

# The Holyrood After School Care Society

## Parent/Guardian Handbook

April 2019



### Table of Contents

Page 3: Getting to Know Us, Vision, Mission, Objectives, Positioning Statement

Page 4: How We Operate, Typical Days, Non-School Days, Summer Program, Closure Dates

Page 5: Caring for Your Child, Open Door Policy, Arrival, Departure, Release of Children, Attendance Records, Clothing, Cubbies

Page 6: Illness, Illness Management, Medication Needs, Snacks and Lunches

Page 7: Snacks and Lunches (continued), Transportation, Toy Day, Child Guidance and Discipline Policy

Page 8: Feedback, Fees Subsidies and Withdrawals, Contact Agency

Page 9: Fire Drills and Emergency Evacuation, Fitness Goal, Registration Process

Page 10: Contact Info

### **Getting to Know Us**

Welcome to The Holyrood After School Care Society. This parent/guardian handbook is designed to familiarize you with who we are and how we operate. Feel free to speak to any of the Holyrood staff if you have any questions, comments, or concerns. We are a licensed, accredited and non-profit organization dedicated to caring for children between the ages of 4.5 and 13. Our team is led by an Executive Director, who reports to a Board of Directors. The Board of Directors are volunteers who are elected annually. Parents/guardians are a vital resource for our program development and we encourage your active involvement.

### **Vision**

Our care is built on a foundation of mutual respect, open and constructive communication, fiscal responsibility, and unswerving commitment to quality care for the children entrusted in us.

## **Mission**

Together with parents/guardians, teachers and other important role models, we provide a place that shapes the skills and nurtures the spirit of children today so they can grow into responsible adults of tomorrow.

## **Objectives**

- To provide a safe and accepting environment.
- To recognize each child as an individual.
- To provide role-modeling of appropriate behaviours.
- To develop positive relationships with children, parents or guardians and community partners.

## **Positioning Statement**

*Letting Kids Be Kids*

## **How We Operate**

Typical After School Care Daily Schedule (Ages 6-12 Years):

<b>Time of Day</b>	<b>Activity</b>
7:15 am-8:15 am	Free time and morning snack
8:15 am-8:30 am	Clean up and get ready for school
11:30 am -12:30 pm	Lunch
3:30 pm-4:00 pm	Wash hands and afternoon snack
4:00 pm-5:00 pm	Younger/Older Kids Clubs planned activities
5:00 pm-6:00 pm	Free time and clean-up

Typical Kindercare Daily Schedule (Ages 5-6 Years)

<b>Time of Day</b>	<b>Activity</b>
7:15 am -8:15 am	Free time and morning snack
8:15 am-8:30 am	Clean up and get ready for school
11:30 am -12:30 pm	Lunch
12:30 pm-1:00 pm	Reading activities
1:00 pm-3:30 pm	Kindercare planned activities
3:30 pm-4:00 pm	Wash hands and afternoon snack
4:00 pm-5:00 pm	Younger Kids Club planned activities
5:00 pm-6:00 pm	Free time and clean-up

## **Non-School Days**

The centre provides care on non-school days such as professional development (PD) days, Christmas holidays, teachers' strikes and Spring Break. We plan workshops, field trips or special guests and enhancements to visit the centre on these days.

## **Summer Program**

During the summer months we provide an all-day program. An additional charge of \$100.00 per month applies to offset the costs of staff, field trips, and busing.

## **Closure Dates**

The Holyrood After School Care Society is closed on the following statutory holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Heritage Day (Aug.), Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day

Please note the center is closed in lieu for any statutory holidays that fall on a weekend. Our Board of Directors will determine all other closure dates.

## **Caring For Your Child**

The African proverb – it takes an entire village to raise a child – sums up our view of the role we play in the well-being of youngsters at The Holyrood After School Care Society. That is why we take special care to make your child feel welcome and comfortable in our facility. It is also why our staff escort children to and from school. Our staff receive the children on the Holyrood Park hill and at the school doors when children are dismissed from school as they make their way to the centre. Kindergartners are escorted at all times. Parents/guardians are always welcome and encouraged to call or drop-in to see their child(ren) at any time during business hours. Please remember when visiting, children may react in an excited or different manner that does not normally occur when parents are not present. If you are unable to speak to a certain staff because of differing shifts please call ahead to book an appointment.

