



Out of School Care Program Parent Handbook

Mission Statement:

Inclusive, accessible, affordable, quality childcare for all.

Child's Name: _____

I have read, understood and initialed the parent handbook.

Parent Signature: _____

Printed Name: _____

Today's Date: _____

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Welcome to Wildflowers Childcare: Out of School Care

The Out of School Care program (OOSC) commenced operation in the community of Jasper in 1997. OOSC is a non-profit organization that is under the administration of, and subsidized by, the Municipality of Jasper. OOSC provides high quality care and learning opportunities for children of school-age and accepts registration for children who are enrolled in kindergarten up to grade 6. The Program is licensed under the Children's Services Department of the Government of Alberta.

Our Philosophy

Our program strives to provide affordable, high-quality childcare to meet the needs of children and their parents. Our staff members are dedicated to supporting children and aiding them in developing a positive self-esteem, a positive attitude, as well as opportunities for social interaction, learning, and increasing independence and responsibility. We believe each child is unique and has many different interests which is why the children lead the programming and it is based largely on their interests. The teachers take their ideas and assist them by providing a varied, interesting and developmentally appropriate program, which encourages active participation and provides first-hand experiences.

Friends of Jasper Childcare

Our Parent Board was revived in January of 2008 and they have worked very hard to fundraise for and advocate for our childcare programs. They meet monthly to discuss fundraising ideas as well as discuss any concerns about programming. The Board hosts fundraisers each year as well as family fun events.

The funds raised are used to:

- enhance programming;
- buy equipment;
- organize family events; and
- show staff appreciation.

If you are interested in being part of the Friends of Jasper Childcare, please contact the Childcare Services Manager or Administrative Assistant.

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Your Child's Needs

We recognize that the seven selves of the child (physical, social, emotional, creative, cognitive, language, and self-help) develop concurrently. We strive to ensure that each aspect of the child is encouraged to evolve while also keeping the best interest of the child, as a whole, in view.

Physical Needs:

Our program provides the opportunity to develop gross motor skills through running, jumping, climbing, swimming and many other whole-body movements. Spatial awareness and rhythm are developed through games, creative awareness and individual play. The children are given opportunities to visit the school gymnasium and playground regularly and the aquatic centre, climbing wall, skating rink, and community playgrounds on non-student days. Hiking and tobogganing are always popular, too! Programs vary from structured games to free-play according to the interests of the children. Physical skills are developed in an atmosphere where safety always comes first.

Social Needs:

Each child will have the opportunity to develop positive relationships with others, both adults and children. They will be encouraged to cooperate, to take turns, to resolve personal conflicts, to function as a group member and to observe appropriate adult role models in order to learn acceptable social behavior and foster the growing need for independence and increasing responsibility.

Emotional Needs:

The Program provides an accepting and secure environment in which each child's language and culture are accepted and valued. Each child will have the opportunity to participate in self-directed activities that develop independence, initiative and foster the ability to make decisions. Each child will learn to accept and express his or her feelings with the help of the staff. They will develop an awareness and respect for the feelings of others, and will have opportunities to give and receive affection. They will also learn to express anger appropriately and to cope with frustration and disappointment.

Creative Needs:

Creativity encompasses the originality, the willingness to experiment, the imagination and the spirit of exploration present in each child. We value and promote creativity both in artistic endeavors and in thinking and problem solving. Children will be encouraged to invent, experiment, and explore in a variety of environments. Each child is given a voice in planning and implementing activities.

Cognitive Needs:

The Program provides an environment in which the children's young minds are stimulated through play, games, art, technology, experimentation, books and interactions with others. Children are provided with the opportunity to learn new skills and information through a monthly theme chosen by them.

Language & Communication Needs:

Children are encouraged to read, whether its material from school, or a selection from the book collection. Chapter books are read to the children and regular library trips occur to facilitate growth and development. Children are encouraged to speak to their peers in their first language and teach each other words and phrases.

Self-Help Needs:

We encourage each child to manage their own world by packing up their belongings, hanging up coats and backpacks, dressing, choosing and cleaning up activity supplies, taking bathroom breaks, hand-washing, preparing for a snack as well as cleaning up any mess that remains.

