



Parent Handbook



Here we love, laugh and learn together.

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Program

Vision/Philosophy

The foundation of Sonshine Out of School Care is unconditional, Christ-like (centered) love for all children and their families. We believe that all children are created uniquely by God and need unique interactions and experiences with people around them. We believe that the perfect place for children to learn is in a healthy family environment. At Sonshine out of school care our goal is to create a safe and loving environment for children to grow and develop in. All children will be treated with unconditional love.

Our goal is to create the best opportunity for success in each child's life through OSC staff and parents partnering together. Children will learn about the love of God, the gift of friendship and many valuable life skills through developmentally appropriate experiences. Here we love, laugh and learn together.

Programming

The Out of School Care Program will focus on involving children in activities they would often participate in at home with a Christ-centered foundation. Love and respect for one another are core values that will be incorporated into all activities. Some of the activities children will have the opportunity to experience include, but are not limited to: cooking/baking, outdoor/indoor games, nature walks, crafts, music, age-appropriate tasks/chores, stories, and play. Through activities, interactions and love, the physical, social, intellectual, creative, emotional and spiritual needs of the children will be met.

The out of school program programming is developed from core Christian values. Love is the most prominent core value we hold at the Sonshine Out of School Care program. Love will be the basis for all interactions and will be taught through daily interactions, bible stories, songs, and prayer, in a non-denominational form.

Connecting seniors and our children is an essential goal of the out of school program. Children will therefore be involved in community experiences and development through community field trips to multiple settings, including, but not limited to, long-term care/seniors lodges, the fire station, police department, library, Tofield schools, and outdoor playgrounds on a regular basis.

Parental involvement is openly welcomed and encouraged through open observation at the out of school program. An initial family visit is encouraged for parents and children to spend time in the out of school program prior to the first day. This helps parents experience the out of school program facility for themselves and begins relational development with staff. Open discussion, communication and relationships will continue to develop through daily interactions between parents and caregivers. Parents will be providing lunch and snacks, so they will be involved in their child's nutrition. The out of school program staff will offer encouragement and teaching to parents if requested in regards to the care of their child(ren). This includes information about discipline, behaviors and loving guidance to development and nutrition.

Parenting sessions/workshops for families will be made available throughout the year based on interest. As well, information, reading materials and DVDs are available for families on request.

Parents will receive a copy of the Parent Handbook upon registration of their child into the program. Staff will receive a copy during the orientation process.

Program Planning Policy

Program planning is part of meeting developmental needs of all children at Sunshine Out of School Care. Staff will look at the six areas of development to incorporate into the program planning for the children. Social, physical, intellectual, creative, emotional and spiritual development will be used to meet the needs of the children.

Procedure:

1. The Director/Recreation Director will work with staff to develop the Centre's program and service delivery
2. The Director will encourage the staff to investigate alternate program and service delivery methods
3. Staff will consider children's needs, interests and opinions first, in planning daily activities, field trips and enrichment activities. Activities will be open-ended with room for each child's input and creativity. Children will be invited to share their cultural experiences and preferences
4. Staff will be encouraged to share culturally different backgrounds through programming
5. Families are invited to share their cultural experiences and heritage.
6. Staff will use natural materials that are found in the surrounding environment to enrich children's daily interactions with nature. Materials such as sticks, stones, moss, wood, water, sand and snow, as seasonally appropriate, will be incorporated in activities throughout the day. These activities will deepen the child's connection with nature, develop fine motor skills, be a tool in social/ emotional development and enrich sensory play. Children will also have an introduction to plants and gardening. Which in turn will teach them about science and our environment.
7. Staff will also look at the different developmental areas to ensure program planning meets the needs of the children. Activities will be used to develop the children's social skills, by encouraging sharing, co-operation and taking turns with classmates. These may be done using classroom materials, natural play and outside time or games.
8. Staff will encourage learning letters, colors and shapes based on the interests and opinions of the children. This can be done through circle time (books, songs, finger plays, calendar and educational posters, table top activities (puzzles, games, and sensory materials).
9. The program planning will also include developing fine and gross motor skills. Fine motor skills will include using scissors for arts/crafts and cutting, printing/drawing on whiteboard or paper. Different sensory material (playdough, shaving cream, slime) will

also be used to help develop fine motor skills. Gross motor skills can be developed through running games and obstacle courses in the gym, also outside time on the playground will also further these skills.

Christian Education:

Love is the core value we hold at Sonshine out of school care. Love will be the basis for all interactions and will be taught through daily interactions, bible stories, songs, and prayer, in a non-denominational form.

Staff Qualifications:

We maintain on the program premises, up to date administrative records containing the following: particulars as per Government of Alberta Child Care Licensing regulations all staff will be/have the following credentials:

- A)- Certified Child Development Supervisors
 - Certified Child Development Workers
 - Or certified Child Development Assistants
 - Particulars of the daily attendance of each staff including breaks and arrival and departure times, **and** evidence of each staff members child care certification,

- B) Current first aid certificates, where applicable and verification of a criminal record check, including a vulnerable sector search is required and updated every three years

- C) Continued competence and learning

Hours of Operation:

Sonshine Out of School Care will be open to Friday inclusive from 6:00am to 5:30pm during the summer. During the duration of the school year, it will be open from 6:00am till the beginning of school and end of school till 5:30pm. On days where there is no school we will be open from 6:00am to 5:30pm. This is excluding statutory holidays, Easter Monday and Christmas Break. Christmas Break is from December 23th to January 3rd inclusive.

Payments

Registration Fee

Parents are required to make a payment of \$75 that is non-refundable as a registration fee, per family. The fee is due at the time of the initial family visit or when registration forms are brought in for processing, whichever comes first. Debit, credit or cash is accepted as forms of payment for the registration fee. Registrations will not be processed until the registration fee is paid in full.

