

MID-SUN COMMUNITY CHILD CARE PARENT HANDBOOK 2026-2027

Mid-Sun Out of School Care

50 Midpark Rise S.E. Calgary, Alberta T2X 1L7

Tel: (403) 256-4422

Email: childcare@midsun.org

Servicing children who attend St. Teresa of Calcutta in grade 1-6

Kindergarten Program

50 Midpark Rise S.E. Calgary, Alberta T2X 1L7

Tel: (403) 256-4422

Email: midsun.kindergarten.oosc@gmail.com

Servicing children who attend St. Teresa of Calcutta and Midnapore

Midnapore Elementary Out of School Care

55 Midpark Rise S.E. Calgary, Alberta T2X 1L7

Tel: (403) 254-0288

Email: midnaporeoosc@midsun.org

Servicing children who attend Midnapore in grade 1-6

Website: midsun.org

TABLE OF CONTENTS

1. Introduction and Program Philosophy.....	Pg. 3
2. Hours of Operation/ Closure Date/ Potential Closures.....	Pg. 3
3. Registration.....	Pg. 4
4. Program Fees.....	Pg. 4
5. Fee Agreement and Subsidy.....	Pg. 5
6. Payments and Tax Receipts.....	Pg. 5
7. Absences from School.....	Pg. 5
8. School Bus Policy	Pg. 5
9. What to Send With My Child.....	Pg. 5
10. Family Orientation.....	Pg. 6
11. Termination of Child Care Policy	Pg. 6
12. Daily Schedules	Pg. 6
13. Programming Policy.....	Pg. 8
14. Inclusion and Diversity Policy	Pg. 9
15. Communication, Confidentiality and Complaint Policy.....	Pg. 9
16. Separation and Custody.....	Pg. 11
17. Program Evaluation Policy	Pg. 12
18. Volunteer Policy.....	Pg. 12
19. Child Guidance and Bulling Awareness Policy.....	Pg. 12
20. Bullying and Harassment Policy	Pg. 14
21. Off-site Excursions Policy.....	Pg. 15
22. Health and Safety Policy.....	Pg. 16
23. Supervision Policy.....	Pg. 19
24. Technology and Social Media Policy.....	Pg. 23
25. Emergency Procedures Policy	Pg. 23

For any questions, comments or concerns regarding our policies and procedures, please contact the Mid-Sun Community Child Care. Full Policies available upon request.

Terminology:

OOSC- Out of School Care
NSD- Non-school Day
CCSD-Calgary Catholic School District
CBE- Calgary Board of Education
MSCA- Mid-Sun Community Association
ELCC- Early Learning and Child Care

Red- Mid-Sun Out of School Care
Green- Kindergarten Program
Purple- Midnapore Elementary Out of School Care

INTRODUCTION and PROGRAM PHILOSOPHY

Welcome to Mid-Sun Community Child Care. We are a licensed, not-for-profit, community, recreation-based Out Of School Care program, offering care for school-aged children from Kindergarten to Grade 6. Our programs serve students attending both St. Teresa of Calcutta and Midnapore School. The Out of School Care Programs are a part of the broader range of programs offered by the Mid-Sun Community Association. Please note that the Mid-Sun OOSC program is available for children in Kindergarten through Grade 6, while the Midnapore OOSC program is exclusively for children in Grades 1 through 6.

The Mid-Sun Community Child Care is based on the philosophy that **all** children will have a well-supervised, safe and secure environment, which encourages the development of self-esteem, self-sufficiency, self-discipline and cooperation. Our environments are set up with a variety of interest centers that allow children to initiate, decide and follow through on their choice of activity while following an emergent curriculum. The Educators of the Mid-Sun Community Child Care Programs engage with families to provide a positive, appealing, inclusive and diverse environment for the children while being accountable to all participants.

HOURS OF OPERATION, CLOSURE DATES and POTENTIAL CLOSURES

The Mid-Sun Community Child Care Programs **operate the first day of school and will end the last day of school only**. During summer holidays, the Mid-Sun Community Association operates an un-licensed Summer Day Camp Program. All programs will be closed on statutory holidays and Winter Break. Hours are according to the 2025-2026 school year and are subject to change.

Mid-Sun OOSC	Monday to Friday > 7:00am-8:40am and school dismissal-6:00pm on school days. NSD's > 7:00am-6:00pm. Follow the CCSD calendar for NSD's and closures.
Kindergarten Program	Monday to Friday > 7:00am to 6:00pm. Follow the CCSD calendar for NSD's and closures.
Midnapore Elementary OOSC	Mon to Thurs > 2:30pm-6:00pm; Early dismissal Thurs/Fri > 12:00pm-6:00pm; NSD's > 7:00am-6:00pm. *Morning Care drop off on NSD's is between 7:00-8:00am at Mid-Sun and after 8:00am at the school. Follow the CBE calendar for NSD's and closures. Please Note: The Mid-Sun Community Child Care Midnapore Elementary location is on a year to year lease with the CBE and as such must adhere to CBE Leasing guidelines.