Inclusion & Anti-Bias Policy

High quality childcare programs are important for all children. The Jasper Out of School Care Program focuses on policies and practices that promote positive developmental outcomes for children. The Program places a strong importance on adult – child ratios, group size, learning environments and teacher – child interactions in order to deliver high quality childcare. To assure full participation for children with special needs (children characterized as having disabilities, delays or disorders in the areas of physical, social, intellectual, communicative, emotional, and/or behavioural development), the Program’s principles of inclusive childcare are:

1. **Zero reject:** No child will ever be excluded for reasons of level or type of disability. If the needs of the child exceed what the program can regularly support, then a support staff will be required for the child to attend.
2. **Naturally occurring proportions:** the program includes children with disabilities roughly in proportion to their occurrence in the general population.
3. **Same range of options:** children with special needs will not be excluded from home-based or school-age care. If the needs of the child exceed what the program can regularly support, then a support staff will be required for the child to attend.
4. **Full participation:** necessary supports will be provided so that all children can participate, in some way, in all activities.
5. **Advocacy:** staff and parents promote “inclusive, accessible, affordable, quality child care” for all – at the Program, in the community, and as public policy.

Inclusion

Simply put, childcare inclusion means that all children can attend and benefit from the same childcare programs. Children with disabilities attend the same programs they would if they did not have a disability. The principle of inclusion goes beyond the notion of physical integration and fully incorporates basic values that promote and advance participation, friendship and a celebration of diversity.

Children with disabilities need childcare for the same reasons that all other children need childcare. Childcare is needed for:

- Parental employment, training and respite; and
- Friendships and social inclusion.

Children with all levels and types of disability benefit from social and developmental experiences with their typically developing peers. Typical children also benefit from inclusive experiences.

Positive Guidance Practices

Discipline is the teaching and learning process by which each child develops socially acceptable behavior as they grow to maturity. We believe that discipline is something adults do *with* and *for* children, rather than something *done* to children to stop them from behaving in undesirable ways. The intention is to help each child become self-disciplined as they learn appropriate and acceptable behavior patterns. Discipline involves a continuous process of guiding behavior and is offered while acceptable behaviour is occurring as well as before, during and after unacceptable behavior is displayed. While there are a wide variety of theories and approaches related to discipline, the goal remains constant: to assist children in developing self-control, self-confidence, and ultimately self-discipline and sensitivity in their interactions with others.

The following are excerpts from the Provincial Childcare Facilities Licensing Board's guidelines on Guidance and Discipline of Young Children. These guidelines form the basis of our approach to discipline at Wildflowers Childcare.

Prevention Techniques

- Establish clear, consistent and simple limits.
- Make statements of expectation rather than pose questions.
- State limits in a positive way.
- Focus on the behavior, rather than on the child.
- Offer straightforward explanations for limits.
- Reinforce appropriate behavior.
- Encourage the child to use caregivers as a resource.

Intervention Techniques

- Gain the child's attention in a respectful way.
- Use proximity and gentle touch.
- Remind.
- Acknowledge feelings before setting limits.
- Distract or divert when appropriate.
- Model problem solving skills.
- Offer appropriate choices.
- Redirect.

The following forms of discipline are not permitted

- Physical punishment of children, including hitting and spanking.
- Harsh or degrading measures that humiliate or undermine a child's self-respect.
- Verbal and physical degradation as well as emotional deprivation.
- Confining or isolating a child or withholding or threatening to withhold food, warmth, clothing, bedding, or basic necessity.
- Physical restraint in any form.

Staff Qualifications

All staff employed at Wildflowers Childcare: Out of School Care Program are **qualified Childcare Educators** and, as such, are issued with one of the following certifications by Childcare Staff Qualifications through the Provincial Childcare Licensing Board:

1. Child Development Assistant
2. Child Development Worker
3. Child Development Supervisor

Some newly-hired staff may be granted an exemption until they complete the Child Development Assistant requirement within the first six months of employment. These certifications are based on a combination of experience and training in Early Childhood Education. All full-time staff also have a valid Emergency Childcare First Aid Certificate. All staff, paid or volunteer, are required to have a criminal record check and a Child and Family Services intervention record check before working with the children in the Program. Childcare staff will supervise the children at all times while in the Program and while out on activities.

Supervision Policy and Practices

In order to ensure that primary staff observe children's play and behaviour both indoors and outdoors, we ensure the following practices are met.