Out of School Care Rates:

Out of School Care rates are as follows and are based on rates for the area and subsidy. Subsidy is a possibility depending on family income. More information on subsidy is available on request.

Kindergarten School Year Rates:

<u>Full Time</u> - 100 hours or more	- \$758
<u>Part Time</u> - 50-99 hours	- \$484
<u>Daily Care: (only applies when the child attends less than 50 hours a month)</u>	- \$47

Grades 1-6 School Year Rates:

<u>Full Time School Care w/ PD Days (monthly)</u>	- \$695
<u>Full Time School Care w/out PD Days (monthly)</u>	- \$590
<u>Part-Time School Care</u>	- \$440
up to 12 days a month before & after school, or only mornings or afternoons all month	
<u>Half-Day School Care (only before or after school)</u>	- \$24
<u>Before and After School Care:</u>	- \$35

Summer Rates:

<u>Full Time</u> - 100 hours or more	- \$760
<u>Part time Summer Care</u> - 50-99 hours	- \$518
<u>Daily Care: (only applies when the child attends less than 50 hours a month)</u>	- \$47

Kindergarten age will receive the affordability grant based on hours scheduled for the month of care.

Full time (100 hours or more) = \$540.50

Part Time (50-99 hours) = \$225

Payment Policy

Sonshine Out of School Care can use the following methods of payment;

- Credit or debit card
- Cheque
- Cash
- E-transfer sonshinebilling@thehouseministries.com
- Himama - bank transfers or credit card. Can set up automatic payments

E-transfer - Please add \$1.50 to each transaction for processing fees.

HiMama - Sonshine Out of School Care processes tuition payments via direct withdrawal from a bank account. Payment is collected on the 20th of each month in the HiMama app, which we also use for communication. It would be preferred if all families turn on automatic payment to guarantee your tuition is paid on time.

Families will receive an email from HiMama to help them set up your payments in the

“invoicing” section of their app.

Recurring online automatic payments - how they work:

Families will receive an invoice in HiMama 10 days prior to the payment due date. If you have any questions or concerns about the amount, please contact the director prior to the payment due date so adjustments can be made.

For bank transfers there is a \$0.60 transaction fee that will be added to your monthly bill. For credit card payments there is a 2.9% transaction fee that will be added to your monthly bill.

Tuition fees will automatically be charged to the bank account registered the same day when the billing period starts. **Please make sure you have sufficient funds before your payment comes due.**

Prepayment and late fees - Prepayment of monthly fees must be made by the 20th of the upcoming month of care (ex. February’s bill must be paid January 20th). A late payment of \$25 will be imposed as soon as an outstanding bill is one month overdue. Each month that the bill is left outstanding an additional \$25 will be added to the bill. Care will also be terminated until the bill is paid in full or arrangements have been made to have it paid. This policy is in effect for each child with outstanding fees.

Changes in fees - If additional care is required to what has been paid for, adjustments will be made to the next month’s fees. If a child is receiving subsidy then parents will be charged according to what they are approved for. If there is fluctuation in subsidy received then parents will be charged for the extra owing in the upcoming month. Subsidy approval must be approved before the child starts care, or else parents will be charged full price. An adjustment will be made in the following months according to the subsidy received.

Refunds will only be provided for those days canceled at least 48 hours in advance.

We are unable to refund short notice cancellations as sufficient time is required to appropriately adjust staffing and child-care ratios. Due to the fact that we are not a 24 hour service, we can only receive and accommodate cancellation requests during regular Out of School Care hours - 6:30am to 5:30pm, Monday to Friday. In the case of any unforeseen circumstances in which the daycare has to shut down without notice, parents will be charged for two days of care, as per our regular refund policy.

Discontinuing Care - When discontinuing your child’s care at the center, one month's written notice must be provided to the director. Notice is preferred on the first of the month. If termination falls into the next month then you will be charged for the days to make up the one month’s termination notice. All fees for one month must be paid in full, in the case of short term notice. Thank you for your cooperation and respect regarding payment.

Routines:

Daily routines will follow the same general format, but will be flexible. A regular day during the summer (and non school days) will follow this routine:

- 0600 - 0845 – **Drop off**; breakfast; planned activity based on interests; free-play – toys, colouring, puzzles, crafts, stories.

- 0845 - 0900 - Worship - During this time children go to sanctuary and sing, dance and play instruments.
- 0900 - 0930 - Bathroom Break / Snack (Ask children to choose one to two healthy snacks – depending on how hungry they are. It is ok to eat part of their lunch meal if it is a healthier alternative to other choices they have).
- 0930 - 1015 - Circle Time (What About God?) - group time includes; singing, geography, math, spelling, experiments, object lessons, stories, memorization and hands-on activities.
- 1030 - 1200 - Gross motor play, outdoors or gym / Community Walk / Field Trip - Going outside is very important for the children and staff every day. If it is too cold and children do not have appropriate clothing for the weather conditions, this is a good time to play in the gym. Offer gross motor games and toys. This may also be an opportunity for baking/cooking on a cold day.
- 1200 - 1230 - Lunch, children heat up food in the kitchen. Children use the bathroom and wash their hands after coming inside.
- 1230 - 1300 - Free/quiet play, colouring, puzzles, crafts, stories, sensory bin, creation station.
- 1300 - 1330 - Quiet time. Children will be required to have time to themselves to rest, read books, do puzzles or crafts, listen to Adventures in Odyssey, music, and play by themselves quietly.
- 1330 - 1400 - Interest centres/planned activity; playtime, crafts, stem, creative expressions, fine motor, dramatic play.
- 1400 - 1430 - Afternoon snack - Offer healthy snacks and a treat (if available) at this point.
- 1430 - 1630 Fun projects - baking, crafts, games, outdoor play, signing, interest centres, field trips
- 1630 - 1700 Gym time - Offer gross motor games and toys.
- 1700-1800 - Prep for home. Have bags packed. Review report of what happened – to discuss with parents. Board games, reading or puzzles can be done at this time. Clean up – children to assist with cleaning up toys. Staff to follow a regular clean-up routine (sign for daily and weekly cleaning as completed).

