

Edmonton After School Care Association

Parent Handbook



Afton School (Office)
16604 - 91 Avenue
Edmonton, AB T5R 5A4
780 - 484 - 7622

Meadowlark School
9150-160 Street
Edmonton, AB T5R 2J2
780 - 481 - 2968

***These policies and procedures will be reviewed annually by the Executive Director and the Board of Directors in consultation with staff and parents.**

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Edmonton After School Care

Welcome to the Edmonton After School Care Association (EASCA)! Please read this information booklet to familiarize yourself with our Centers' programs and policies. Our desire is that your experience at our centre is positive and enjoyable for both you and your child. We ask your cooperation in reading and understanding this handbook. We are always available to answer your questions or discuss your concerns. We hope you and your child will be very happy at our centre.

We encourage you to become involved with the Centre; with your support and participation, our program will function and flourish as well as provide an excellent service to your family.

Our Centers

EASCA is a non-profit, parent-run organization that was formed in 1973 by a group of parents who felt a need for quality care for their school age children. All the fees collected are put directly back into the program to provide qualified staff, safe and interesting equipment and supplies for your children. Fees also go towards our nutritional snack program, which is provided in the morning and afternoon. Children must bring their own lunches, which should also meet their nutritional needs. Our original centre moved to Afton School in 1987 and our newest centre at Meadowlark School opened August 1994.

The Board

As a parent of a child attending one of our centers, you have the opportunity to play a direct role in determining the policies and programs. EASCA is operated by a voluntary Board of Directors, made up of interested parents and community members, which meets on a monthly basis. The Board consists of a Chair-person, Vice-Chairperson, Secretary, and Treasurer which make up the Executive. The Board also consists of Directors and a compliment of members. You as a parent are automatically a member of the Association. The Board of Directors is elected annually at an Annual General Meeting. Term of office is 2 years, but may be 3 years, if the membership is in agreement. The Board also has committees that will allow you to become involved in the life of our Centers. We encourage you to participate, as we know that you as parents have a great deal to offer. Board members are always needed and are necessary for the continued success of Edmonton After School Care.

Program Philosophy

The child learns and develops best when treated as an individual. We feel that each child comes to us with a different background and rate of development. Therefore, the children should be able to build upon their abilities at their own pace and level of readiness.

The child's social, cognitive, emotional, and physical needs can be met through an Early Education Program that is PLAY based. Through proper planning these very individual needs can be enhanced and yet still encourage the child to develop their own ideas.

PLAY is serious business to a child.

Edmonton After School offers a recreation oriented program to provide a fun and enjoyable experience. It is of great importance to us that the program meets the continuous and changing needs of the children; to promote individual growth in areas of self-reliance, responsibility and respect with the overall goal being the promotion of self-esteem and self-respect and to teach appropriate and acceptable behaviors.

We are always open to the children's ideas and suggestions. These are taken and elaborated upon to create an effective program. We promote life-long learning and use learning through play approach.

Holidays

We will be closed on the following Days/Holidays:

New Years Day/ Family Day/ Good Friday/ Easter Monday/ Victoria Day/ Canada Day/August Civic Holiday/
Labor Day/ Thanksgiving Day/ Remembrance Day/ Christmas Day/ Boxing Day

On these or any other day proclaimed as a provincial or national holiday, the centre will be closed.

Should any of these holidays fall on a weekend, EASCA will be closed the following weekday(s) in lieu of the holiday.

EASCA reserves the right to change hours of operation, days the centre may be closed due to various circumstances (eg: Teacher's Strike) and as much notice as possible will be given of any change from the above.

We will be closed the following days if there are less than five (5) children requiring care:

- New Years Eve
- Christmas Eve

When open on these days, we will be closing the centre at **1 PM sharp on Christmas Eve and 3 PM on New Years Eve.**

If you do require care and we are closed, you will receive 1/20th of your fee to cover the cost of alternate child care if a receipt is provided from a certified child care program (ie. YMCA, Licensed Dayhome).

A calendar of holiday closures for the school year will be provided in September each year. You can always find these dates posted on our online calendar as well.

Child Guidance Policy

Discipline is designed to teach children appropriate behaviors. Reasons for discipline include:

1. Safety and health (children need to be protected from the consequences of their behavior when they are too young to understand danger);
2. Socialization (children need to be taught family and society norms and respect for the rights of others);
3. Emotional security (children need limits to feel secure).
4. **At EASCA we do not tolerate bullying.** Staff step in immediately and ensure that children are using appropriate, respectful language with each other and staff. The children learn about bullying and sign a no bullying agreement.

Some ways to teach children appropriate behaviors are:

1. Provide praise, acknowledgment and encouragement to children for appropriate behavior ("You put all of your outdoor clothes in your locker - That's terrific!")
2. Expressing why certain behaviors are inappropriate ("I'm really upset when you hit me because it hurts me")
3. Modeling and encouraging problem solving: defining problem, generating alternatives, selecting and implementing an alternative (If two children are arguing over a toy, an adult might say "You both want to play with that toy. Maybe you could play with it together. Maybe Jack could play with it first and then Jill could have a turn. Maybe Jill could help me feed the fish until Jack is finished. What do you think?")
4. Using natural and logical consequences with a loving/helpful attitude ("If you throw the Lego, you'll have to pick them up.")