CCSD Mid-Sun OOSC/ Kindergarten Located at Mid-Sun Community Center	CBE Midnapore OOSC Located at Midnapore School
<p>The Program will be CLOSED the following: Follows the CCSD school system</p> <ul style="list-style-type: none"> ● Mon Sept 7, 2026- Labour Day ● Mon Oct 12, 2026- Thanksgiving Day ● Wed Nov 11, 2026- Remembrance Day ● Dec 21, 2026 till Jan 4, 2027- Winter Break (last day of care Fri Dec 18; back Tues Jan 5) ● Mon Feb 15, 2027- Family Day ● Fri March 26, 2027- Good Friday ● Mon March 29, 2027- Easter Monday ● Mon May 24, 2027- Victoria Day ● Last Day of Care- Last day of school for St Teresa of Calcutta (Tues June 29, 2027) 	<p>The Program will be CLOSED the following: Follows the CBE school system</p> <ul style="list-style-type: none"> ● Mon Sept 7, 2026- Labour Day ● Wed Sept 30, 2026- National Day for Truth and Reconciliation ● Mon Oct 12, 2026- Thanksgiving Day ● Wed Nov 11, 2026- Remembrance Day ● Dec 21, 2026 till Jan 1, 2027- Winter Break (last day of care Fri Dec 18; back Mon Jan 4) ● Mon Feb 15, 2027- Family Day ● Fri March 26, 2027- Good Friday ● Mon March 29, 2027- Easter Monday ● Mon May 24, 2027- Victoria Day ● Last Day of Care- Last day of school for Midnapore Elementary (1/2 day Fri June 25, 2027) ● *additional closures TBA

Please note that if either St Teresa of Calcutta School, Midnapore Elementary School, or the Mid-Sun Community Centre are closed due to unforeseen circumstances such as a teacher strike, natural disaster, fire,

pandemic, or prolonged power outage, then the affected Program will be closed. Please also note that there will be no pro-rating of monthly fees for any unexpected closures.

REGISTRATION

Registration must be completed on an annual basis and is not guaranteed. Priority will be given to those families registered in the Mid-Sun Community Child Care at the time of registration. Registration forms must be completed annually.

Best practices for collection, use and disclosure of personal information:

Obtaining parental/guardian consent- Mid-Sun Community Child Care will:

- Confirm that all individuals presenting themselves as an authority to give consent are 18 years of age and older by physically and visually reviewing their government identification;
- Receive, in physical signed ink, a notarized consent letter from the parent and/or guardian authorizing a grandparent or extended family member to provide consent on behalf of a child;
- Provide such written and verbal reports as may be reasonably required to the government to evidence that the review of the above documentation has been completed with diligence and due care; and
- Maintain copies of all documentation evidencing the authority to give consent for each child, storing them at its principal base of business.

Verifying identity and relationship- Mid-Sun Community Child Care will:

- Physically and visually inspect the birth certificate of the child to establish parenthood, and
- Physically and visually inspect any court order or other documentation in tandem to the birth certificate of a child to establish parenthood or guardianship.

PROGRAM FEES

Monthly fees are per child; all fees include the processing fee. A credit card must be on file. No exceptions.

**Fees are subject to change at any time.

Mid-Sun Community Child Care OOSC Monthly Fees Per Child/ Component	
Per Child Registration Fee- Recurring/Non-refundable/ Non-transferable	\$75 annually
Before School Care - located at the Mid-Sun Community Center only. <i>\$60.00 surcharge for all non-school days during the school year.</i>	\$200
Before and After School Care- Fees do not include Easter Break- per day surcharge applies.	\$625
After School Care- Fees do not include Easter Break- per day surcharge applies. <i>\$60.00 surcharge for all non-school days during the school year.</i>	\$475
Component Drop In Fee	\$20
No-Show Fee	\$20
Late Pick Up Fee- To be paid in cash to the staff at pick up.	\$1/ min
Failed Credit Card Charges	\$25
Kindergarten Care OOSC Monthly Fees Per Child/ Component	
Located at the Mid-Sun Community Center only. Follows the CCSD system holidays and closures.	326.25 full-time/ mont
Late Pick Up Fee- To be paid in cash to the staff at pick up.	\$1/ min
Failed Credit Card Charges	\$25
Mid-Sun Community Child Care Midnapore Elementary OOSC Monthly Fees Per Child/ Component	
Per Child Registration Fee- Recurring/Non-refundable/ Non-transferable	\$75 annually
After School Care- Early dismissals included. March fees are pro-rated, fees do not include Spring Break- per day surcharge applies. March fees \$440	\$575/month
Before School Care- Fee for families registered in After Care only. March fees are pro-rated, fees do not include Spring Break- per day surcharge applies. March fees \$75	\$100/month
Non-School Day Surcharge- Before care included; applies to all registered families in After School care or Before and After School Care	\$40/ NSD