Primary staff are required to fill out a daily safety inspection checklist in order to ensure the safety of the indoor and outdoor environment. The number of children is checked constantly throughout the day and always done before and after an outing, before and after an emergency evacuation, and at any time using the iPad Tadpoles sign-in system. The Tadpoles system allows us to take pictures of the emergency pick up person in order to easily identify them.

The supervision practices meet children's development needs by ensuring that staff are not only aware of the children in their care but are at the same time getting down on the child's level to engage with them. The furniture indoors is arranged in a way that allows for children to be seen at all times. When we are outdoors, staff spread out to different zones to ensure proper supervision and sight lines. The staff orientation package explains the importance of maintaining ratio and constant supervision.

Evaluation and Improvement

Our Program is accredited and is responsible to maintain accreditation status by creating goals and reporting annually on the status of those goals. An AELCS representative visits us every 3 years to observe our staff and give feedback on staff-child interactions. In between those 3 year visits, we are required to submit annual reports that are approved by AELCS. Also during that time we are continually updating and following goals set in our Quality Enhancement Plan (QEP). The QEP will be used to set out short-term and longer term goals for the program. Timelines are achievable and completion dates are recorded. Staff meetings will be used to check in on and record the progress on QEP goals. Bi-annually the program will review the entire QEP and record any changes made.

The staff and Friends of Jasper Childcare Board have monthly meetings to discuss any concerns of the program and to come up with solutions and improvements. We have an annual Open House and AGM hosted by the Friends for staff and parents to meet and discuss ideas or issues about childcare.

The Alberta Child Care licensing officer visits and/or monitors the program a minimum of two times per annum. A licensing report is provided after review with the Manager of Childcare Services and the Assistant Manager. An overview of the report is discussed at the next staff meeting with all staff and management. Licensing Reports are posted in the front hallway of Wildflowers Childcare.

The program will be evaluated yearly by parents in the form of a parent survey. This process will be voluntary and anonymous. Children will evaluate the program with their parents during the survey. As well, during the program, children will be asked what they would like to see happening in activities and planning.

Volunteers

During the COVID-19 pandemic, Volunteers will not be permitted.

General Policies

Absences

If your child is going to be absent, or in an extracurricular activity after school, please phone us and let us know by 2pm prior to their regular arrival. If your child is going to arrange a play date, we would appreciate that it be arranged in advance.

- Parents and/or guardians receiving provincial government childcare subsidy will note that **regular attendance is a requirement** for continuation of subsidy.

Admission

Children are admitted if space is available and if the following have been filled out in full and received: application form, parent handbook and waiver form. Full-time enrollment is currently the only option.

Anti-bullying

Bullying is a form of repeated aggressive behavior directed at an individual or group from a position of relative power. Bullying interferes with the learning success and well-being of children.

All children at OOSC have the right to a caring, respectful and safe environment that is free from all forms of bullying. All teachers will take steps to prevent bullying and to assist and support children who are being bullied. These steps will include: a dialogue between teachers and children about bullying, what it looks like and what a child should do if being bullied or witnessing bullying. As a group the children sit down and have an open dialogue regarding what bullying is, how to react and solve the problems, and who to talk to if the problem can not be solved between peers.

Children often play and interact in physical and verbal ways that may appear, on the surface, to be bullying. Play-fighting, rough and tumble play and playful teasing among friends of equal power is not considered bullying. At OOSC, such behavior will be looked upon as part of normal growth and development. It is through such interactions that children learn the skills necessary to make friends, resolve conflicts and develop positive relationships with others (Sullivan, 2000).

Arrival and Departure

Staff must be notified of your child's departure from the program, whether you speak to them verbally or acknowledge from the playground with a wave or a "See you tomorrow." Please be sure that your emergency contacts or authorized pick up person also knows the procedure. This is for your child's safety. A child will not be released to the care of anyone other than the custodial parent(s) and/or guardian(s), and those designates listed as emergency contacts on the child's application. Please advise the staff, in writing, of any other person you wish to have pickup your child.

It is the parent/guardian's responsibility to connect with the group if we are not in our main room. A sign will be posted on the door to let you know where we are located. If your child is going to be late or absent, please phone/email or text OOSC before 2pm on the day of their absence to let us know so we are not looking for them or calling you to confirm their attendance.