5. Giving children choices (“You may either keep the water in the water table or find some other toys to play with”).
6. Setting limits and giving directions (“You may not throw dishes; you may throw balls.”)
7. Preparing children ahead of time for what is to come (“We’ll be getting ready to go outside soon, so in a few minutes we’ll start putting the toys away.”)
8. Setting an example/modeling behaviors (adults should taste everything at lunch as children are encouraged to taste everything)
9. Treating children the way you want them to treat others (If adults encourage children to say “Please” and “Thank-you” to each other and adults, adults should say “Please” and “Thank-you” to the children and to other adults.)
10. Consequences of inappropriate behavior must respect the child’s spiritual, emotional and physical well-being. Consequences should be immediate, predictable, reasonable and consistent. Acceptable consequences are:
 - Withdrawing privileges (if a child is throwing blocks in a play area, an adult may say: “You may either build with the blocks or find some other toys to play with.” If the child continues to throw blocks, the adult may say: “You are not building with the blocks, please find something else to play with.”)
 - Removing the child from the situation (if a child is moving from area to area engaging in disruptive behavior, an adult may ask the child to sit on a chair until the child can think of what he/she wants to do). ***We do not isolate children for discipline purposes.**
11. Staff deals with repeated inappropriate behavior in the following way:
 - documentation of incidents that require a parent signature
 - all staff discuss the child’s difficulties
 - a Behaviour Intervention plan is developed in order to assist the child
 - the difficulties and the plan is discussed with the child’s parent(s)
 - a time frame for improvement is set
 - the plan is then carried out at the centre
 - if necessary, appropriate agencies are contacted for consultation
 - review the plan after the previously set time frame to see if there have been positive changes
12. The following consequences for inappropriate behavior are not permitted to be used at the centre:
 - physical punishment or degradation
 - emotional deprivation
 - harsh, belittling or degrading responses that would humiliate a child or undermine their self-respect
 - denial of basic necessities, including shelter, clothing, bedding, food or drink
 - physical restraint, confinement or isolation
13. Discipline will be carried out according to the following guidelines:
 - rules will be explained to the children and requests will be accompanied by reasons
 - children will be expected to deal with the consequences of their own actions, eg. cleaning up spilled water or sand
 - children will be encouraged and assisted to work out conflicts with each other verbally
 - children may be removed from a situation if there is danger to themselves or others, if equipment or the facility is being abused, or if there is infringement on others physical and/or emotional well-being
 - parent(s) will be notified of the incident if needed and may be required to sign an incident report

Continued Misbehaviour:

Consistency is important when dealing with children. Our staff will try to incorporate the methods you use with your child as long as they are constructive and fall within our guidelines. The staff also needs your support and cooperation in situations that may arise at the centre.

When a child is having continued difficulties at EASCA the staff will continue documenting these scenarios and will regularly discuss the behaviour with the child's parent(s) in order to work together to help the child succeed.

EASCA makes a very strong effort to encourage the positive growth of all children in our care however if a child is persistently and unduly disruptive to the program, to the extent that other children in the program are being adversely affected EASCA may suspend or cancel child care services without notice.

Please note: Should a child be suspended from the program due to inappropriate or misbehaviour, no portion of child care fees will be reimbursed for the time the child spends away from the centre.

Keeping Communication Open:

1. On a day to day basis, you should share with the staff any relevant information to enable us to better understand and care for your child. For example:
 - what is happening at home
 - any physical or emotional occurrences
 - any new experiences
 - what your child tells you about our program
 - any changes you see as a result of our program as in new abilities, interests, attitudes etc

2. Some information you may want from the staff at the end of the day:
 - What pleased my child most today?
 - Was anything displeasing?
 - Did they try/eat/do anything new that can be talked about and tried at home?
 - Do they have any new friends to invite over to play on the weekend?
 - How is my child getting along with other children and staff?

Please note: EASCA follows a zero tolerance of abuse policy. If a parent is abusive to any staff member or child in the centre, child care will be terminated immediately and no portion of child care fees will be reimbursed.

For more information on what types of behaviour are documented, please see our behaviour documentation procedure.

File Updates

We will do regular file updates every 6 months as per licensing regulations. In case of an emergency, you should understand the importance of keeping the information on your child's file updated at all times in terms of:

- * change of employment - new work #
- * change of address - new phone #
- * change of email address
- * any change regarding the emergency contact person
- * persons you authorize on a daily basis or NOT authorize to pick up your child
- * change in your child's health - (i.e.) new allergies, etc
- * custody issues

Food and Nutrition

The child care centre will provide 2 nutritious snacks in accordance with the Canada Food Guide, while they are at the centre, one in the morning and one in the afternoon. A drink of juice or milk will be offered. The snack program shall be developed to provide for high nutritional quality, quantity, and variety, valuable learning experiences, and to encourage good attitudes and habits in the children.

Young children need the same nutrients as everyone else, and it is especially important that they receive these needed nutrients if they are to undergo optimum growth and development. The snacks and special food products served should be based on Canada's Food Guide. In each of the food groups there are many possibilities for wise food choices according to the likes and dislikes and/or cultural backgrounds of the children. The food served should not only meet nutritional needs, but should also provide a valuable learning experience for the child. Food related activities can stimulate curiosity and imagination. They can develop new knowledge and skills, increase vocabulary and create new experiences in smelling, tasting, and feeling. The attitudes and habits

associated with food that develop in childhood will be habits that are carried into adulthood. It is a lot easier to develop good habits in the young than to try to change “bad” habits in an adult. If needed, we can provide parents with suggestions of what to send for lunches so that they are nutritionally sound.