Before School Care Drop In- Located at the Mid-Sun Community Center only	\$20
No-Show Fee	\$20
Late Pick Up Fee- To be paid in cash to the staff at pick up. Increases \$1/ min each subsequent time	\$1/ min
Failed Credit Card Charges	\$25
FEE AGREEMENT and SUBSIDY	

Please be aware of the following policies regarding withdrawals, changes, and fees:

- We require a minimum of one month's written notice for any withdrawal or change in program components. All scheduled changes will take effect on the 1st of the following month. Fees will not be pro-rated if terminated mid-month.
- If you do not notify the Program before August 1st that your child will not return in September, you will be responsible for September fees.
- If you are a joint-parenting family, you must inform the Program of any fee splitting arrangements. Both parents/legal guardians must complete and sign a fee payment form.
- Please note that we do not pro-rate monthly fees for holidays, sick days, or other absences. Similarly, fees will not be pro-rated for program closures due to strikes, natural disasters, power outages, pandemics, or any other unforeseen circumstances.
- Families with overdue accounts will receive a 5-day notice to settle outstanding balances. Failure to do so will result in termination of childcare services, and securing alternate care will be the family's responsibility.
- It is the responsibility of the parent to update payment information on their account. Please click [ActiveNet](#) to log into your account to access receipts and update your personal information (including credit card information).
- If you have any questions or concerns regarding your fees, please contact the Program Director or Manager as soon as possible.

SUBSIDY

If you feel that you may qualify for subsidy, you can access the link from the Mid-Sun web site or go to child.alberta.ca for more information.

- Families must provide Subsidy Approval Notice to the Program or the full month's payment may be applied.
- Please note; families are responsible to ensure program fees remain update regardless of subsidy payments

PAYMENTS and TAX RECEIPTS

You must supply a Credit Card number that can be processed automatically each month. There will be no exceptions. This is required at time of registration. There is a \$25 NSF for failed credit card charges. Receipts for tax purposes can be accessed via ActiveNet.

ABSENCES FROM SCHOOL

Please note the following policies regarding attendance:

- If a child is absent from school for any reason, they are not permitted to attend OOSC that day. The parent/ legal guardian is responsible for informing the program if their child will not be attending.
- If a child is suspended from school, they may not attend OOSC during the suspension period. Parents/ legal guardians are responsible for picking up their child from the school, even if the suspension occurs at the end of the school day. Additionally, the parent/ guardian must notify the program that their child will not be attending.

SCHOOL BUS POLICY

It is the parent/legal guardian's responsibility to inform the OOSC Program, the school, and the child about any changes to before and after school transportation arrangements. Additionally, the parent/ legal guardian is responsible if a child takes the bus home without explicit permission. Please also note that The Mid-Sun Community Child Care is not responsible for any illness, injury, incident, or accident that may occur until the child is signed into the OOSC Program.

WHAT TO SEND WITH MY CHILD

- Non-marking indoor shoes (required within the school as well but can use school shoes at Midnapore).

- Lunch- for Kindergarten; on non-school days and early dismissals for grades 1 to 6.
- Afternoon snacks daily; morning snacks and lunches on non-school days.
- Please send any utensils required.

FAMILY ORIENTATION

The Mid-Sun Community Child Care offers orientations to new families and children in order to establish positive relationships between the child's family and the Program. Each child will be accepted on a probationary basis for a one month period at which time the suitability of the Program for your child will be reviewed. The Mid-Sun Community Child Care require all new families to be made aware of:

- Families are required fill out a registration package in full and read the Parent Handbook annually.
- Pay a \$75 non-refundable deposit at time of registration annually.
- Have a credit card on file and will be responsible for ensuring it is kept up to date. (i.e. updating a credit card expiration date on your ActiveNet account)
- If child is on medication, the parent/legal guardians must complete a medication form/plan.
- Families and children attending any Mid-Sun Community Child Care Program may attend an orientation and view where the program is located; meet the Educators before starting at the program; and to discuss the child's needs, abilities, culture and how we will incorporate it all into the program, during program hours.
- Families must inform the Program of any changes to personnel information.
- Parent/legal guardians are responsible for notifying the OOSC if their child is not attending the program for any reason.
- Families will be informed if anything is required to be supplied for their child.
- The Program will follow up with new families verbally after the 1 month probationary period.
- The rules/behaviour expectations will be explained to the new child by either Educators or other children.
- Educators will go over the daily routine and explain the key tag board with the new child and family.
- The Program may help in guiding families if additional supports are required. Community links are located at midsun.org.
- Parent/legal guardians are encouraged to participate in program planning and cultural events.
- The MSCA is governed by a volunteer Board of Directors and there are volunteer opportunities for those living within the communities or Midnapore and Sundance.
- If additional information is required, the program Director/Manager/or Supervisor will be able to answer questions either in person, over the phone or by email.

TERMINATION OF CHILD CARE POLICY

Mid-Sun Community Child Care acknowledges that our programs may not suit every child's unique needs. To ensure the safety and well-being of all children, program staff, the Community Association, and the child in question, we reserve the right to terminate child care services under certain circumstances, including but not limited to:

- Physical or mental stress resulting from a child's social and behavioral challenges.
- Verbal or physical abuse, threats of violence, intimidation, bullying, unkind remarks, or other disruptive behaviors exhibited by a child or adult.
- Actions, whether intentional or unintentional, that belittle, threaten, offend, embarrass, humiliate, or diminish another's self-esteem, including sexual harassment and discrimination.
- Severe physical disabilities, developmental delays, or behavioral problems that cannot be adequately supported within our program.
- Non-compliance with general policies and payment provisions.

Any decision regarding termination will be made in consultation with parents/ legal guardians, considering each situation individually. Mid-Sun Community Child Care has zero tolerance for abuse of any kind and will address such situations promptly. Please note that there will be no pro-rating of fees upon termination, and the responsibility for finding and covering the costs of alternative care rests with the parents or legal guardians.

DAILY SCHEDULES

Mid-Sun OOSC Community Centre (times according to 25/26 School Year and are subject to change)

7:00 Children start to arrive at the Center. Children have free choice of activities and interest centers

- 7:40 Midnapore children tidy up and get ready for school. (Before School Care located at Mid-Sun only)
- 7:50 Midnapore children are taken to school.
- 8:30 St Teresa children tidy up and get ready for school.
- 8:40 St Teresa children are taken to school
- School Days: After School Program
- 3:12 Educators arrive at St Teresa to pick up Gr 1 to 6
- 3:15 Children are dismissed and meet staff at designated pick up area. Children with permission to leave unaccompanied leave in pairs to walk to the community center. Educators and remaining children may stay at the playground.
Children arrive and have choice of scheduled activities, parent provided snack, interest centers or clubs
- 5:50 Tidy room
- 6:00 Centers Close

Non-School Days (NSD): Mid-Sun OOSC Community Centre- Our non-school days consist of “special” planned events. These events include special quests, off-site excursions in the community. During periods of the day when we are not involved in the special events planned, children have a choice of planned crafts, recreation or various interest centers at the program.

- Non-School Daily Schedule:
- 7:00 Centre opens, children have free choice of activities and interest centers
- 9:30 Snack, depending on time we leave for off-site excursion, parent provided. Usually we would be leaving on a field trip between 9:00am and 10:00am, returning no later than 4:00pm; if staying at the center, children may participate in scheduled activities or have free choice of activities and interest centers
- 12:00 Lunch, provided by parents unless otherwise stated (i.e. pizza lunch)
- 4:00 Please refer to daily schedule

Daily Program Schedule for Kindergarten OOSC (times according to 25/26 School Year and are subject to change)

- 7:40 Midnapore morning kindergarten children tidy up and get ready for school.
- 7:45 Midnapore kindergarten children taken to school, school starts at 7:55am Monday - Friday
- 8:25 St Teresa morning kindergarten children tidy up and get ready for school.
- 8:35 St Teresa kindergarten children taken to school, school starts at 8:55am
- 9:00** Programming/interest centers
- 11:40 Educators Pick up St Teresa morning kindergarten children
Staggered Lunch.
- 12:25 St Teresa afternoon kindergarten tidy up and get ready for school.
- 12:30 St Teresa kindergarten taken to school, school starts at 12:48pm
- 1:00** Programming/interest centers
- 2:30 Educators pick up Midnapore afternoon kindergarten children Monday – Thursday* if ½ day kindergarten
- 3:28 Educators Pick up St Teresa afternoon kindergarten children

