting the needs of individual children and the group as a whole. Equipment and activities will be advanced to facilitate higher levels of success within the classroom, taking into account the skills of individual children. Children will have free choice play of all available centres, and will be limited in group size in centres where appropriate. Art activities will focus on increasing the children's fine motor skills, while encouraging them to experiment with different mediums, textures and colours, and encourage their creative expression. Gross motor activities will focus on improving the children's awareness of their body and how it moves through space (kinesthetic and spatial awareness), the development of spatial concepts (over, under, behind, beside, etc.) improving their gross motor control and developing hand-eye coordination. Group time activities will introduce age-appropriate songs, stories and finger plays- and also develop the children's skills in turn taking with the inclusion of cooperative games, the time limited to that of the children's attention span.

3 & 4 YEAR OLD MIXED PROGRAM - Tuesday & Thursday Afternoons

All aspects of growth are considered for both age groups. The program consists of stimulating activities, including exploration of open-ended materials such as sand and water. Teachers will provide an environment that encourages positive social relationships with peers and adults. For children that are developmentally ready, activities such as printing, cutting letter recognition will be implemented.

Art activities will focus on increasing the children's fine motor skills, while encouraging them to experiment with different mediums, textures and colours, and encourage their creative expression. Gross motor activities will focus on improving the children's awareness of their body and how it moves through space (kinesthetic and spatial awareness), the development of spatial concepts (over, under, behind, beside, etc.) improving their gross motor control and developing hand-eye coordination. Group time activities will introduce age-appropriate songs, stories and finger plays- and also develop the children's skills in turn taking with the inclusion of cooperative games, the time limited to that of the children's attention span.

JUNIOR KINDERGARTEN PROGRAM - Monday, Wednesday & Friday Mornings & Afternoons

This program will focus on enhancing children's skills in all areas of children's development- Social, Emotional, Cognitive, Physical and Creative. The philosophy for this program is still free-play based, but more activities will be added to stimulate the children's own natural curiosity, and thereby facilitate a natural process of learning. A wide variety of activities will be provided, including, but not limited to: building construction, language, gross motor, fine motor, creative, basic math and science, and music. Hands-on science, math and language activities will be provided daily, with a balance of class discussion pertaining to their interests

Family Handbook

and levels of understanding. Focus will be put on language and pre-reading skills and development of fine motor skills in readiness for printing. We will also focus on Emotional and Social skills, helping the children to learn all about themselves, individually and within the group, as well as improving their social awareness. As the year advances, the children will have greater choices of curriculum activities, as well as longer amounts of group discussion time, pertaining to their interests and levels of understanding. Pre reading and math skills will be enhanced by lots of practice with calendar, letters of the week, fun work sheets and positive interactions with teachers.

KINDERGARTEN/BAS

Our program is Flight inspired and offers an emergent curriculum. Activities are child led-teacher supported.

Activities are age-appropriate for the school children. Toys and equipment that are meeting the needs of individual children and the group as a whole. Equipment and activities will be advanced to facilitate higher levels of success within the classroom, taking into account the skills of individual children. Children will have free choice play of all available centres and will be limited in group size in centres where appropriate. Art activities will focus on increasing the children's fine motor skills, while encouraging them to experiment with different mediums, textures and colours, and encourage their creative expression. Gross motor activities will focus on improving the children's awareness of their body and how it moves through space (kinesthetic and spatial awareness), the development of spatial concepts (over, under, behind, beside, etc.) improving their gross motor control and developing hand-eye coordination. Discussion time is weekly to go over the week and talk about the upcoming week. Children have input into the programming and their ideas are implemented. Children run clubs that interest them and invite other children to join. Outdoor time to allow the children to move freely and play games as small or large groups is done daily.

Easing Separation in Preschool

It is normal for most children to have some separation anxiety when starting a new situation such as preschool. The teachers are here to support both parents and child in this separation. Please let us know how you would like to handle any problems or allow us to offer suggestions. We are professionals with this problem, so please trust us to help with easing separation. Some suggestions for separation:

- Set the ground rules with your child before entering the classroom. E.g. "I'll stay for five minutes, and then I have to leave. I'll be back when the class is over". Be firm and be consistent.
- Make sure your child knows you're leaving. Don't attempt to get them involved, and then sneak away. TRUST is important! Get the teacher's attention, and they will attend to your child while you leave. If they cry, it usually lasts about 30 seconds after you're gone! Resist the urge to return if they cry- this will only prolong the situation.