## **Arrival, Departure and Release of Children**

Centre hours are 7:15 a.m. to 6:00 p.m. Included in the Admission Agreement Form is a list of people who you have authorized to remove your child from the center. Staff cannot release your child into the custody of any person who is not on this list.

## **Attendance**

In accordance with the Province of Alberta's *Child Care Licensing Regulation* AR 143/2008 Schedule 1, Section 23 (1)a We must maintain on the program premises up-to-date administrative records containing the following information particulars of the daily attendance of each child, including arrival and departure times.

Parents/guardians must sign attendance records at the end of every month

**Unexpected Absences:** The safety of the children in our care is our first priority. It is crucial that parents notify the staff when your child will be absent from the centre. If your child does not arrive at lunch or after school we will contact you or contacts on file immediately.

### **Clothing**

All children must have a pair of indoor and outdoor footwear for health and safety reasons. An additional set of clothes is also recommended. Please dress children for inclement weather.

### **Cubbies**

All children are given a personal cubbyhole and hook for their belongings. Please ensure you go through your child's cubby every Friday to keep it clean and organized. Families have their own mail slot at the entry.

### **Skills**

Children must be able to handle toileting skills entirely on their own. We encourage kids to learn how to tie their own shoes and clean up after themselves.

### **Illness/Injury**

Under Province of Alberta's *Child Care Licensing Regulation* AR 143/2008 Schedule 1, Section 8 (1) a & b and (2) a, b & c and (3): Parents must arrange for an ill child's immediate removal from the program. An ill child is defined as a child who:

- is vomiting, has a fever, diarrhea or a new unexplained rash or cough;
- requires greater attention than can be provided without compromising the care of other children in the program; or
- displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children, caregivers or staff.

A child can return to the program if the child's parent provides a written notice from a physician indicating that the child does not pose a health risk or if the license holder/provider is satisfied that a child no longer poses a health risk to other children, caregivers or staff.

### **Illness Management**

While parents/guardians arrange for the immediate removal of their sick child we will ensure that a sick child is kept as far away as is practicable from the other children, and directly supervised by a primary staff member.

Failure for parents/guardians to arrange for an ill child's immediate removal from the program will result in calling other contacts on file to pick up the ill child. Provincial Licensing Authority will also be notified if parents or guardians refuse to pick up an ill child. Parents/guardians who refuse to arrange for their ill child's immediate removal from the program risk instant withdrawal from childcare privileges with The Holyrood After School Care Society with further possibility of Child Protection Services becoming involved for failure to provide the needs of the child. We encourage parents/guardians to build a strong support network so that the preceding does not take place. Parents must inform the centre if their child is prone to wandering or running away and if their child experiences meltdowns. Parents must share behaviour strategies or be willing to work on strategies. Failure to disclose severe maladaptive behaviours or flight risks can result in a review of child care privileges.

### **Medication Needs**

Only staff with first aid certification may administer or supervise the self-administration of medication. In order for the staff to legally administer medication to your child, you must have the medication in its original container and have a medication form filled out. The medication form must include specific directions such as time to be given, method of dosage and the amount of dosage to be given and your signature as the parent/guardian. Parents/guardians must update this form every two weeks for ongoing medications.

### **Snacks & Lunches**

Children need a nutritious and balanced diet to live a healthy and active life. We provide the children with a morning and an afternoon snack containing two of the four food groups. Our four-week rotational menu is posted on the parent information board. If your child attends our lunch program please ensure you pack a healthy lunch. All food that needs to be refrigerated must be placed on the tray set out every morning for your convenience. We also need to know if your child has any extensive dental work, food allergies or religious restrictions. In the interest of good nutrition, please do not send pop, candy or gum to the centre. Should any child at the centre suffer from a severe food allergy, you will be advised of any restrictions in effect.