Clothing

Your child will require a pair of indoor shoes and can use the same pair they wear during the day at school, for fire safety, they will be worn at all times. Regular outside play is a part of any well-rounded OOSC program. We go outside several times every day weather permitting. Please be sure that your child has appropriate clothing to ensure his or her comfort and safety in expected weather conditions. In the winter, a warm jacket, snow pants, a hat, mittens and snow boots are required for each day. For hot summer days, a sun hat, sunscreen, a T- shirt and shorts or bathing suit are recommended.

**** Please label all of your child's belongings. ****

Communications Policy

At OOSC, we strive to keep parents and staff well informed of all issues relating to the running of the program and to the welfare of the children. We encourage an atmosphere of openness. We are receptive to new ideas and opportunities for improvement and welcome appropriate feedback from parents and staff at all times.

The procedures set out below will ensure the availability of information on any matter relating to the operation of OOSC, while complying with the provisions of the Privacy Act. These procedures aim to ensure that positive communication is maintained between OOSC and parents:

- Staff will communicate with all parents, regularly in an open and positive manner regarding their child.
- A comfortable and supportive environment for parents to communicate with staff will be provided.
- Staff and parents will treat each other with respect, courtesy and understanding and appropriate language will be used at all times.
- Staff will respect parents' individual choices in raising children and any related cultural practices.
- Staff will make sure that parents are acknowledged when entering or exiting the program.
- Staff and parents will only speak positively about a child when the child can hear.
- Staff will ensure that parents are aware of all forms of communication and communication will be maintained through: daily greetings, personal conversations, notice boards, emails, Tadpoles notes and newsletters.
- Parents and staff are required to maintain confidentiality at all times.

Community Resource Use

OOSC is very fortunate to have the use of the pool, skating rink, and Centennial Park on a regular basis. We also use the library, museum, thrift shop, Skateboard Park, hiking trails and local businesses for field trips on non-school days. As part of the program, local professionals come and present information of interest to the children as well. OOSC works in partnership with Community Outreach Services and Community Family Services regularly. We also have the opportunity to be a part of the Jasper Community Team and Collaborative Action Team meetings. ***During the COVID-19 pandemic, please refer to the policy update for specific related information.***

Grievances/Concerns Policy

Concerns will be treated as confidential and due discretion will be applied by both staff and the parent(s) involved. No discrimination will be applied to either the family or child as the result of the concern.

Concerns in regard to the Jasper OSC Program can be made:

- Verbally to room staff, or any staff member within the program;
- Verbally or in writing with the Program Director or Childcare Services Manager
- If the concern is in respect to the Childcare Services Manager, the matter can be raised with the Director of Community & Family Services.
- All concerns will be acted upon immediately. Where it is not possible to resolve the concern within a certain time frame, a letter indicating progress will be sent to the parent/guardian.

If you have any concerns about the Program, you may contact one of the following people:

Manager – Childcare Services 852-6517

Kathleen Waxer, Director, Community & Family Services 852-2100

Beverly Gylander, Child Care Consultant, Alberta Child & Youth Services 780-817-3762.

Hours of Operation

The Program is open right after school dismissal until 5:45pm during the school year and between 8:30 am - 5:30 pm during July and August. We operate Monday through Friday, year-round with the exception of statutory holidays and school breaks. We also operate on all school professional development days.

- Parents picking up children after closing will be given a warning after the first incidence. On the second and any re-occurring incidences, parents will be **charged a late fee of \$30.**
- If a child has not been picked up thirty minutes after closing, and the parents and/or emergency contacts cannot be contacted, we will call Child and Family Services and/or the R.C.M.P. and ask them to take custody of the child.
- Staff at Wildflowers Childcare will not take legal responsibility for the child or shelter them outside the centre due to legal liability.

Wildflowers Childcare observes the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day (civic holiday in August)
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

****When a day designated as a statutory holiday coincides with a Saturday or Sunday, the program will be closed on the next business day.**

Liability

OOSC agrees to use all due care in the provision of service to the children, and in regard to their personal belongings. OOSC staff are not, however, liable for any loss of or damage to clothing or other personal effects of the children. Furthermore, OOSC and staff will not be held liable for accidents, injuries, sickness or disease that may occur to any child while in attendance at the Program.