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- Say good-bye, and then leave quickly. Don't prolong the separation by making deals or bargaining for treats after school.
- Don't compare your child to another. Just because "Billy isn't crying" does not reassure an upset child.
- Don't feel guilty about leaving an upset child with the teacher! She is a professional, and this is her job. Your child will always be shown concern and compassion.
- Always reassure your child that you will return when the class is over. If a child is not settling in within a half hour, the teacher will contact you. If you are concerned, call the school back, or make sure we have a number where we can reach you.
- Separation problems are usually very short lived, if the child experiences consistency and consideration in the process. If the difficulty persists, a meeting with the teacher is advised.

Outdoor Policy

We are strong believers of outdoor activity on a daily basis. Outdoor time is minimum 30 minutes daily, weather permitting. We follow the practice that children need to be dressed properly for the weather before being let outside to play but at the same time will request all children to be outside to participate as a group. Winter gear must include: hat, mitts, boots, snow pants and jacket. Summer gear must include: hat, sunscreen, water bottle, bug spray, and outdoor shoes. Children will be kept indoors if the weather is -15 (with or without the windchill), raining, extremely windy or stormy conditions.

Outdoor activities will include nature walks, utilizing community field by the tennis courts, and using our own backyard. We will be having themes and activities based on the nature and exploring our environment.

Parents are responsible to ensure that their child is dressed up appropriately for outdoor play each day. All items must be labeled with your child's name.

Homework Policy

Children coming after school will have an opportunity to do homework if they decide. Staff will follow parent's wishes if they want their child to do their homework or play and interact. An area will be designated to the children that wish to do their homework and staff will offer support while still supervising the group.

Technology and Social Media Policy

We encourage creative play, social interactions, physical activities, sports, dramatic expression.

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Movies and shows that are viewed are monitored by staff and are rated G (general audience). Staff are with the children and constantly engaged with the children. Staff will notify the parents prior to watching any television program.

Childsplace maintains a Facebook and Instagram account. Pictures and videos are used for promotional uses. All parents sign a permission clause in the registration form. Names are not used for any online accounts. Ms.Crystal maintains privacy on all platforms.

Inclusion and Diversity Policy

We will not discriminate on the grounds of gender, age, race, ethnic origin, nationality, religion or belief, marital status, disability and we seek to value all children, parents and carers, members of staff and suppliers irrespective of perceived differences and backgrounds.

All children have an equal right to be listened to and valued. All children are welcome and will be respected. Children are given equal opportunities and we have a positive attitude towards diversity. We encourage children in our care to practice their own cultures as well as finding out about others. They are encouraged to make a positive contribution to our setting and we listen and care about what they want and how they feel.

Childsplace recognizes that bilingual/multilingual children and adults are an asset. They will be valued and their languages recognized and respected. Parents are requested to inform us on the registration forms as to what languages they speak or nationality they are so that we can provide books, dolls, instruments and other resources from these cultures and languages, where possible. We welcome children from diverse range of religious, ethnic and cultural backgrounds and includes and values the contributions of all families. Staff are compiling the calendar of events, parents will be sent a note inviting them to share details of any celebrations that they would like to share with us.

Given the nature of the setting, we will have children from Kindergarten to Grade 6 and recognize that they will have individual needs. Resources are available for all age groups and we organize age appropriate activities. Children learn from each other and much of what we plan will include all age groups. Every effort will be made to include children, wherever possible in these activities. We aim to provide a wide range of opportunities to motivate, support and develop children and help them to be involved, concentrate and learn effectively. Activities and the use of playground equipment offer children to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to the children to explore, acknowledge and value similarities and differences between themselves and others. Activities are selected to help children to develop their self-respect and to respect other people by avoiding stereotypes about any group of people and by encouraging positive role models.

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Girls and boys are allowed equal access to all the toys, resources and equipment that is available in my setting. They choose what they want to do or play with and if, for example a boy wants to play with dolls, we will not discourage this.