A regular day during the school year will follow this routine:

Morning

- 0600-0730 – Drop off; breakfast; free/quiet-play –stories, colouring, puzzles, crafts; singing, prayer.
- 0730 0800- Interest centre / Planned activity; stem challenges, sensory bin, crafts
- 0800-0815 - Get ready for school; toilet, bags packed, dressed for the weather for the walk to school. *Leave for school at 8:15*
- 0815-0830 - Walk to school/ Drop kids off. *C.W. school starts at 8:30, Tofield at 8:34*

Afternoon

- 1450 - 1500 - Walk to C.W. Sears school, wait in the lobby to pick up children.
- 1500 - 1510 - Pick up children from C.W. Sears school.
- 1510 - 1520 - Pick up children from Tofield school, children meet OSC at Tofield School sign.
- 1520 - 1530 - Walk back to OSC centre, bathroom break and wash hands.
- 1530-1600 - Snack Time/ Interest centre / Planned activity - Children have the choice of whether they would like a snack or not. Children can have free play or participate in planned activities. Interest centres set out include; stem challenges, sensory bin, crafts.
- 1600-1700 - Gross motor play - Gym, outdoor play, skating or play at a park. In the gym children can be offered toys and gross motor activities. These can be planned.
- 1700-1800 - Prep for home. Have bags packed. Review report of what happened – to discuss with parents. Children can complete homework at this time if needed. Board games, reading or puzzles can also be done at this time. Clean up – children to assist with cleaning up toys. Staff to follow a regular clean-up routine (sign for daily and weekly cleaning as completed).

Transport to any outing will be on foot, or wagon. Your children will not be transported by vehicle, unless an emergency arises – see accident/illness policy or additional field trip forms are signed.

As mentioned previously, this routine is very flexible, to maintain as much of a home-like environment as possible. Every day will be different, but follow a consistent basic routine with regular snacks, meals and quiet time. Please feel free to talk to any of our employees with questions or concerns regarding our daily routine.

*Daily Schedules can be adjusted as needed.

What to Bring:

While at Sonshine Out of School Care we will be engaging in fun, active play. We ask that children be appropriately dressed in play clothes that are both comfortable and functional.

- All children require slippers or shoes for inside and Velcro shoes are encouraged for outdoor play as it promotes independence.
- An extra set of clothes, seasonally appropriate, will be required – in case of spills/accidents. Please replace these as they are used.
- Appropriate outdoor wear, seasonally appropriate, as we plan to go outside every-day, weather permitting.

- Morning snack, lunch and afternoon snack must be provided by the parent/guardian. Please provide your child with this in a lunch kit, with the needed cutlery and water bottle. We have a microwave in each classroom for reheating food.

Nutrition Policy

Parents are to provide meals and snacks for their children while attending out of school care. Website link to the most recent Canadian food guide: <https://food-guide.canada.ca/en/> Healthy food options are encouraged when providing food for your child. Children will be offered healthy food options first throughout the day. Microwaves are located in every classroom, for reheating food. Highly processed foods or foods containing high levels of sugar will only be offered during afternoon snack. The program has some food options available for children who run out of food, or need a different option during the day. Children will be participating in cooking/baking during out of school care which parents will be made aware of during application.

Children, during the summer and non school days, will have a mid-morning and afternoon snack at approximately 10:00am and 4:00pm. Lunch will be eaten prior to quiet time, at approximately 12:00pm each day. During school days children who are coming early, prior to 8:30am, are welcome to bring and eat breakfast at the out of school care. After school children will have an after school snack around 3:30pm each day.

POLICIES

Dress Code Policy:

As a part of the Out of School Care program our standards are the same/higher than that of school. Because we live in a culture of honour, we want to honour each other in the way we dress. The way that we dress says a lot about our character. And if from a young age children are taught, and modeled how to dress modestly then they will be able to carry this with them for the rest of their lives. Staff for the Out of School Care/Daycare will adhere to the dress code as an example to the children.

We ask parents to go over these standards with their child and determine which pieces of clothing are appropriate for Out of School Care. If a child is wearing clothing that is considered by staff to be inappropriate for an Out of School Care setting, he/she will be asked to change and parents will be notified.

- Undergarments should not be visible.
- Strapless shirts are prohibited.
- Shirts must cover the midriff. (i.e. no crop tops or backless garments)
- Necklines must be modest
- Shorts/skorts must be midway between your bum and knees. (are longer than your fingertips can reach)

- Skirts must be midway between your bum and knees. (are longer than your fingertips can reach) - we ask that if your child is wearing a dress, that they wear shorts/leggings/tights underneath as the children are active during the day.
- T-shirts with offensive/suggestive comments or cartoons (advertising beer, drugs, violence, etc.) are not appropriate.
- No bikinis (one piece or tankinis are fine)

Note: When going to the spray park/doing water activities the children are to still carry a culture of honour, appropriate swimwear is required.

Birthdays:

Birthdays are important events in a child's life. Parents are welcome to bring a sharing snack for the children on this day. This will be shared at morning snack time. Please see staff for allergy concerns and to let us know that you will be bringing in a snack.

Multi-Media Policy

At Sonshine OSC our goal is to maintain positive communication with families and children through multiple resources. Our focus is on developing and maintaining relationships with children and their families through the following media:

- | | |
|--|--------------------------------|
| ● Face-to-face communication | - Telephone/text-message |
| ● Email | - Newsletters |
| ● Parent Meetings (Group) | - Evaluations (written/verbal) |
| ● One-to-one parent teachings/meetings | - Surveys |
| ● Hi mama (childcare app) | |

Staff do not share personal information or photos of children from Sonshine OSC on social media sites without prior written permission.