Snacks are served in the morning between 7:30am – 8:30am and in the afternoon from 3:30pm – 4:00pm. Children bring their own lunch and eat between 11:30am – 12:30pm.

EASCA does not allow nuts or nut products AT ANY TIME to be brought to the centre.

Bullying & Harassment

EASCA has a zero tolerance policy when it comes to bullying and harassment. This policy applies to all children and parents that use our services. When a bullying situation has been identified EASCA reserves the right to suspend or terminate services immediately.

Workplace bullying and psychological harassment is defined as unwanted conduct, comments, actions or gestures that affect another person’s dignity, psychological or physical health and wellbeing. Bullying and psychological harassment may result from the actions of one individual towards another, or from the behaviour of a group. Bullying and psychological harassment are often characterized through insulting, hurtful, hostile, vindictive, cruel or malicious behaviours which undermine, disrupt or negatively impact another person.

Although there can be no exhaustive list, examples of behaviour and impact that may signify bullying or psychological harassment include, but are not limited to:

Behaviours	Impact
<ul style="list-style-type: none"> • insulting or derogatory remarks, gestures or actions • rude, vulgar language or gestures • malicious rumours, gossip or negative innuendo • verbal aggression and/or verbal abuse • Physical abuse • shouting, yelling • swearing, name-calling • glaring or staring • outbursts or displays of anger directed at others • targeting an individual through persistent, unwarranted criticism • public ridicule • verbal, written or physical threats and intimidation • mobbing and/or swarming • misuse of power or authority • isolation and/or exclusion from activities 	<ul style="list-style-type: none"> • undermines • humiliates • offends • embarrasses • intimidates • threatens • frightens • de-motivates • demoralizes <p>Can cause:</p> <ul style="list-style-type: none"> • depression • anxiety • emotional distress • physical distress • absenteeism • sadness • loneliness

Illness Policy

1. The parent is responsible for informing the staff of any medications being administered at home in case of a reaction during the day.
2. Parents are required to keep their child home if they are displaying **ANY** of the following:
 - a) fever (38 degrees or higher, especially if persistent)
 - b) diarrhea/vomiting (2 or 3 times in 3 or 4 hours)
 - c) undiagnosed rash/skin condition
 - d) communicable disease (other than mild upper respiratory tract infection)
 - e) obviously infected discharge (thick and colored, especially green, red or brown)
 - f) lethargy and irritability
 - g) persistent pain
 - h) cough (frequent bouts - 3 to 5 times/hour, especially if choking or vomiting)
 - i) untreated head lice (staff must be notified of any case of head lice)
3. A receiving staff member who notices any of these symptoms in a child or has reason to believe a child is exhibiting these signs or symptoms will contact the parent/guardian of the child and ask that the child be taken home or to a doctor for a note confirming that the child is healthy and not infectious.
4. If a child is showing other symptoms of ill health, the parent will be asked to take the child home or to a doctor.
5. If a child begins displaying any of the symptoms listed above at the centre, he will be isolated from the other children. The child will be placed in the office where he will be supervised by a staff member. The parent or emergency contact will be called to remove the child immediately.
6. Staff will record and document all children who are ill including the name of the child, date they were first observed ill, name of staff member who identified the illness, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program and the date the child returned to the program.

We believe that this policy will protect the other children and staff at our centre from further exposure to illness and will aid the sick child in making the quickest recovery possible. All parents are provided with this policy when their family begins with our program. All families must sign a statement agreeing they have read and understand our policies. An orientation is also completed with new families.

All parents will be informed of this policy through our parent handbook and parent orientation process.

Medication Administration

1. Medication will only be administered by a child care staff member with current first aid and after parental consent has been received.
2. All prescription medications must be brought in their **ORIGINAL PHARMACY CONTAINERS** showing physician and patients' name, date of issue, and shall be administered according to label instructions.
3. A medication consent form must be completed by the parent that includes the date, child's name, name of drug, dosage, time, and parent signature. Medication will **NOT** be accepted via lunch boxes. It must be given to staff upon arrival. When staff administer the medication they must record the date, time, medication, dosage and their signature.
4. Non-prescription medications (eg. Tylenol, cough syrups etc), must be in their original container and will be administered with parental consent in accordance with the above procedures for a period of 3 consecutive days. Thereafter, the parent will be required to take the child to the doctor or provide a note from the doctor approving the medication given. No out-dated medication will be administered.
5. All medications will be stored and out of reach of children in a locked chest in the refrigerator or out of reach cupboard in the kitchen.

6. The Child Care centre, at the discretion of the Executive Director or Program Supervisor, may refuse to administer medications or procedures at the centre (eg. insulin injections, oxygen, suppositories) for which the staff do not have the expertise or confidence to administer.
7. Herbal or holistic medicines will be administered and authorized in the above mentioned manner, requiring written parental authorization.
8. All medications, with the exception of emergency medications will be kept in a lock box. All medications will be kept out of reach from children.

Supervision of Sick Children

If a child begins displaying any of the symptoms listed above at the center, he/she will be isolated from the other children. The child will be placed in the office where he will be supervised by a staff member. The parent or emergency contact will be contacted to pick up the child if necessary.