Lost and Found

A lost and found box is provided for lost clothing and other belongings. All lost and found items will be cleared out at regularly and unclaimed items will be donated to the Jasper Thrift Shop.

Media Policy

All employees of the Wildflowers Childcare are prohibited from posting any photographs or program specific information online to any social media sites, or other websites. Children are not permitted to use social media sites while in the program. Parents and volunteers who attend our events and take photos, are asked to refrain from posting any group photographs to any social media or other websites without the permission of the parents of the children in the photographs. The only time photos of children are permitted to be used is:

1. For advertisement of our program on our website.
2. In the case of the local media covering a Wildflowers Childcare program or event taking place in a public space.

*If you would not like photos of your child/children used, see below for the appropriate procedure.

Medications

The Program is only permitted to administer prescription medications. Please do not request that over-the-counter medication be administered.

Parent/Guardian Information

Notice boards are set up in the classroom to display information about all programs and daily activities, as well as other pertinent information. A newsletter is sent home monthly and emails as well as messages through our Tadpoles attendance software are sent home regularly.

Parents as Partners

Update: Due to the COVID-19 pandemic, all parents/guardians visiting the program must wear a mask. OOSC has an open door policy and parents are welcome at all times. Parent input is valued and encouraged. OOSC strives to promote communication between parents and staff to ensure that parents and children are happy with the service provided.

Parents can be involved with OOSC in many ways:

- by discussing their child's general progress and development with staff;
- by filling out parent surveys to share feedback and ideas;
- by joining the Friends of Jasper Childcare Parent Board;

- by attending social events or information nights;
- or by assisting with fundraising events.

Pets/Animals

Generally, OOSC discourages the presence of pets or animals during programming due to the prevalence of allergies. However, pets/animals may be brought to OOSC with prior permission.

Photo Permission Procedure

Upon admission to the program, please inform us in writing if you **do not** wish to have your child's photograph or name featured on our website and/or appear in print or on-line media.

Smoking Policy

Smoking is strictly forbidden at OOSC, in the yard and the surrounding area. Parents are requested to put out their cigarettes before approaching the school. No staff member is permitted to smoke where childcare is being provided.

Tadpoles

In 2012, the OOSC began using a computer system to assist in communication with parents and to streamline attendance for the program. We use an iPad to facilitate this software and teachers also use an iPod touch or iPhone device when out in separate groups.

The software allows OOSC to share photos, videos, notes, daily reports and reminders instantly to parents' email throughout the day. It allows us to notify all parents by text message of program closings or other urgent notices.

Technology Policy

Computers and access to the Internet provide tremendous opportunities for after-school learning to reinforce reading, math, and writing skills as well as to complete homework and school assignments. OOSC is fortunate enough to have access to the Jasper Elementary School computer lab during program hours. The program also has access to a Nintendo Wii.

OOSC use the following guidelines to manage technology use during the program:

- The students have access to the computer lab for a maximum of 20minutes
- The lab time is strictly for fun and educational games/programs.
- Students are not permitted to use email, chat, or play violent games.
- Internet filters ensure that students can only access age-appropriate websites.
- The Nintendo Wii is used occasionally and promotes physical activity via active games.
- Students are permitted to bring in movies to watch on special event days. All movies watched at OOSC have a rating of G (Suitable for General Audiences – all ages permitted).

Toys

We ask that you leave your child's personal toys at home. We have many age-appropriate toys at the program as well as a lot of interesting material to experience. Toys brought from home may get lost or broken. Your child will be asked to leave personal items in their locker for safekeeping.

- Toy guns and other weapons are prohibited.

If you would like to see a certain toy or game at OOSC, we ask that you fill out a parent survey so that we can follow up on your suggestions.

Updates

Please notify OOSC of any information updates that will affect your child. This includes: change of address, telephone number, status of employment, family status, etc. It's important that this information be kept current for the child's safety. Parents/guardians are asked to fill out and update their information on a regular basis.

What to bring to OOSC with your child:

- indoor shoes;
- weather-appropriate outdoor clothing and shoes;
- snacks and/or lunch as required (see guidelines in Nutrition section);
- as well as other specific items that are requested throughout the year.