We endeavor to provide a safe and supportive environment which is free from harassment. We will challenge racial, religious, disability and gender stereotypes and all expressions of discrimination or prejudice. We value the fact that families are all different and that children may live with one or both parents, with other relatives or carers, with same-sex parents or in an extended family. Discriminatory behaviour and/or remarks will not be tolerated in our program.

We ensure that the medical, cultural and dietary needs of the children are met. We will help children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

Transportation Policy

NO TRANSPORTATION FOR ANY PRESCHOOL CHILDREN!

Children attending Kindergarten to Grade 6 can be transported to and from school in an approved Childsplace vehicle. All vehicles have proper child restraints (5 point harness, high back booster, booster seat). Parents sign a permission form for all walking/driving transportation.

Children will sit in the vehicle at all times and remain buckled until the vehicle comes to a complete stop and turned off. Voices are at a normal volume (loud or yelling will result in the vehicle being stopped). Children will sit properly (without leaning).

Children walking to and from a bus stop/school will follow safety rules. They will walk in a group with the teacher, cross at a designated cross walk, talk quietly in order to hear the teacher and vehicles around them.

Parents will be notified if their child is not following our procedures. This includes, but not limited to: running away from the teacher, hitting other vehicles, proceeding when unsafe, not listening to warnings, etc.

You will receive a paper form to fill out and sign each year of attendance that reviews the policy. Please talk to your child/children.

In case of non attendance, we ask the parents to notify us promptly via phone or HiMama.

Kindergarten children are walked to and will be attended til the teacher opens the door. In grade 1, we are teaching the children a bit more independence and will walk them to the door for a couple months at school and then have them meet us at a spot easy to find us. These meeting spots are advised to the parents

Family Handbook

and agreed upon on the transportation form. Children in Grade 2 and up are assessed individually and left with teacher supervision at the school and meet at the designated spot at the school. We will not leave a child unattended if there is no teacher supervision.

In case of a child not meeting, we will stay at the spot for 5 minutes and then start to look in a close vicinity of the meeting spot to find the child. We will call Childsplace in case there was an update and have someone else call the parent so that we can remain vigilant. While searching we will expand the area moving towards the office or contact the school office to find out if there is an update on the child's attendance. In the meantime, we will be calling Childsplace for updates, calling parents and searching the grounds and keeping in touch with the school office. We will deem the child missing if our efforts are futile after 45 minutes and call 911.

Section 5

Behaviour Guidance

While in the care of our program, the children at Childspace are taught to respect themselves, others, physical space, and materials. We strive to provide an environment that minimizes conflicts between children by providing many different play centers and activities that keep children busy and happy and allows them to interact in a constructive and stress free manner. By providing age-appropriate equipment and activities and dividing children into smaller sub-groups throughout the school day, we hope to minimize the need for discipline. We emphasize role modeling, re-direction and reinforcement through praise and encouragement. Through caring and consistency, behaviour problems can be solved fairly. When a child's behaviour becomes unacceptable or unsafe for himself or others, discipline is a necessary part of guidance. On occasion, children may become frustrated and act in an unacceptable manner towards other children or adults. In these situations, we apply the following procedures to assist the child in regaining his self-control:

1. REDIRECTION

When a child is experiencing frustration in a situation, we will direct that child towards another activity in which he is able to experience more success. NEVER is a child's self-esteem allowed to suffer by being labelled 'bad', 'naughty' or 'not nice'.

2. LIMITS

Explaining and defining limits is done in a classroom situation, and children are made aware of the behaviour expected within the classroom and towards others. Children will be reminded on an individual basis when a situation warrants.

3. MODELING BEHAVIOR

Adults in the classroom will always model acceptable behaviour to children. This is the most basic way in which children learn, and as adults we will never display behaviour that we would find unacceptable for a child.

4. REINFORCEMENT

Through praise and encouragement, children will learn that acceptable behaviour is far more rewarding. Young children learn quickly that positive attention is far more fulfilling than negative attention. In a classroom setting, the praise of their teachers and approval of their peers is often the only reinforcement necessary to maintain a high level of self-esteem. We will strive to encourage acceptable behaviour at all times and reward that behaviour with praise.