Sonshine OSC does have a website and Facebook on which images and/or videos of your children may be uploaded under the following parameters:

- Images of individuals or groups of children are not uploaded to the site without prior written permission from parents.

We do request to use photographs of your children at The House Ministries for, but not limited to, the following purposes:

- prayer cards
- slide-shows
- crafts
- decoration/atmosphere within daycare rooms

Please be advised that the program premise of the OSC is video monitored

A consent form is to be signed for each child upon daycare application/registration providing consent for photography to be used only within The House Ministries of Tofield Alberta.

Outdoor Policy

We feel it is necessary for children to have daily outdoor play. Children need daily exercise to run off excess energy and to experience nature as God created it. Outdoor play will include planned experiences and free play. Active play will help them to be calmer during time spent indoors. It will also be part of developing a habit of being active, which will carry with them through life.

Even in cooler temperatures, we expect that children bundle up and get even a few minutes of fresh air. When the weather is very hot, we feel it best to go out early in the morning and also take advantage of fun ways to cool down in our backyard and throughout town. **We have a safe temperature range of -30 to +30 degrees Celsius. Please ensure that children are dressed appropriately for the weather.**

During the school months, children are walked back and forth to and from the school. In the case that the buses are cancelled or the temperature exceeds -30 degrees Celsius, parents will be notified. Based on parents' decisions they will either be required to find alternate transportation for their child(ren), or give permission for their child(ren) to walk to/from Sonshine Out of School Care. In the case of the school buses not running in the morning, the parents will have the choice to keep their child(ren) at Sonshine Out of School Care all day. This will be dependent on how many children we have, and staffing.

Our outdoor play space will comply with standards set out by Alberta Childcare licensing regulations *with respect to space, meeting developmental needs of children, use of appropriate equipment/play material.*

Any plants or trees will be non-toxic and used for shade or learning purposes for the children. Children will not use climbing structures with any scarves around their necks.

Sand and water play will be encouraged outside. Sandboxes will be covered with a tight fitting lid when not in use to avoid contamination. Water containers, including pools will be emptied nightly and stored upended or in a shed to avoid water collecting in them.

Children will wash their hands upon coming back into the centre after outdoor play.

Other Transportation Policy

Children at Sonshine Out of School Care may have the opportunity to use and play with modes of transportation such as; scooters, skateboards, bikes or rollerblades.

The forms of transportation stated above may not be used at any time for transportation to or from school. The approved mode of transportation to and from school is walking. This is due to

the safety of the children, staff to child ratio and the fact that everyone is not using the same mode of transportation. This makes for an unsafe situation.

In the summer or on non school days, children are welcome to bring scooters, skateboards, bikes or rollerblades to be used outside in the backyard. There may be days in which the children will go for a group bike ride around town. When this happens it will be with a 1:6 staff to child ratio or less. All of the staff and children will be using the same mode of transportation.

Parent/ Caregiver Relationship

Please bring forward any concerns in any area regarding your child's care at Sonshine Out of School Care. We would like to develop a relationship with you and your child (children). Please inform us of any issues at home as well, so that we can provide the best care possible to your child by having an understanding of other/deeper issues in your child's life.

ADMINISTRATIVE POLICIES AND PROCEDURES

Drop off and Pick Up Policy

Parents must sign in/sign out their child upon drop off and pick up daily. This is done using the Lillio app on the parents own device or using the center's Ipad. Staff will sign in/sign out the child when dropping off or picking up from preschool, CW. Sears, or the school bus.

The designated person dropping off or picking up the child must visually see the child's teacher so they are aware of their arrival/departure for safety purposes.

Late Pick-up Policy

All families and authorized pick-up persons must pick up their child by 5:30pm. If an emergency arises the authorized pick-up person is required to notify the staff of The Out of School Care as soon as possible and make alternate arrangements for pick-up of their child no later than 5:30pm.

Procedure:

- Parent will be notified that his/her child has not been picked up and the center is now closed
- Emergency contact person(s) will be notified to pick-up your child, if you cannot be reached
- If there is no contact with parents/guardians or emergency contacts by 7:00 PM, Child and Family Services will be contacted.
- If late pick up is a repeated problem, where the staff and parent cannot find a solution, the Daycare Board of Directors will address the problem. After two late pick-ups, a fee of \$1.00 per minute past 6:00pm will be applied until the Board of Directors can meet to

address the problem. Notice may be given for termination of services, if an alternative solution cannot be reached.

Supervision Policy

We ensure that all children are adequately supervised at out of school care. Our supervision includes maintaining appropriate child to caregiver ratios, according to the Alberta Child Care Licensing Regulations. These ratios will be ensured and adjusted accordingly by the supervisor. Direct care staff will also be responsible for ensuring appropriate ratios throughout the day by frequently counting children, particularly when child care groups have joined (ie: outdoor play).

Procedure:

- Supervision is maintained by ensuring we can see and/or hear all children that are at out of school care, inside and see all children that are at out of school care outside. Supervision methods include frequent head counts, scanning the room, ensuring doors are closed, gates are closed or in place as necessary, or developmentally appropriate. Staff will also take into account the child's emotional state as a part of supervision.
- Staff are properly orientated and made aware of the physical facility and outdoor area through the orientation and training process.
- Through appropriate and active supervision, positive discipline, activities, interactions and love, the physical, social, intellectual, creative, emotional and spiritual needs of the children will be met.
- During off-site activities all children will be accounted for by taking attendance prior to leaving on activity, and upon arriving at destination. Frequent head counts and being able to see all of the children will occur during the transportation to the activity.
- Attendance will be taken again when leaving the off-site area and upon return to program premises.
- Portable Records will be transported with staff for all off-site activities.
- In the case of a missing child, staff will search for them throughout the building if on premise, or throughout the route if on an outing.
- The out of school care staff will drop-off and pick up children from school daily. Children will be walking to and from school and will therefore need clothing appropriate for weather conditions.
- In the case that a child does not show up at the arranged pick up place; the school secretary will first be contacted to attempt locating the child.
- If still unable to locate the child, parents will be notified of the missing child. If unable to reach parents then emergency contact will be notified.
- Extra staff will be called in to assist in searching for/locating the missing child. Tofield RCMP will be contacted by primary staff for assistance in locating the missing child.