### **Transportation**

A Holyrood After School Care staff member will escort Kindercare children to and from their classrooms. Kindergarten children are expected to stay in their classrooms until a staff is present. Grade 1-6 children congregate at the field/hill of the Holyrood School/Park so that staff can receive them from both doors for a primary attendance check prior to sending the children to the centre in a group. Upon arrival at the centre, a secondary child attendance check takes place. Staff utilize 2 way radios for optimized attendance checks. Further details are included in the Transportation Agreement form in your registration package.

### **Toy Day**

Every Thursday the children are permitted to bring a toy from home. Please mark all items with your child's name and ensure the toys chosen do not promote violence (i.e., items such as toy weapons and combat action figures are not permitted). Launching toys are not permitted. R/C toys are outdoor only and only in the warmer season.

## **Child Guidance and Discipline Policy**

The Holyrood After School Care Society behaviour guidance approach is to provide a safe and positive experience for all the children in our care. We focus on creating an environment of respect, sharing, honesty, cooperation and responsibility. Children are encouraged to make appropriate choices with consistent guidance at home, school and in our care. Staff will encourage children to interact with each other positively and respectfully. Our methods of behaviour guidance include:

- redirection to an acceptable option
- explaining consequences
- setting limits
- modeling desirable behaviour
- providing choices
- anticipating conflicts
- emphasizing positive behaviour
- positive reinforcement.

Please read and sign the Child Guidance and Discipline Policy and return it with your registration package.

## **Feedback**

In the spirit of continuous improvement, we welcome your comments, congratulations for a job well done, or any concerns you may have. Please be in touch with our executive director. If your feedback is not sufficiently heard by staff, or if it is better addressed by the Board of Directors, please raise the matter in a letter to the Chairperson. You may be asked to attend a board meeting where the concern can be fully discussed, understood and, ultimately, resolved.

## **Fees, Subsidies & Withdrawal**

All regular fees are due and payable to The Holyrood After School Care Society on the first day of each month and a late charge of \$1 / day is in effect. Post-dated cheques are welcome. Parents will be notified one month in advance of fee increases. A \$100 deposit is required at the time of your child's registration. This deposit is refundable with one month's written notice of your child's withdrawal; however, the deposit is forfeited if the centre receives less than one-month's notice. The Holyrood After School Care Society also reserves the right to collect fees owing for the month. If parents pick up their children later than operational hours, they will be

charged \$5.00 per minute, per child. Late pick up fees must be paid before the child may return. Repeated late pick ups will result in review of child care privileges.

If you require a fee subsidy, you will need to apply to Provincial authorities. The centre has no influence or authority in determining your eligibility for a subsidy, and we recommend that you contact the following agency for further information.

### **Edmonton and Area Region 6 Child and Family Services**

Phone: (780) 427-0444

Fax: (780) 422-5692

Mailing Address:

Alberta Children's Services

Day Care Subsidy Unit

P.O. Box 1641

Edmonton, Alberta

T5J 2J9

Applicants can also apply online at <http://www.child.alberta.ca/home/1153.cfm>

### **Fire Drills & Emergency Evacuations**

Every month an unannounced fire drill is conducted to prepare children for emergency evacuations. The children are guided to the nearest of five emergency exits and follow the planned procedures. In the rare event that we should ever have to evacuate the premises our relocation sites are as follows:

Holyrood Elementary School – 7920-94 Avenue

Holyrood Extendicare –8008- 95 Avenue

Mill Creek Community and Family Services – 3rd Floor of 9119-82 Avenue

Parents or guardians will be contacted as soon as possible in the event of relocation.

### **Fitness Goal**

We increase fitness among our registrants by offering a daily fitness programming option. Usually, it will involve an outdoor pursuit such as a wide game, sport or aerobic activity. We also utilize the Holyrood School gym to achieve this goal by playing wide games indoors.

In the event of inclement weather we offer indoor alternatives such as dancing or aerobic/exercise DVDs.