5. REFLECTION

A child who is experiencing difficulties may be asked to remove themselves from the situation and take a moment to themselves to regain self-control.

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Childspace will not tolerate continuous disruptive or aggressive behaviors by children of any age. While we focus on each child as an individual, if a child's behavior continuously takes away from the care and safety of the others, the following processes will be followed:

1. A child who continuously demonstrates intolerable or uncontrollable behavior against other children or teachers will result in a parent/teacher meeting with the administration to discuss a plan of action to increase positive behaviors for that child. If necessary, an evaluation will be recommended for the child and the office will supply contact information.
2. Logs will be kept in the office to seek out triggers and patterns for repeated undesired behavior as well as to be offered to any evaluator.
3. If aggressive or dangerous behavior occurs twice in one day, the child must be picked up from daycare immediately that day. If intolerable behavior occurs a third time in the same week, the child must be picked up from school and will need to take the next day off.

Childspace promotes and encourages respectful behavior towards staff, kids, parents, school officials, and community persons. Respect must be shown to everyone regardless of age, sex, race, religion, ability, culture, etc. All interactions must be handled in a positive and respectful manner. We encourage conversations where everyone is able to express their feelings and ideas. We teach the children to talk and listen during conversations (no interruptions) so we should role model proper conversational skills in a positive manner.

We:

1. DO praise, reward, and encourage children.
2. DO reason with and set limits for children.
3. DO model appropriate behavior for children.
4. DO modify classroom environments to attempt to prevent problems before they occur.
5. DO listen to children.
6. DO provide alternatives for inappropriate behavior to children.
7. DO provide children natural logical consequences of their behaviors.
8. DO treat children as people and respect the needs, desires, and feelings.
9. DO ignore minor misbehaviors.
10. DO explain things to children on their level.
12. DO stay consistent in our behavior management program.

We:

1. DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish children.

Family Handbook

2. DO NOT make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse children.
3. DO NOT shame or punish children when bathroom accidents occur.
4. DO NOT deny food or rest as punishment.
5. DO NOT relate discipline to eating, resting, or sleeping.
6. DO NOT leave children alone, unattended, or without supervision.
7. DO NOT place children in locked rooms, closets, or boxes as punishment.
8. DO NOT allow discipline of children by children.
9. DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.
10. **DO NOT DO TIME OUTS!!!**

Biting policy at Preschool

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Biting is not something to blame on children, their parents or their teachers. There are a variety of strategies we implement at Childspace to prevent and stop biting. This is the process followed when a child bites:

- The biting child is stopped and told, "Stop biting. Biting hurts" in a firm voice. Teachers should remain calm, being careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

It is important to explore the reasons for biting when it occurs. Teachers need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are the steps the teacher will take to identify triggers and replace the behavior:

- 1.The teacher will examine the context in which the biting is occurring and look for patterns. The following questions should be asked:
 - Was the space too crowded?
 - Were there too few toys?
 - Was there too little to do or too much waiting?
 - Was the child who bit getting the attention and care he/she deserved at other times?
- 2.The teacher will change the environment, routines or activities if necessary.

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- 3.The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate ways
- 4.The teacher will observe the child, to get an idea of why and when they are likely to bite.
- 5.The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
- 6.The teacher, parent and Director and/or Assistant Director will meet regularly to regulate an action plan and measure outcomes.
- 7.If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child's permanent enrollment file in the office.

Anti Bullying

Bullying is when someone, or a group of people, upset or create a risk to another person's health and safety (either psychologically or physically) or their property, reputation or social acceptance on more than one occasion (Department of Education and Early Childhood Development definition)

Childspace wants to promote tolerance and a positive culture in the program. Bullying will not be accepted as everyone has a right to feel safe and secure, the right to have respect from other, and the right to learn and teach others.