Smoking Policy

The license holder ensures that no person smokes on the program premises. Smoking is not allowed on program premises. No person is permitted to smoke at any time or place where childcare is being permitted.

Washroom Policy

The bathrooms are located in the hallway, which is attached to the gym. To access the bathrooms from the classroom, children must go across the gym and through the hallway. Due to the fact that the Out of School Care teachers do not have a direct line of vision to the bathrooms, children kindergarten age or younger will need to be accompanied by an Out of School Care staff member.

Throughout the day there will be scheduled bathroom breaks in which all of the children will go to the bathroom all at once. The staff member(s) will have direct supervision of the children by standing in the doorway or hallway looking into the bathroom(s).

Children in kindergarten will be assessed at an individual development level if they will be allowed to go to the bathroom unaccompanied.

If a child who is in grade 1 through 6 has to use the bathroom, they will be allowed to go unaccompanied one at a time. The staff member will stand at the doorway of the classroom, so they can still hear the child in the bathroom if they call. The doors to the gym and bathrooms will be left open when the children are in the bathroom. This is a developmentally appropriate practice as school age children are capable of using the bathroom without adult assistance. Doors to the rest of the building are closed during operating hours. Children are being taught fire safety.

Privacy Policy Regarding Security Cameras of Premise

Our goal is to protect all personal information held by the Sonshine OSC. Especially for the collection, use and disclosure of personal information involving Surveillance equipment, as well as securely providing access to requested personal information.

We have video and audio recording for security and protection in the interests of Staff, Children, Parents, and other people using the building. The collection is done through secure video and audio recording security devices located in all OSC rooms including hallways, gymnasium, and outdoor space. Recordings are used for supervision, security, surveillance, and protection of all staff, children and families.

The information collected is in the form of video and audio. This information is seen as sensitive as it is providing a view into the staff and children's daily life at Sonshine OSC.

All files are stored locally in an undisclosed physically secure location. Collected files are physically and logically secured. Physically they are secured by not revealing the storage location, and at its location there are locked doors and hardware lockers limiting access to

exempt administrative staff. (Administrative staff must submit criminal record and intervention checks).

Logically all files are encrypted and are secured by access accounts that are password protected. Files are retained for 6 months then disposed of in a secure auto delete process.

Only administrative staff, daycare management, the licensing office and governing authorities has access to and use of video surveillance files. Access and use are limited as much as possible, except what is necessary for the identified purposes.

Any and all files containing private material are preferred not to be disclosed unless absolutely necessary. Disclosure will be limited to departments of governing authority and administrative staff. Any other disclosure of information will require permission specifically.

In cases where access to files is requested, the request will need to be processed in a timely fashion. Processing involves securing other parties' privacy and/or (gaining specific authorization from parties in the files) prior to disclosing.

These videos are not to be used for slanderous purposes. They are meant for private and legal use only. When videos are disclosed, the file must not be shared on social media and the location cannot be disclosed as to impact the reputation of the company. This policy is created to protect the clients of Sonshine OSC, including the staff, parents and children that are a part of our programs.

Positive Discipline Policy

This policy will be provided to all parents during application for out of school care as part of the application package. Staff will be made aware of the policy through the orientation process and training. Children, where developmentally appropriate, will learn about the discipline policy and rules during orientation and on the first day of attendance at out of school care.

The purpose of guidance and discipline is to provide a safe, secure and healthy environment for each child to develop and grow in, at an individual level. The word discipline is derived from the word disciple and describes the learning process by which children develop socially acceptable and appropriate behaviour as they grow to maturity.

Any child guidance action taken is to be reasonable given the circumstances and must never inflict or cause to be inflicted any form of physical punishment, verbal, physical degradation or emotional deprivation; deny or threaten to deny any basic necessity, use or permit the use of any form of physical restraint, confinement or isolation.

Our goals are to assist each child in developing self-control, self-confidence, self-discipline and sensitivity in their interaction with others. We recognize that making mistakes is a normal part of a child's development and we offer guidance to help your child gain confidence and problem solving skills. We will offer each child an opportunity to restore relationships after an incident, understanding that making amends requires time and forgiveness.

All of the children will receive positive encouragement and support to develop relationships with peers and staff. The staff will strive to model appropriate behavior. This will include

demonstrating loving attitudes, and showing respect for the children, parents and co-workers and their environment. Parents can expect the staff to:

- Demonstrate affection and love and be caring to each child. This will be done through appropriate forms of physical and verbal interaction
- Maximize opportunities for appropriate and positive behavior through programming and activities
- Supervise the children at all times

Emergency Evacuation and Off-Site Activity Policy

Fire drills will be practiced once per month to familiarize the children (as developmentally appropriate) with safely exiting the building in an emergency situation. It is the responsibility of the staff to see that all children are safely outside the building in the event of a fire/emergency evacuation. Last staff member leaving the out of school care in the event of an emergency or off-site activity will take portable records in respect of each child. Head staff in rooms must have their cell phones on them at all times and are in hearing range for emergency use.