For the Summer Program, your child will need:

- a water bottle, sun hat, and an extra shirt (mandatory);
- sunscreen;
- weather appropriate clothing (rain jacket);
- bathing suit and towel;
- running shoes;
- packed lunch and nutritious snacks (nut-free products); and
- bug repellent (optional).

Health Care & Safety Policies

Please refer to the COVID-19 policy update for additional health regulations during the pandemic.

OOSC allows for the provision of health care to a child when:

1. there is written consent given by the parent/guardian to do so; and
2. if the health care that is provided is first aid.

Administering Medication

The Program can only administer prescription medicine if:

1. the medicine or herbal remedy is in the original labeled container;
2. a medication form is filled out and submitted to OOSC;
3. the labeled medication bottle is left with OOSC; and
4. the labelled bottle states the dosage and times that dosages are required.

The medication will be administered as per the labelled directions. It will be stored in a locked and labelled medication box in the fridge. Only Emergency Medications will be stored in a sealed bag in the teacher's storage unit. Once the medication or herbal remedy has run its course, the staff are responsible for returning it to the parent/guardian.

On outings, emergency medication such as an epi-pen, will be sealed in a Ziploc bag and placed in the first-aid kit in the emergency backpack.

Additional Healthcare Requirements

In the case of a child requiring additional healthcare due to a medical condition (seizures, feeding tube, etc.), staff members will be trained by a parent/guardian and/or a medical professional to meet and maintain the child's healthcare needs. The parent/guardian and/or medical professional will be required to complete an *Additional Healthcare Requirements* form that will be kept in the child's file for reference. All staff working with that child will be required to read and learn about the additional healthcare requirements pertaining to him or her. An *Incident Report* form will be completed in the event First Aid is administered by staff. The child's name, and a note requiring staff to read the child's file will be added to all allergy and medical lists.

Allergies

Please ensure that the OOSC is made aware of any suspected or known allergies, reactions and the procedure to be followed in the event of a reaction. See medication section of the Health Policy.

*** Nuts are prohibited at the Program due to allergies. ***

Cleaning

Clean-up is considered part of each project and children are encouraged to help by putting away toys and materials as they finish with them. The staff work continuously to keep the room clean. All toys and equipment are washed and disinfected weekly. Toys that are mouthed are disinfected immediately. Please let us know if you have any concerns.

Equipment and Furniture

Toys and equipment at OOSC are appropriate for the developmental levels of the children using them. They are kept in good repair at all times.

Hand Washing

To reduce the spread of any type of common virus or communicable disease, OOSC follows the hand-washing procedure outlined below:

At OOSC, all employees wash their hands in the following circumstances:

- before and after preparing, serving, eating food, or feeding others;
- before and after brushing or flossing your teeth or others' teeth;
- before putting in and after taking out contact lenses;
- after blowing your nose or wiping a child's nose;
- after coughing or sneezing;
- after handling garbage;
- after playing in the sandbox; and
- after using the bathroom.

OOSC has established that 'washing hands' implies the following:

1. Use liquid soap or a clean bar of soap (anti-bacterial soap is not necessary). Wet hands with warm, running water. Rub on soap, lather well.
2. Rub hands together briskly for 15+ seconds.
3. Scrub all over, including the backs of hands, wrists, between fingers, and under fingernails.
4. Rinse under running water.
5. Dry with a clean towel.

Healthy Child Policy

An ill child is defined as a child that:

- has any of these symptoms: vomiting, diarrhea, fever, new unexplained rash or cough;
- requires greater care and attention that can't be provided without compromising the care of the other children in the program;
- has other symptoms that lead a staff member to believe that the child poses a health risk.

Please arrange alternative care for a child who is ill and refrain from bringing them to OOSC. A sick or ill-feeling child, with or without a temperature, will be sent home if staff feel that he or she poses a threat to healthy children and staff. At OOSC, a temperature constitutes anything over 38 degrees Celsius. A child well enough to attend OOSC must be feeling well enough to engage in any and all activities, both indoor and outdoor.

Should a child become sick during the day, parents will be notified and asked to pick up their child within 2 hours. In the event that we cannot contact a parent, an emergency contact will be called. Under the care of a staff member, your child will be kept isolated from the other children until picked up. A child who arrives visibly unwell will not be accepted for the day. A child who is symptom-free for 24 hours will be allowed to join the program again, as long as the program is satisfied that the child is no longer a risk to others.