Bullying has 4 categories

Direct Physical	Direct Verbal	Cyber	Indirect
Hitting	Name calling	Slander	Lying
Tripping	Insults	Name calling	Gossiping
Pushing	Verbal abuse	Insults	Mimicking
Damaging property	Racial remarks	Racial remarks	Playing nasty jokes to hurt other
		Verbal abuse	

Indirect bullying is the hardest to recognise of all the categories. Unpleasant social situations is not bullying. Everyone will at some point have conflict with another person. Although this conflict is more about people being upset and wanting a resolution. Unfortunately, not everyone is going to like you all the time and this is fine; we need to teach the children coping skills for being disliked. If you experience someone being rude or mean or being pushed once, this is not bullying. Bullying happens repeatedly not just on one since occasion.

We expect our staff, parents/guardian and children to play an active role in implementing anti-bullying strategies. Our expectations are as follows:

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<p style="text-align: center;">Staff Strategies</p> <p>Role model proper behavior Reinforce positive behaviors Communicate with parents Log incidents of bullying Listening to all complaints of bullying Record inappropriate behaviors Monitor technology Communicate with other staff</p>
<p style="text-align: center;">Parent Strategies</p> <p>Take an interest in your child's activities Encourage your child to be assertive Encourage your child to share and deal with conflict themselves Communicate with the program Monitor technology</p>
<p style="text-align: center;">Children Strategies</p> <p>Remove themselves from situation Report incidents to staff Behave in a positive manner</p>

Child Abuse/Neglect

If there is any abuse or neglect suspected of any children in our care, our team is required to report it to Child Protective Services. Please be aware also that children will not be released to impaired individuals. If our team has reason to believe that any family member or guardian picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child and the incident will be reported.

Section 6

Parent Communication

Childsplace has an "Open Door Policy". If at any time you choose to visit program, you are more than welcome. Compulsory volunteering is NOT a part of our program, our teachers are fully qualified professionals, and we do not rely on parent volunteers to meet our ratios.

We encourage communication that is open and honest and positive in nature. Negativity towards the program and discussions that are not constructive will not be tolerated. Newly hired staff are not able to answer your concerns about the past of the program and any issues regarding the program should be directed to the Program Director, Ms.Crystal or Ms.Benzy.

Monthly newsletters and calendars are provided to parents. We also post up and send out information to the parents regarding show and share, days off, themes, events and much more. We also update our website with the new calendars and newsletters. Follow us on Facebook, Twitter and Instagram.

We strive to have open communication with all parents and want parents to feel free to discuss their child with us. We have your child's best interests at heart and will be available to advise or assist at any time.

Complaint Procedure

We will always encourage honest and open communication between parents, staff, community members, Area Coordinator and Owner.

Complaint is an expression of dissatisfaction related to the services and/or supports that are provided by Childsplace Learning Centre. A complaint may be expressed by a person who is receiving services at Childsplace Learning Centre, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by Childsplace. A complaint may be made formally (such as a letter written to the agency) or informally (such as a verbal complaint expressed to a staff person).

It is important that complaints be resolved as quickly as possible; all complaints will be acknowledged within 48 hours of receipt. Those who play a role in the complaint resolution process must respond with a commitment to a timely resolution. Anonymous complaints will not be accepted as we need to contact the person with a resolution. All complaints are documented and dated in a separate binder in the office along with a resolution noted and who resolved it.

Childsplace shall take all complaints seriously, and review and investigate all matters. Childsplace shall ensure that a person who submits a complaint or provides feedback is not at risk of having his/her child care services negatively

Family Handbook

impacted or withdrawn, as a consequence of submitting the complaint/feedback.

Parents are encouraged to first speak to the staff regarding any concerns, which they will in turn discuss with Ms.Crystal if necessary. If you feel you have not had a satisfactory response from the staff, please feel free to call or email Ms.Crystal and discuss the situation.

If the issue has not be resolved after discussing with Ms.Crystal, please contact the Owner.

If after all this, you feel as if you haven't reached a positive resolution, parents are welcome to contact Calgary Child and Family Services, Westmount Regional Services, Suite 140, 4820 Richard Road SW, Calgary, Alberta T3E 6L1. Their phone number is 403-297-8033

Our objective is to have a positive experience for both children and parents, and our philosophy is "we cannot solve a problem that we don't know about". So please be sure to ask us to clarify or explain any of our policies or procedures.