Procedure:

A) Evacuation: Fire Drill

- Fire drills will be practiced every month to familiarize the children (as developmentally appropriate) with safely exiting the building in an emergency situation. This will occur in all classrooms.
- Head staff in rooms must have their cell phones on them at all times and are in hearing range for emergency use.
- It is the responsibility of the staff to see that all children are safely outside the building in the event of a fire/emergency evacuation. Last staff member leaving the classroom in the event of an emergency will take portable records (backpack) in respect of each child. The last staff member leaving the classroom must check the room to ensure no one is left behind. Once room is completely evacuated, close door behind you.
- The nearest and safest exit is to be taken. Then proceed to the lobby of the Sunshine Villa located across the parking lot (Muster point).
- Attendance is to be taken while walking over to the Villa, and once again when reach the Villa, to ensure all children are accounted for.
- Staff will call 9-1-1. Be prepared to give them the buildings address
- Staff will notify parents of the emergency once located in facility of Sunshine Villa.

B) Lock Down:

- Head staff will always have a cell phone on them at all times for emergency use.

- Staff will text or call other staff in other rooms with the code word, “Mr. Black is in the building”.
- Staff will immediately close and lock classroom doors. The lights will be turned off and the blinds drawn.
- Children and Staff will go into an area of the room that cannot be viewed from the outside as directed by staff members
- Children and Staff outside a classroom will go into the nearest room that has locks on the door. Once children are safe in a room, supervising staff in all rooms will call 9-1-1. DO NOT assume that other staff members have done so, it is safer to have more than one call made than none at all
- Children and Staff may see police in the building helping to make recommendations to the program
- Children and Staff will remain quiet and still until cleared by directors or supervisor to resume
- Staff will be debriefed and will notify parents. We will provide support to families and kids if it has been a traumatic event for them.

C) Natural Disasters:

- Head staff will always have a cell phone on them at all times for emergency use
- In the case of a tornado or earthquake staff will do a headcount of all children, and immediately move them to a room without windows in the building. Safest rooms are Shooting Stars and gymnasium. Staff will have portable records in respect to each child on them, and will complete a head count of children once arrival to room.
- Staff will keep children calm by engaging them in circle time, songs and stories.
- Staff will notify supervisor of the situation as soon as possible and the supervisor or staff will phone 9-1-1 if necessary
- All staff will assess the children for visible signs of injury, and contact the authorities as necessary
- Parents will be notified and updated of their children’s whereabouts and safety as soon as possible.
- In the case that children and staff are off-site staff will take children to the nearest public building that is grounded with a solid foundation.

D) Hold & Secure

- Hold & Secure will be put in place if there is a threat to a child in our care or to a staff member.
- If there is a threat to your child(ren) such as a non-custodial parent, you will be asked to pick up your child as soon as possible.
- You will be notified right away if the threat is against your child(ren).

- If the threat is to a staff member, we will make arrangements to have them dismissed until the issue is resolved.
- Head staff will always have a cell phone on them at all times for emergency use.
- The Directors will text or call all staff in other rooms to let them know they are to remain in the building.
- Children and staff can move throughout the building.
- All outside doors will be locked
- Phone numbers of the directors and/or office will be posted on the doors.
- Only approved parents will be permitted in the building.
- Police will be called as soon as the outside doors are all locked and it's safe to do so.
- Children and Staff may see police in the building helping to make recommendations to the program
- Staff will be debriefed and kept up to date until the hold and secure is lifted.
- Parents will be notified once the threat is over, as per police recommendations through either email, message or phone call.
- We will provide support to families and kids if it has been a traumatic event for them.
- The safety of all children and staff in our care is always our top priority.

E) Off-Site Activities:

- Permission/signed consent for all children will be received for regular scheduled off-site activities without a school care application package. Parents will be made aware of the regular scheduled activities with application. Other field-trips (off-site activities) will require received permission/signed consent 3-5 days prior to activity that include the location, supervision and transportation arrangements. Last staff member leaving the out of school care in the event of an emergency or off-site activity will take portable records in respect of each child.
- During off-site activities all children will be accounted for by taking attendance prior to leaving on activity, during the trip, and upon arriving at destination.
- Supervision will be maintained during off-site activities by frequent head counts, scanning the area, and making sure staff can see children at all times. Staff will also take into account the child's emotional state as a part of supervision.
- Attendance will be taken again when leaving the off-site area and upon return to program premises.
- Emergency Records per child will be transported with staff for all off-site activities.
- Staff will have cell phones on them for emergency uses. Head staff should always have a phone on them at all times.

- In the case of an emergency while off premise, staff will assess the situation and determine whether to phone 9-1-1, or to phone the supervisor / director to inform them of the situation.
- On the recommendation of the police, staff will then take children inside the nearest public building to ensure their safety while the police and director / supervisor arrive.
- During this time staff will take attendance of the children and will keep them calm. Calming strategies include; circle time, songs and games.
- Staff and children will remain inside the public building until they have been cleared by the police or director / supervisor.

Rules:

Our rules are limited in number and discussed with the children so that they understand the rules and the reasoning behind them.

Our staff will:

- Provide clear and simple limits regarding behavior within the center
- Consistently enforce these limits
- Give verbal direction as the main means of guidance and discipline
- Redirect the child's activity or circumstance which is causing inappropriate behavior
- Provide self-reflection opportunities when necessary. The children will be given the choice to change their action/behavior or reflect on their action/behavior. This will occur when children are overstepping limits and not responding to verbal direction
- Allow natural circumstances to fall into place where appropriate
- Take reasonable disciplinary actions in all circumstances

According to Alberta Child Care Licensing Standards our staff will not:

- inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation, or emotional deprivation.
- deny or threaten to deny any basic necessity, or
- use or permit the use of any form of physical restraint, confinement or isolation.

All parents are encouraged to discuss any disciplinary situations they are unclear about with staff as soon as possible. We feel that open communication is key to help us provide the best care possible to your children. Persistent areas of development will be discussed with parents. Consistent home discipline and teaching will be encouraged.