Children with communicable diseases cannot attend the Jasper Out of School Care Program. If you suspect a communicable disease, please contact your physician or the Health Unit. Your child will be welcomed back upon presentation of a note from the Health Unit or physician stating: the illness your child had, the expected duration and a safe return date. A license holder/provider must be satisfied that a child no longer poses a health risk to persons on the program premises including staff, children, and caregivers.

The program will keep a record of the ill children and report on statistics yearly to the Alberta Childcare Licensing Authority. Staff will not be permitted at OOSC if their health poses a risk to the children or other staff.

Emergency Procedures

Emergency procedures are reviewed with staff regularly at monthly staff meetings and fire drills occur monthly with the children. We also discuss emergency procedures with the children, where developmentally appropriate.

Accident or Illness:

In the event of a medical emergency, appropriate first aid will be given and parents/guardians will be called immediately. An ambulance will be called if the injury warrants, or if the Child Development Supervisor cannot reach the parents or emergency contacts and medical aid is considered necessary.

If a child is injured in any way at OOSC, an accident report will be completed by the staff for the parent's information. First aid packs are taken each time the children leave the Program site, including emergency information on each child.

OOSC tracks accidents and illnesses and this information is reviewed at monthly staff meetings and again at the end of the year. Yearly reports are then forwarded to the Alberta licensing officer.

Evacuation

In the event of a fire, gas leak, or other threatening event that requires the Program to be evacuated to the designated location, we will relocate to the Jasper Municipal Library or Jasper Activity Centre. Parents will be contacted from there. An evacuation plan is posted inside the classroom for when the school evacuates. All program staff are aware of the procedure. Should a parent be in the program during an evacuation or drill, we ask that you follow the staff's instructions. Drills are held monthly.

Should there be a reason that the Program needs to be evacuated (other than across the street due to a Municipal Emergency), children will be taken to the designated Reception Centre and you will be called at your place of work or home to advise you of the situation. During any evacuation, OOSC Staff will take with them all children's portable record files in either paper copy or accessible on our iPads

In the event of a community-wide evacuation, Wildflowers Childcare:OOSC will:

- Contact all parents/ guardians as well as emergency contacts by using our tadpoles communication system and our phone lines to come and pick up their children immediately.
- Begin organizing transportation in conjunction with the Municipality of Jasper for children who have not been picked-up by a parent/guardian or emergency contact.

Children will remain at the program until they are picked up by a parent or emergency contact or we are instructed to leave our location. If a child is unable to be picked up, staff will begin making alternate transportation arrangements to either an assembly point or reception centre.

Incident Reporting:

The OOSC Manager will contact the appropriate licensing staff within 24hrs in the event of any of the following incidents:

- emergency evacuation, program closure due to emergency, intruder on the premises, child removed from the program without parent/guardian consent, an injury requiring medical attention, a lost child or a child left behind on the premises after operating hours.
- The school's current lockdown and evacuation procedures will be followed.

Medications at Home

If your child has been on medication or herbal remedies at home, we ask that you inform the staff members when you drop your child off at OOSC. This will allow us to observe them for any changes and behaviours. Please ensure that staff members are made aware of any suspected or known allergies, their reactions and procedure to be followed in the event of a reaction. Staff members will monitor children carefully for allergic reactions after receiving medication or herbal remedies.

Power Outage

In the case of a power outage, OOSC has flashlights available for staff and children and all students will be safely returned to the main location (Room 10). The course of action from here depends on the season, time of day and availability of activities.

- If the power outage occurs in the spring/summer/fall seasons when longer daylight hours are available and temperatures outside are conducive to outdoor play, students will be brought outside with their belongings to wait for parents to arrive.
- If the power outage occurs during the winter months when outdoor playtime is not available and indoor space in the school is not properly lit, parents will be contacted 60 minutes after the initial power outage.

Financial Policies

Wildflowers Childcare: OOSC spaces require a monthly commitment. This means that, although that your space is charged monthly, if your child is away during the month, you are still charged for the space, whether you child attends or not. Drop in spaces are available if space permits.

***Any days cancelled once booking has been made are non-refundable/transferable.**

Family Discount

For families with 2 or more children in childcare, there is a discount available provided both children are using childcare at the same time on a full time basis.