Surveillance for Environmental Problems

1. Room staff are responsible for reporting any safety hazards or heat, light, ventilation, or maintenance problems to the Executive Director or Program Manger, who will ensure repairs are done as soon as possible.
2. The playground will be inspected daily by room staff for safety hazards (broken glass or equipment etc). These will be eliminated or repaired as soon as possible.
3. At all times, children will be supervised within view, hearing, and reasonable "getting to" distance.
4. All toxic materials will be stored in a locked cabinet.
5. Staff will wash their hands before handling food, after toileting, and after assisting children with toileting. As well, hands will be washed after contact with potentially infectious materials such as nasal discharge, vomit, feces, wounds, infected eyes, and after contact with animals and also after handling toxic materials. Children will be encouraged to do the same.
6. Toys and equipment will be disinfected regularly.
7. Parents will provide a labeled change of clothing.
8. The child care centre may be inspected annually by a Health Inspector at any time.
9. Electrical outlets will be protected by outlet guards when not in use.
10. Hot liquids, utensils and appliances will not be left unsupervised in the presence of children. The temperature of the hot water in the bathrooms and kitchen is controlled by regulators affixed to the pipes, so that it will not exceed safety guidelines.
11. Parents are responsible for providing suitable footwear for active indoor and outdoor play.
12. The kitchen will not be used as a playroom, and children will be permitted entrance only under supervision of a staff member and garbage will be disposed of daily.

Emergency and Evacuation Procedures

To ensure the safety of all children, fire drills are practiced on a monthly basis, and several routes will be practiced with the children. If an actual emergency necessitates the evacuation and closure of our centre, the children will be taken to a pre-determined relocation site. The parents will be contacted immediately and asked to pick up their child at the relocation site as soon as possible.

Evacuation Procedures: (Specific to each centre and posted near the door of each room. (A copy is given to all parents)

IN CASE OF FIRE:

1. The person detecting the fire will sound the alarm.

IN CASE OF FIRE DRILL:

Alarm is sounded by the Executive Director, Program Supervisor or Fire Inspector. All staff is aware of the locations and operating procedures of fire extinguishers.

2. Registers for each room - picked up by the staff in charge who also leads group of children to the nearest exit and out of the building.

3. TO BE CARRIED OUT BY THE LAST STAFF WHO LEAVES THE CENTRE:

- * check washrooms, kitchen, all play areas and cubbies
- * close windows, doors, shut off appliances, lights untouched

4. DONE BY STAFF IN EACH ROOM:

- * role call taken at least 100 feet from the school

5. DONE BY EXECUTIVE DIRECTOR, PROGRAM SUPERVISOR OR PERSON IN CHARGE:

- * pick up emergency phone file from office, call parents in the event of a real emergency
- * call Fire Department in case of real fire

6. DO NOT RE-ENTER BUILDING WITHOUT PERMISSION OF THE EDMONTON FIRE DEPARTMENT.

7. IF A DRILL, THE EXECUTIVE DIRECTOR, PROGRAM MANGER OR PERSON IN CHARGE WILL INSTRUCT THE CHILDREN AND STAFF TO RETURN TO THE CENTRE.

(Monthly fire drills are held with the weather taken into consideration)

Relocation Procedures

In case of real fire or other emergency, children will be evacuated to:

1st Site

JASPER PLACE POOL

9200 - 163 ST

780 - 496 - 1411

2nd Site

EASCA MEADOWLARK/ EASCA AFTON

9150 - 160 ST

780 - 481 - 2968

16604 - 91 Ave

780 - 484-7622

First Aid

1. All child care staff will maintain an up-to-date Standard First Aid in Child Care.
2. First aid supplies will be kept in each room. In addition, a fully equipped first aid kit will be available.
3. A first aid kit will be taken on all field trips. This will include sun screen, medications and epi-pens as required.
4. First aid kits will contain treatment cards for common emergencies and any special conditions of the children (eg. diabetes, allergic reactions).

Accident Procedures

In the event that a child is involved in an accident while attending the centre, the following measures will be implemented.

1. First aid will be administered immediately.
2. If an ambulance is required for immediate medical attention, the child will be accompanied by a staff member. The child's parents will be notified immediately. Portable emergency information will accompany the child to the medical centre. All costs incurred for use of the ambulance will be the responsibility of the parent.
3. When an ambulance is not necessary but immediate medical attention is, the parent will be notified by phone and advised to seek the necessary medical attention or meet the child and staff at the hospital or Medi-centre. A taxi or staff vehicle will be used at the parent's expense.
4. In the event that the parents cannot be contacted or attend to the child's medical needs, a staff member will accompany the child to the Medi-centre or hospital and we will call your emergency contact person. Portable emergency information will accompany the child to the medical centre.
5. An accident/incident report will be completed and signed by the attending staff member, witness, parent and Executive Director or Program Manger. It will then be placed in the child's file.
6. All serious incidents will be reported to licensing within 48 hours.

Transportation Policy

1. The parent will notify EASCA in writing or by phone call if their child will not be in attendance on a particular day.
2. The staff member who receives this information will write the information in the staff communication book and will let the staff member in charge of that child's group know that they will be away.
3. When a child that is expected does not arrive to the center within 15 minutes of the bell ringing, EASCA staff will make every effort to check with the school and/or the child's family to locate the child.
4. Should a child be detained for a school activity they are to first inform a staff member that this will be occurring so the staff member can find out what time to expect them at the center. When the child is finished, they will walk to the center immediately and check in with a staff member.
5. All kindergarten children will be picked up from their class at 11:30am by an EASCA staff member throughout the school year.