Partnership Policy

Child Involvement

Children are important contributors to the program. We want to keep the children happy and engaged. By watching them and tracking their interests, we can offer an emergent curriculum to explore and deepen the interest and learning.

Family Involvement

Parents are encouraged to sign up and help in the classroom for any of our special events. We will have parent consultation meeting. We strongly encourage daily communication with the staff. We have 2 resource binders available to the parents. One binder is about local community resources available. We have listed restaurants, family service agencies, banks, parks and much more. We have placed brochures in here as well for parents to view and take if wanted. If you have things to add, please let us know. In the other binder, we have a list of resources in case you find yourself needing help with disabilities, finances, and much more. Please ask a staff to view the binder and get more information. We will log into form who requested what information and the date requested. There is no judgement and everything is kept confidential.

Parents are also asked to sign up for volunteering for field trips. Strict guidelines are given the volunteers. All volunteers can have a police check on file; if no police check is on file, they will not be left alone with the children. A volunteer from will be signed prior to the trip so that the volunteer acknowledges that they understand the rules and obligations. A letter for a police check can be requested for parent volunteers so that you are eligible for a discount in fees for the police check.

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Community Involvement

We will promote and encourage community involvement. We maintain a file of community resources for the parents.

Bow Valley College assigns practicum students twice a year as well. We have 2 practicum students from Sept-Dec, Jan-April and May-August.

If a child needs access to an aide, we can forward parents to FSCD to start the process of assessments. Any supported childcare is approved after a visitation from Providence. We are set up as a child care facility that parents can access supported childcare.

We also welcome other organizations such as Cause and Effect, Lead Foundation, Mount Royal University, etc to partner with us. We are always happy to make new connections.

We remind you that any outside organization that partners with us will always have a coordinator that comes to check on the school and the student/aide. For example, Bow Valley students have a teacher that checks in periodically on the students for assessments. We welcome the best for the children also educating/mentoring future teachers.

Staff Involvement

Staff have regular communication with the Program Director to ensure consistency in the program and can give input into policy development. The Program Director will have regular communication with the Owner to facilitate a supportive relationship.

Section 7

Transition Times

In keeping transition times smooth, we adhere to the following;

- We follow daily routines that all the children are familiar with
- We give children 5 minute warnings before transition times
- We inform children if there will be a change to the daily routine

Learning Environments

Indoor Environment

- The physical environment reflects the children's competencies and provides materials that support meaningful play experiences that are both relevant and appropriate.
- The play space is a language rich environment where children have many opportunities to play with words (written and spoken) and explore meaning.
- Arrangement of program equipment and activities includes opportunities to engage in sensory, dramatic, fine motor, art, literacy, large muscle, science and construction activities as well as for quiet, messy and loud activities.
- A cozy area for children and staff for quiet time and reading is provided. Staff recognizes the need for children to have space and time alone or in small groups and encourage use of this space.
- Play spaces are organized in a particular way, yet children are also supported to move materials around to integrate materials and toys in ways that are meaningful to them and support their ideas freely but safely.

Outdoor Environment

- Staff members ensure that children experience the outdoors on a daily basis and various weather conditions.
- Staff members create learning opportunities in the outdoor space that support children to safely explore and appreciate the natural world.
- Outdoor play spaces are extensions of the indoor play spaces and provide many of the same opportunities including creative, structured, quiet and fantasy play.

Program Materials & Equipment

The program setting provides sufficient play equipment for all children enrolled and rotate materials as required to ensure that children's needs, interests, and abilities to ensure that the learning environment does not become cluttered with items that the children are not using.

The materials, equipment and toys create an environment where children can explore freely and safely, can exercise independent choices, have opportunities to use materials in unique ways, are supported and encouraged to develop positive relationships with their peers and adults in the environment.

Family Handbook

A variety of materials are supplied in such a way to provide play opportunities for children to either play independently, in small or in large groups.

Play materials are varied and demonstrate respect for individual ethnic and cultural differences.

Equipment and materials are neatly stored and organized using containers and baskets, shelving and storage that are easily accessible to children.

Equipment is cleaned and inspected for damage on a weekly basis. Damaged or incomplete items are removed from use.

WELCOME to Childspace!! We hope your child's year will be a happy one!