Inclusion Policy

Sonshine Daycare/ Out of School Care/ Preschool accepts and welcomes children and their families of all abilities. Indoor and outdoor areas are arranged to the best of our ability so that all

children can move freely and make choices based on their abilities, interests and needs. We make changes to our daily program to meet the needs of all children. Opportunities are provided for all children to participate in social free play and routines throughout the day. We provide developmentally appropriate group experiences for all children and encourages the socialization of every child with their peers. We believe that each child deserves an environment and experiences that promote growth in all areas of their development. We use program strategies, and resources to best meet the needs of each child and their family. Staff respect and value input from parents and encourage them to be part of the decision making process for their child. We will support families by referring them to professionals or other programs to help support their child. We will consult with all professionals who are involved with them and their child. We will work together with other professionals to develop and maintain an individual program plan (IPP) for the child.

Disclosure Information

- Parents need to make the center aware of a child's diagnosis upon registration and orientation to the program.
- Parents must provide a center with IEP or IPP if they have one. They need to give a list of specialists they are seeing. OT,PT, ST, physician, etc.
- Programs can request information to be shared from specialists in order for us to be able to work openly with helping the child succeed on the goals that are currently being worked on.
- ICC will be contacted to provide support in the classroom if deemed necessary.
- At minimum one staff member in the classroom must have training in regards to special needs related to the child. At minimum level two certification, and staff will register for more special needs training through workshops and as recommended by licensing.
- If a child is in school, parents may be asked for permission for the child's teacher to be contacted.
- A behavior log will be documented, and a plan written up in which the staff will follow. If all options have been tried and the child is putting staff, themselves or other children in danger, then the parents (then emergency contacts) will be contacted for pick up.
- During busy times of the day, transitions, walking to and from school, an extra staff will be provided.
- Staff will be requested to have the training and knowledge to know and recognize children's developmental milestones. (ASQ, <https://myhealth.alberta.ca/Health/pages/conditions.aspx?hwid=abo8756>, GRIT, ASaP, Autism society).
- Staff will be given mental health support to help them respond to situations, and after situations occur. Extra breaks can be given, referrals to mental health resources and contact information to counselors. Time off will be given for appointments.

Centre Safety Plan -Initiated Withdrawal

Ongoing evaluation of child progress and the family's support of and integration within the Sonshine Daycare, OSC and Preschool environment is made by the teaching and administration staff of the Centre. Children are provided with a 2-week settling-in period before observations begin.

During their time with the Centre, issues may be noted with the child's progress, ability to settle in the environment, or with achieving developmental targets that allow them to operate safely within the environment without causing harm to themselves, staff, or others. In these cases, the teaching team will progress to the following, depending on the severity of the situation:

- Working directly with the child on alternative approaches
- Center will be in communication with other professionals involved with the child. This includes schools, occupational therapy, speech therapy, physical therapy, early intervention, FSCD, family connections, LINK, parent resource centre.
- Bring Inclusive childcare (ICC) into the program to provide training and support to the staff in the classroom
- Paper documentation will occur through behavior logs and observations
- Send an email home to the parents
- Discuss the situation with the parents upon drop off and pick up, as well as through one or more meetings
- Shift the child between classrooms or programming areas/schedules within the Centre, with parent awareness
- Send the child home for the day to the parent's care if a child is causing continual harm to staff or other children.
- Review issues during parent-director meetings to develop an action plan and review concerns with the family.
- Create an individual behavior plan for child in consultation with staff, directors, parents, and other professionals.
- If possible, connect the family to external support resources such as PUF funding or offer the family the chance to have their child attend with a private-paid aide **FSCD**

Termination Policy

In some cases, there may be issues with adherence to Centre policies or with the family's integration into Centre life (i.e. regularly not wearing clothing within our dress code, non-payment of fees, speeding in the parking lot, in the appropriate language to staff or other children, etc.). In these cases, the administrative staff will use all the following to address the concerns:

- Sending an email home to the parents
- Discussing with adults at pick-up
- Scheduling a meeting with the family

- Sending the child home for the day to the parent's care
- Sending a letter home with the child
- Make a parent-director meeting to sit and review issues with the family

In some instances, it may be decided that:

- The Centre is not the ideal fit to ensure the safety and/or the best educational future and/or healthy development of the whole child
- The family approach is not congruent with the approach of the Centre
- The child is causing repeated harm to self or harm to others, that cannot be supported or corrected within a reasonable amount of time by staff (i.e. running away from staff while inside and/or outside; attempting repeatedly to leave the premises; hitting their head on the floor or equipment in a repetitive manner; involuntary breath holding; striking out at others; biting; inability to communicate with staff verbally or nonverbally; refusal to drink and/or eat while in care, intentionally breaking property of the centers or others, throwing, smashing, kicking furniture and/or others)
- The family directly violates policies of the Centre intentionally and without reasonable action to correct
- A child is performing ongoing and documented/witnessed conscious actions that violate the Code of Conduct of the Centre (hitting, swearing, bullying, running away)

In these cases, the Centre will issue a verbal warning and then 2 written warnings. If these situations continue to occur with no attempt of rectification, a notice of termination of the provision of services via email, and/or hand-delivered letters to the family. Refunds of partial and/or remaining fees for the month are not guaranteed; administration reviews each case independently and refunds or credits at the Centre's discretion based on our cancellation policy. Children who have been terminated from services by the Centre will receive an effective date which will be indicated in communication. All Centre materials must be returned within 10 days of the effective date of removal to the Centre or the family will be charged the current market value for the items. The Centre will return all materials belonging to the family/student within 10 days for pickup outside of the front doors. If personal belongings are not picked up after 10 days, they will be donated unless other arrangements have been made.

Medication Administration Policy

Medication may be administered to a child by staff when necessary. It may be required regularly or in an emergency situation (ie: anaphylactic reaction).

Written consent by the parent must be obtained for each medication.

Procedures:

- Written consent by the parent must be obtained for each medication to be administered.
- Medications are to be given to staff by parents upon arrival/drop-off. Families are to ensure no medications are left in children's bags upon drop off. Staff will check bags for

medications before bags are put away. If any medications are found in bags, medications are to be removed and locked up for the day. Staff will notify the family of medication found in the bag. Incident report to be completed for parents if medications are found in a bag.