6. Any parent requiring transportation for their child at the end of the school day (i.e. to the bus at 3:15pm) will need to make arrangements with the school as EASCA does not have the manpower to assist in this way.
7. Parents are required to accompany their children into EASCA every morning and sign them in and must come to the center to sign them out when they are leaving at the end of the day. The only exception to this rule is if the child is being sent directly to school in the morning after the bell has rang.
8. When the children are taken on field trips, we will either be walking if it is nearby or we will rent a third party school bus through a transportation company to transport the children to the destination. In the summer months, we have our staff drive a rented school bus to and from our field trips and summer camp. Should we ever be involved in an accident, all parents or emergency contacts of the children will be notified immediately.

Part Time Child Care

Part time child care space is limited. Part time care is granted on a month by month basis. This meaning that, if a part time space is needed for a full time child, the part time parent will be given the choice to become full time or give up the space. All pertinent centre policies and procedures apply to part time children. As stated in the Fee Schedule, part time children are not guaranteed childcare on school holidays, including PD Days, Spring Break, Teacher's Convention, and summer.

Please Note:

Should a part time child require care on a designated school holiday, it will be necessary for you to ensure that a space is available by having it confirmed in writing by the Executive Director or Program Supervisor.

This procedure will require that you pay in advance for the day/s required.

Waiting List

From time to time, the demands for child care outnumber the available child care spaces we are licensed for. Your name and that of your child's will be entered onto a waiting list. The centre will contact you when a space can be offered to you.

Once you have been given notice that there is an available space, you must give a non-refundable deposit of **\$100.00** in order to confirm your intent to use the space. Although the deposit is non-refundable, it will be deducted from your last month's fees once you have give 30 days notice of your intention to withdraw from the program.

Please note: Priority is always given to families requiring full time care.

Child Left After 6:00pm

If parents are late in picking up their children, the first time will be excused but any time after that, **there will be an extra charge of \$2.00 for every minute after six (6) PM.** This amount is to be paid in cash to the staff on duty when you arrive to pick up your child. You will also be required to sign our Late Pick-Up Book at that time. In case of an emergency when you or the other authorized persons are unable to pick up your child, please call the centre and explain your situation. If a child is still at the centre after closing, the staff will call the parents at all phone numbers listed on your file (both work and home). If there is still no answer, the emergency contact people will be called and requested to pick up your child. If there is no answer, the Manager or staff in charge will be called while continuing to call all contacts on the child's file until 8:00 PM. At this time, the Manager will call the Child Welfare Branch of Social Services at 780-453-7711 (24 hour Information and Intake and Investigation Unit) who will come and pick up the child. The parents will then have to pick up their child through the Social Services Department. Staff is not allowed to take the children home without parental consent and without the Manager being notified. A child cannot leave un-chaperoned in a taxi without written consent of their parents. Prolonged lateness in collecting your child may result in termination of the service. If you have not called and we cannot reach you or your emergency contact person, we are obligated to call the Crisis Unit or Child Protection.

Fee Schedule – Effective September 1st, 2012

Definitions:

Full Time Regular families attend EASCA full time (entitled to AM/Lunch/PM care year round. This includes all school holidays such as PD, Spring Break and Christmas break. The only additional fee is the Summer Surcharge.

Part Time Regular families attend EASCA regularly during any one component year round (eg: AM all year, Lunch all year, PM all year) School holiday care including Summer Care is NOT guaranteed without pre-arrangement with the Executive Director. During the summer, these families are charged Full Time Regular fees and Summer Surcharge, and families with two or more children receive the family discount listed below.

Occasional/Drop In families attend EASCA occasionally, on a drop in or as needed basis, subject to space availability and adequate staffing. Please note that occasional care is NOT guaranteed until pre-arranged on a daily basis with the Executive Director or Program Supervisor. Occasional families are charged the SUMMER ONLY rate during the summer and **DO NOT** receive the family discount.

Full Time Regular Fees:

Out of School Care **\$500/month**
Kinder Care **\$700/month**

Individual Days:

School Day (all ages) **\$43.00** Non School Day **\$58.00**

Part Time Regular Fees:

Monthly

Morning only -	\$286	Additional \$12.00 per day for full day child care (ie) spring break, Xmas break
Lunch only -	\$83	Additional \$24.00 per day for full day child care (ie) spring break, Xmas break
After School only -	\$357	Additional \$12.00 per day for full day child care (ie) spring break, Xmas break

Occasional/Drop in (note: these replace "Daily" fees previously)

Morning only -	\$28
Lunch -	\$15
After School only-	\$30

NOTES REGARDING PART TIME CARE:

- Priority is given to families requiring full time care
- No discounts are applied for part time, subsidized or occasional care.
- Families wishing to go from full time to part time care or part time to full time care must give 30 day written notice of the intent to change status.
- Part time fees charged will never exceed maximum full time fees for each component
- Part time care must be contracted which means that care outside the contract must be pre-arranged with the Executive Director or Program Supervisor (i.e.: summer care and PD Days, school holiday care is NOT guaranteed)
- Weekly care is charged at the daily rate and is not pro-rated based on the full time fee.

SUMMER CARE:

Summer Surcharge (SSC): \$100/per child/per month

(Fee charged to assist with the cost of enhanced summer program)

(OSC) \$500.00 + \$100.00 = \$600.00

(KC) \$700.00 + \$100.00 = \$800.00

Family discounts as listed apply to only Full Time Regular

Part-time/Occasional/Drop In families **DO NOT** receive the family discount.

Summer Daily Rate:

\$60.00/day

FAMILY RATE: (applies to full time regular families without subsidy **ONLY**)

No discounts are given for part time enrollments.