Invoicing and Payments:

Invoices will be sent to parents/guardians at the beginning of the month. Invoices are payable within thirty (30) days of issue. All accounts unpaid after the due date shall be charged interest at the rate of two percent 2% per month (26.82% per annum) as per the Municipal Accounts Receivable policy.

If your family is approved for Alberta Childcare Subsidy, the amount will be estimated monthly and applied to your account. Parents are responsible for all fees not covered by Alberta Childcare Subsidy.

Third-Party Collection:

Administration will pursue collection of accounts through the issuance of statements, correspondence, and personal contact. After all methods of collection are exhausted, the Director of Finance and Administration for the Municipality of Jasper is authorized to submit your account to a collection agency.

Termination of Service by Parents:

Parents/Guardians of children who attend on a full-time basis are required to give the Centre a written notice of intent to terminate attendance one month prior to the stated termination date to avoid a non-refundable penalty equal to the current full-time fee for one month of care.

Termination of Service by OOSC:

Jasper Out of School Care may terminate its services to a family under the following circumstances:

- fees for services are not paid in full within 60 days of invoicing and suitable arrangements cannot be agreed upon;
- the program is unable to resolve a problem with a family to a satisfactory level for both parties;
- a family member harasses, threatens, or commits a violent or unlawful act toward a staff member, child or other family involved in the program;

Subsidy

The provincial government has a childcare subsidy program set out to:

- Give eligible low-income families a choice of accessible and affordable childcare services.
- Promote family independence and support the family's goal for financial self-sufficiency, through work and training opportunities.
- Help eligible low-income Alberta families pay child care costs for children in a Licensed Out- of- School Care Centre

To apply, go to <https://www.alberta.ca/child-care-subsidy.aspx> and follow the prompts. If you would like assistance with this process, contact Community Outreach Services who can make arrangements to go through this process with you. 780-852-2100 or community@town.jasper.ab.ca.

Payment Options

- **Municipality of Jasper Administration Office** - (south side of the Activity Centre)
Hours: Mon-Fri 8:30a.m.-4:30pm (lunch breaks are 12:00 – 1:00 pm)
- **Online payments** - Available using your customer # and the payee Jasper (Municipality of)
- **Pre-authorized credit card payments** - Request a pre-authorized payment form.

Please note: there are **no refunds** once payments are received. **Fees increase annually on January 1.**

Nutrition Policy

Food Served by the Program

At present, OOSC does not provide meals for children.

Food provided for the children from home

Parents are required to provide meals and snacks for the duration of their child's stay at OOSC. Meal and snack times vary with the needs of the children and day's activities.

General meal and snack times:

- Morning snack: per child's request
- Lunch: 12:00 pm
- Afternoon snack: 3:15 pm -4:00p.m.

Healthy foods are encouraged and parents are asked to follow the Canada Food Guide and Aboriginal Food Guide when planning their child's meals and snacks. Providing small amounts of a variety of foods is encouraged to allow children some choice at mealtimes. Children will be encouraged to eat their healthy food before any treat foods are eaten. Parents are encouraged to avoid sending prepackaged foods as OOSC encourages the children to make healthy choices both for themselves and for the environment.

Manner of Feeding:

Children are seated at all times while eating and drinking. Staff also model this behaviour while they, themselves, are eating and drinking during the program.

Field Trip Policy

Any off-site activities are considered 'field trips' and special permission is required for your child to attend. The permission form is included in your child's application package. It requires the child's name, parent's name, signature and the date.

By allowing your child to partake in 'field trips', you are allowing the following:

- Field trips, means leaving OOSC by foot to walk into and around town accompanied by OOSC staff.

Any additional special event or activity that is off-site will be included in the monthly newsletter and there will be a **separate permission form** for that special event or activity.

The following procedures take place for all trips off-site including field trips or special events:

- OOSC take an emergency backpack on all outings or evacuations. In this backpack, there is a copy of the portable emergency records, Kleenex, cell phone and a first aid kit.
- Staff repeat the field trip safety rules before leaving for any off-site excursion.
- A poster is left on the door of the OOSC room and the front entrance stating where the group is and a cell phone number to contact them.

Parent Volunteers are welcomed on field trips and extra staff may be required. Regular staff to child ratios will be observed unless special conditions apply and extra staff are required by the field trip operator.