- The medication must be brought in its original labelled container and will be administered according to those labelled directions.
- All over-the-counter medications, other than Acetaminophen (Tylenol) and Ibuprofen (Advil) require a prescription label prior to administration. This also includes all supplements and homoeopathic remedies. Acetaminophen (Tylenol) and Ibuprofen (Advil) are required to be in their original boxes and packaging as purchased from the store.
- Medication Administration Records (MARs) will be kept and signed each time by staff when medication is administered. This record will contain the following information: name of medication; time of administration; amount of medication administered; route of/how medication is to be administered; appearance of medication/package; the initials of the staff member who administered the medication.
- All medications to be administered will be double-checked by a second staff member and signed for by this staff member as well.
- Medications are only to be administered by staff who have completed the medication training and have a current first aid certificate.
- All medications for regular scheduled use will be stored in a locked container, inaccessible to children.

Emergency Medications:

Medication such as an inhaler or epi-pen will be kept out of reach and unlocked at all times. It will be brought with the staff outside and for off-site activities. As developmentally appropriate the child whose medication it is may have access to the medication for use. This is specific to out of school care. These children can keep their inhalers in their backpacks, but it must be out of reach of other children.

The child's parents and license holder, have mutually agreed in writing to the emergency medication plan that ensures the particular child who requires the medication and other children in the program have the well-being considered. Medication and MARs will be stored according to our medication policy.

Health and Sickness Policy

For the health and safety of all children at daycare, we ask that sick children be kept at home. The license holder may provide or allow for the provision of health care to a child only if the written consent of the child's parent has been obtained, or the health care provided is in the nature of first aid.

Children experiencing any of the following symptoms must be symptom free for 24 hours before returning to childcare.

A license holder/staff must be satisfied that a child no longer poses a health risk to persons on the program premises, and includes staff, children, and caregivers. If your child is brought to daycare with any of the following symptoms our staff will kindly request that you take your child home and get tested.

- Fever
 - Normal Temperatures for a child are as follows:
 - Mouth: 35.5-37.5°C (95.9-99.5°F), Underarm: 36.5-37.5°C (97.7-99.5°), Ear (not recommended in infants): 35.8-38.0°C (96.4-100.4°F), Forehead 36.6 - 38°C
- Cough (continuous, more than usual, not related to other know conditions such as asthma)
- Shortness of breath (continuous, out of breath, unable to breath deeply, not related to other known conditions such as asthma)
- Loss of sense of smell or taste
- The local licensing office must be contacted if a program has to contact emergency medical services for a child and/or the child requires overnight hospitalization. This is considered a reportable incident.
- Under the *Public Health Act* programs must report all incidents of communicable diseases to Alberta Health Services

If the child is experiencing one of any of the following symptoms then they must be kept home for 24 hours and be improving before returning to childcare. For vomiting or diarrhea the child must be out for 24 hours since symptoms subside. If your child is experiencing 2 or more of the following symptoms they must be kept home and testing is recommended. The child can return once symptoms have gone away and it has been 24 hours.

- Feeling unwell / fatigued (lack of energy, poor feeding in infants)
- Chills (without fever)
- Sore throat / painful swallowing (not related to other know causes/ conditions, such as seasonal allergies or reflux)
- Runny nose / congestion (not related to other know causes/ conditions, such as seasonal allergies or being outside in cold weather)
- Nausea, vomiting and/or diarrhea
- Unexplained loss of appetite
- Muscle aches
- Headache
- Rashes
- Severe itching of the scalp or diagnosed/suspected head lice

- Requires greater care and attention that can be provided without comprising the care of the other children in the program

Procedure:

If any of these signs or symptoms develops over the course of the day the following steps will be taken:

- Assessment of child's symptoms by primary staff member will include assessing oral/axillary temperature by thermometer, observation of child's behaviors/signs (scratching, rubbing ears, irritability), interviewing child where developmentally appropriate.
- If a child develops symptoms while at the facility, the child should be isolated in a separate room and the parent should be notified to come and pick up the child immediately. If a separate room is not available, the child needs to be kept at least 2 meters away from other children.
- If unable to contact parents, emergency contacts will be contacted to pick the child up as soon as possible.
- If the child is young and requires close contact and care, caregivers can continue to care for the child until the parent is able to pick the child. Caregivers should wear a mask and eye protection during all interactions with the child and avoid contact with the respiratory secretions of the child.
- All items, bedding, toys etc. used by the child while isolated should be sanitized as soon as the child has been picked up. Items that cannot be cleaned and disinfected (e.g. paper, books, cardboard puzzles) should be removed from the room and stored in a sealed container for a minimum of 72 hours.
- Parents are responsible for notifying the daycare if there are any contagious illnesses in the family (such as chickenpox).
- A child who was removed from the program because they were ill is not to return until the license holder is satisfied that the child no longer poses a health risk to other persons on the program premises. Children must be symptom free for 24 hours before returning to daycare. Staff may request a Doctor's note indicating the child is healthy for return to daycare if return is questionable.

Sonshine Daycare Days Closed 2024

Family Day - February 19

Victoria Day - May 20

Heritage Day - August 5

Truth and Reconciliation Day - September 30

Remembrance Day - November 11

Christmas Break - Dec. 23 - Jan. 3, 2025 inclusive

Easter - March 29 and April 1

Canada Day - July 1

Labour day - September 2

Thanksgiving - October 14

CONTACT INFORMATION:

Sonshine Daycare: (780) 662-3415 extension 2. (Please leave messages here if your child will be absent from care on a scheduled day or on the Lillio App). We will get back to you as soon as possible.

Facebook: Sonshine Daycare / Out of School Care and Preschool

Website: www.thehousetoday.com

Directors:

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