No discount is applied to the summer surcharge.

Families with two or more children will be given the following discount:

- highest full fee is charged first
- each additional full fee is discounted 20%

FAMILY HOLIDAYS:

No discounts are given for vacations, absences or family illness.

FEES:

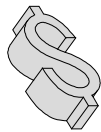
A fee payment policy has been established to ensure the continued operation of our centre. If you have any questions or concerns please feel free to talk to the Executive Director or Program Supervisor.

- * Child care fees are determined and re-assessed by the Board regularly. Fee increases, if required, will be implemented on September 1st. One months notice will be given regarding any change. Your monthly fee will be established upon enrollment whenever possible.
- * You are required to pay for the time your child is contracted to be at the centre, even if the child is sick or other circumstances arise. Please understand that it is next to impossible to fill your child's space when absent, therefore there will be no rebate or reduction of fees for casual absences due to illness, statutory holiday, etc.
- * For families who qualify for subsidy, your child must be in attendance at our centre for at least 100 hours/month for Kinder Care and 50 hours/month for Out-of-School Care in order to be considered Full Time. Families who are applying for subsidy and waiting to find out about their application must pay a minimum of \$40/month until notice is received. If notice is not received by the end of the month of the first month of enrollment, FULL fees will be charged and termination of services will be effective the end of that month until such time as notice of approval is received.
- * A voided cheque for automatic withdrawal is mandatory.

DEPOSITS:

Deposits will be required to hold a vacancy once you have been informed it is available to you and reserved for your child (ren). This deposit is non-refundable but will be deducted from your 1st month's fees.

PAYMENTS:



MONTHLY FEES ARE DUE ON THE FIRST OF EACH MONTH

PENALTIES:

Fees not paid by the 15th of the month (without prior arrangements) will be assessed a 15% penalty to be paid within 30 days or services will be terminated.

- **NSF Withdrawal or cheque - \$20 service charge**
- **Late pick-up** of children (after 6:00 PM), the charge will be **\$2.00 for every 1 minute past 6:00 pm**. This amount is to be paid in cash to the staff on duty and a late book must be signed indicating the reason, and \$ paid. If this is not paid to the staff it will be debited from your bank account the following month.

Drop Off and Pick Up

Dropping Off

Parents must bring their child into EASCA each day and sign them in. Parents that fail to follow this policy may have their services terminated immediately. EASCA assumes responsibility for children only from the time that a child is turned over to the staff by an adult. If, for example, you drop your child off in the parking lot and there is no staff member present when the child enters the building and you drive away, we are **NOT** responsible. This type of circumstance may arise when the group goes away on a field trip, when the staff member responsible for opening the centre is detained, or the centre is closed for any other reason.

Pick Up Arrangements

If you are unable to pick up your child by six (6) PM, please make arrangements to have someone else come by. We also ask that you call to let us know who is coming to pick up your child. We will not release your child to anyone without prior consent on a daily basis.

Release Policy

1. If anyone other than the parent/guardian listed on the registration forms is to pick up a child, a phone call, note or verbal message must come from the parent. Staff **WILL NOT** release children unless parental permission has been given on a daily basis. If this person is unknown to the staff, they may be asked to produce picture identification.
2. If a parent is unavoidably delayed, it is necessary for you to call the centre to indicate what other arrangements have been made.
3. If a school-aged child is picking up your child, a written note from the parent must be received by the Manager before releasing the child. This permission slip will be kept on file.
4. If a parent or their authorized person is in a state of inebriation, the staff is instructed to advise that person to call a cab or to relax in the office with a coffee. If the staff feels that person is in no condition to drive, but they refuse the above suggestions and leaves with the child, the police will be contacted.
5. A child will not be released to a cab driver unless we have received permission from the parent or guardian. In such cases, please inform the cab company that the driver **MUST COME INTO THE CENTRE AND ASK FOR THE CHILD BY NAME** or the child will not be released.

Contact Procedures

If your child does not appear at the centre as expected, we will contact the school and parents. **"PARENTS ARE RESPONSIBLE"** for notifying us if the child is sick or will be absent from the centre. In the case of an emergency or illness, parents will be contacted as soon as possible.

Attendance

We take attendance 3 times a day, AM, LUNCH, and PM. We are also in constant contact with each school if the child/ren does not appear here. (i.e.: if they are kept in by a teacher to help or to do homework or if they have a detention).

Termination

We ask that you give at least one month's (30 days) notice if you are removing your child from our program. If sufficient notice has not been received, your full regular fee will be debited for the month.

Outdoor Play

1. Children will be encouraged to partake in physical play outside in all kinds of weather, as long as safety is not compromised by doing so.
2. Temperature guidelines: Winter outside play is permitted to 20 degrees below including the wind chill. Summer outside play is permitted with proper protection (sunscreen & shade breaks) and hydration.
3. Children must understand and respect the physical boundaries of our play area.
4. Children must be within sight of a staff at all times.
5. No gun play with sticks, shovels, or other improvised media is allowed. Staff must redirect violent play into constructive and peaceful interacting.
6. Children must respect the property and building.
7. Disciplinary problems, especially repetitive ones, are responded to according to our Child Guidance Policy.
8. Parents will ensure that their children bring appropriate outdoor clothing and footwear for the weather at all times.
9. Staff ensures that children wear weather appropriate clothing and footwear for outside play. If a child doesn't have proper outdoor wear they will be required to stay inside.
10. Children can play outdoors until 5pm when it begins to get darker outside. Children must be in the lit area of the playground for proper supervision.
11. If children are playing in the field, a staff member will be easily accessible.
12. The children require coats until it is +15 outside at which point a sweater or light coat should be supplied.
13. Children are to be within ear shot of a staff at all times and may not leave the playground area or fenced area at any time without a staff member present.

Supervision Policy

Caregivers will be aware of the physical environment and:

- Conduct regular safety checks of the program and equipment to remove hazards
- Position equipment and arrange the environment to allow for clear and easy supervision of all play areas in the room
- Ensure that emergency information and pick-up lists in the attendance books are current and that alternative pick-up arrangements are recorded in the communication book for all staff to refer to
- Notice when children and families arrive and depart to ensure that they are able to accurately record children's attendance and numbers in the room at all times
- Ensure that emergency medications, first aid kits and emergency contact numbers are kept on hand at all times

Caregivers will observe children's play and behavior by:

- Directly and closely monitoring children when carrying our activities that may involve some risk, such as play near water, near doorways, or during transitions times when children may gather in larger groups
- Observing play and anticipating what may happen next in order to provide them with the opportunity to assist children and intervene in the event of potential danger
- Listen closely to children, even those who are not in the direct line of sight (such as those in outdoor play spaces)
- Position themselves to allow for the supervision of the entire group of children

- Monitor children's health to identify early signs of fever, illness or unusual behavior
- Watching and participating in children's play to ensure that children are playing in a safe manner

Administrators will promote safety by:

- Review supervisor policies with staff regularly, particularly when there are programming changes (for instance, during summer, when the children are outside more, or in the fall, when new children may enroll in the program)
- Ensuring that attendances sheets are used to record actual arrive and departure times
- Ensuring that the room number/ratio counts are done during all transitions
- Ensure that simple safety rules for children are posted and followed in the center (example," when we are indoors, we walk")
- Maintain staff to child ratio at all times
- Complete regular evaluations of the staff and provide feedback and training where needed
- When a child that is expected does not arrive to the center within 15 minutes of the bell ringing, EASCA staff will look throughout the school to find the child, speak to the office to see if the child was in class, ask the children in their class if they were in class, call the parent of the child to see if they were picked up and if the child cannot be located will then follow the procedures laid out in our missing child policy.

Electronics and Media

1. Computer and Wii access is limited to forty minutes per week per child divided into two days. Children will sign-up for their access time and only age appropriate games will be played.
2. Leaders in Training may have computer time to create programming or club sign-up sheets and research for club information or homework. They must ask staff for permission and a staff must monitor their time.
3. Safety software must be installed on all computers with internet access to ensure the children cannot access websites that we have not approved.
4. Movies will be limited to special occasions only and occur no more than once per month. Only family/children rated (G or PG) titles will be shown. All new families are asked to sign a general consent form that advises us if their child care watch such movies or if the parent requires notice of the movie prior to watching it.
5. Electronic games from home will not be allowed at EASCA unless the staff has agreed to have a special day where they can bring them. They will remain in the office while not in use. EASCA will not be held responsible for the loss of handheld systems or games.
6. Children may not use cell phones while at EASCA, however may use the center phone should they need to contact their parents. If they bring a cell phone to EASCA it must stay in their backpack. If it is brought out, it will be put in the office until the parent comes to pick them up.
7. Children may bring in their own music if it is age appropriate and does not contain suggestive lyrics or profanity. All music must be in a format that can be listened to by a group of children (CD, flash drive for the computer, etc). Children may also suggest songs to staff that they would like to have in the center and the staff will make CD's.

Parent Involvement

The staff at Edmonton After School Care considers our centre to be an extension of the family and we encourage parents involvement within the centre. When staff and parents work together as a team we feel the experiences available to your child are enhanced and multiplied. Some examples of ways you can become involved include:

- Parent workshops with feedback from parents on topic choices when available
- Parents "Open Door Policy" to drop in the centre at any time to join in the fun, lunch, snack, field trips, arts and crafts, parties

- Open lines of communication - feel free to share significant events that happen at home so we have a clearer understanding of what is happening with your child's entire surroundings
- Newsletter where parents can contribute stories, poems, recipes, or any other ideas that would be helpful to staff or to other parents
- Parents as resources - please let us know if you or other family members have special talents, interests, or hobbies that could be shared with our children to enhance our program
- Potlucks, family fun nights and other parent functions
- Board of Directors - our centres are operated by a volunteer board including parents and interested members in the community. Each year an Annual General Meeting is held to update families on the status of the centre operations as well as to encourage new parents to join the Board.

Volunteering

Upon enrolling at the centre you will be asked to choose between volunteering 12 hours per year or opting out and paying a fee of \$20.00 per month. We do this as it helps keep the fees lower as we would have to ask staff to do the tasks otherwise. We have many options available to complete your hours on a yearly basis. Some ideas include but are not limited to:

- Fundraising and casino events
- Cleaning bees
- Cleaning in the afternoons (helping to sweep, mop, wipe tables, do dishes, etc)
- Toy cleaning and organizing
- Laundry
- Recycling
- Field trip assistance
- Eco station and dump trips
- Displays
- Cooking or doing an activity with the kids

Parents will be made aware of volunteer opportunities as they become available.

Please note that failure to complete your 12 volunteer hours will result in a fee of \$20.00 per hour for each unfinished hour. This fee will be charged in October of each year for any unfinished hours. If your family removes your child prior to the end of the year your hours will be prorated to 1 hour per month. If any of these hours are not completed your account will be debited with your last month's fees unless alternate arrangements are made to complete these hours.

Annual Events

EASCA strives to provide engaging events for our families and children throughout the year. At this time we offer the following large scale events on an annual basis:

Sleep Over – Held in mid June, both centres join together for a sleep over that is held at both or either centre depending on enrollment levels. The children will walk over to the other centre as needed for this event. The hours for this evening are from 6pm – 8am the next morning. A typical sleep over includes dinner, games in the gym, outdoor play, a walk for a slurpee and a movie. This is free of charge.

Shopping Evening – Held a couple weeks prior to Christmas, this event allows parents a couple of extra hours to get some last minute shopping done. The centre stays open until 8pm for this event. This is free of charge. The children will walk over to the other centre as needed for this event.

Family Fun Night – Held in April each year, this is an evening for staff and families to have some fun together. Several themed activities are available for families to join and dinner is provided. This is free of charge.

Summer Camp – Every year we take both centres out of town for a 3 day camp out. We rent a summer camp facility that is complete with cabins, showers, bathrooms, recreation halls, swimming, grass fields and other activities as available. This event is an added bonus to our summer program and is included in your summer fees. If your child does not attend for the summer, they

are still welcome to join in for the camp if the parent pays a drop in rate for the week. Please note that the centre is closed for these three days.

Summer's End Family BBQ – Held in August, our family BBQ usually hosts over 100 guests and features a DVD slideshow of our summer's experiences. At this event we recognize the staff, Board and volunteers for all of their hard work throughout the year. There is a small fee for this event.

Please note that for some events, it may be required to walk one of our centres children and staff over to the sister centre. Should this be required, parents will be given ample notice.

Parents are encouraged to volunteer during any of these events and are welcome to join us at camp as well. NOTE: A criminal record check must be done if participating in a sleep over event.

Leaders in Training Program (LIT)

All children in Grades 4-6 are offered the opportunity to join our Leaders in Training program each year. This program aids in teaching children good leadership traits, fundraising skills, money management, responsibility, helping others and more. In order for children to participate they must undergo an interview which asks them basic questions around why they want to join the program, why they think they would be a good candidate, etc. It is much like an easier version of a job interview, thus giving them experience in an interview process, another valuable life skill. This program runs at both centres.

If children in this program are not showing good leadership skills and are not being responsible, skipping events, meetings or bullying other children they may be suspended or removed from the program.

Licensing and Accreditation

Both of our locations are licensed child care centres that follow the child care regulations set forward by the Government of Alberta. Our programs also participate in a voluntary process called accreditation. By taking part in this program our centre is exceeding the regulations and providing services and care up and above what is expected. The accreditation process allows us to develop program specific goals to be achieved within a 3 year period. Each year we evaluate our progress, make updates as needed and submit an annual report to their office on our progress. By being an accredited centre, we are providing a higher quality program to your family.

I _____ the parent/guardian of _____ have read the June 2012 Parent Handbook and Policies of Edmonton After School Care and I agree to abide by EASCA's policies and procedures.

By signature, I accept the conditions of the admission agreements and hereby release EASCA and/or its employees from liability of accidents or illness occurring while my child(ren) is/are in care at EASCA.

I hereby grant permission for my child to use all of the play equipment and participate in all of the activities of the Child Care Centre.

I hereby grant permission for staff with their first aid certification to administer first aid treatment to my child.

I hereby grant permission for my child to leave the Child Care Centre under the supervision of a staff member for neighborhood walks, including walks to either Afton or Meadowlark school. I understand I may sometimes be required to pick up my child from another location nearby.

I understand that EASCA is closed on all statutory holidays including some holidays outside of this such as Boxing Day & Easter Monday. I acknowledge that EASCA is also closed for three days in August while the children are given the opportunity to attend a summer camp. Should my child(ren) not attend, I must make alternate arrangements.

I will inform EASCA staff when my child will be absent from the program or an alternate adult will be picking up my child(ren).

In the event of an emergency in which the centre must relocate, the children will be escorted to Jasper Place Pool or the sister centre of the evacuated site.

I agree to keep communications open between myself and the center's staff.

I understand that failure to abide by the policies and procedures as outlined in this handbook may result in termination of my child from the program.

I understand that should I wish to withdraw my child from the program that I am required to give one month's notice. I give EASCA permission to debit the regular fee from my account should I not provide this notice.

I understand that EASCA may terminate services immediately should any members of my family harass, bully or otherwise abuse another child or adult that uses our services.

I agree to pay late fees to the child care staff on duty should I pick up my child after 6:00pm at any time. This will be paid at \$1.00 per minute.

I understand that EASCA runs a parent volunteer program in which parents are required to volunteer for 1 hour per month of care or opt out and pay \$20.00 per month in lieu of volunteering. I am aware that I will be charged \$20.00 per hour not completed the month immediately following my child's last month of care or in September of each year if my child will be continuing at EASCA.

I agree to always inform the staff or management when a concern about another child arises and never to directly speak to any child aside from my own in such situations.

I am aware the child care fees may increase on a yearly basis as needed. If needed, such change will occur in September and families will be given at least one month of notice.

I agree to always bring my child into the centre to sign them in and to come in and pick them up when leaving. I have been advised that I may lose child care for my family if I do not follow this policy.

I will NEVER put medication in my child's backpack and will always give it to a staff after completing a medication authorization slip.

Parent Signature

Date