For AM/ PM Alternating Fridays for Midnapore Kindergarten

- 7:45 Midnapore morning kindergarten children tidy up and get ready for school.
- 7:50 Midnapore kindergarten children taken to school, school starts at 8am
- 12:00 Educators pick up Midnapore morning kindergarten children

Daily Program Schedule: Midnapore Elementary OOSC (times according to 25/26 School Year and are subject to change)

- 2:30 Children begin arriving on their own, have choice of scheduled activities, parent provided snack, interest centers or clubs
- 5:15 Children help clean, begin putting tables away as children leave, stage children come down; children have choice of activities centers or gym time
- 5:50 Tidy up
- 6:00 Centers Close

*On Fridays, the children arrive at 12:00pm, wash for lunch then follow the after school scheduled activities. When possible, we have planned special events or bring in community guests.

Non-School Days (NSD): Midnapore Elementary OOSC- Our non-school days consist of “special” planned events. These events include special quests and off site excursions in the community. During periods of the day when we are not involved in the special events planned, children have a choice of planned crafts, recreation or various interest centers at the program. Must reach minimum numbers to remain open; must reach minimum numbers to go on off-site excursions.

- **Non-School Daily Schedule:**

- 7:00-8:00AM Before care is located at the Mid-Sun Community Centre. Children will be transferred to the school at ~8:00AM. NEW as of January 2025.
- 8:00AM Program opens at the School. Families must text upon arrival. Children need to be dropped at the gym doors, children have free choice of activities and interest centers.
- ~9:15AM Snack, depending on time we leave for field trip, parent provided
**Normally we would be leaving on an off-site excursion between 9:30AM and 10:00AM, returning no later than 4:00PM; if staying at school, children may participate in scheduled activities or have free choice of activities and interest centers
- ~11:30PM Lunch provided by parents unless otherwise stated (i.e. pizza lunch)
- ~2:30PM Please refer to daily schedule

PROGRAMMING POLICY

The Mid-Sun Community Child Care develops programs which are based on the individual, stages of development and on specific needs of each child based on the emergent curriculum. Approaches to programming are child centered; developmentally appropriate with a view to developmental milestones and a holistic approach. Programming also takes into account the unique factors and context of the diversity of families, cultures and the local community. Program planning will consider the following matters as well as any other matter considered to be relevant; cultural, social, linguistic, spiritual heritage as well as physical, mental spiritual and emotional stages of development.

Program Planning- Planning is a shared partnership between Educators, children and families. Educators actively listen and engage with children as collaborator and co-creator of the program to construct meaning and understanding that are relevant to the interests to the children. Educators will use professional judgment to decide when to actively intervene across a range of situations, to utilize opportunities for learning in order to engage with children. Educators will also use children’s strengths and interests to challenge children to find deeper meanings and understanding about their world and community around them. Current and developmentally appropriate resources will be available for program planning which will help promote literacy in the children. Program routines will support the children’s learning experiences and will be flexible.

Interest Centers-The physical environment is designed with a variety of interest centers are set up for multiple activities to be engaged with at any given time. Activities are open-ended and children determine the amount of time spent on any activity.

- Interest centers may include; reading corner, art, sensory play, games, dramatic play, blocks, a wide variety of rotating toys, gym, outside, kitchen, clubs and a space for homework.
- Centers are open and available with adequate space for children to expand on play areas creatively and are available for large or small group play.

Transition Times- To keep transition time smooth and stress free, we will adhere to the following: Following daily routines that all the children are familiar with; giving children 5 minute warnings before transition times; informing children if there will be a change to the daily routine

Outdoor Environment-Outside activities are offered daily to support children to safely explore and appreciate the natural world. Outdoor play spaces are extensions of the indoor play spaces and provide many of the same opportunities including creative, structured, quiet and fantasy play. Educators will provide children with appropriate outdoor equipment for developmentally appropriate experiences.

Program Materials & Equipment- Programs provide sufficient equipment/supplies, rotating materials as required. Equipment is cleaned and inspected for damage on a weekly basis. Damaged or incomplete items are removed, replaced or repaired.

Movies-At the Program's discretion, movies will be shown to enhance the programming. Children still have access to other interest centers during this time as well as the gym, children just need to play quietly. Movies will be rated G or PG.

INCLUSION and DIVERSITY POLICY

The Mid-Sun Community Child Care is committed to valuing and celebrating inclusion and diversity by providing equal opportunities and anti-discriminatory practice for all children and families. Our interest centers and programming are designed to be interactive, inclusive and diverse for all children.

Inclusion and Diversity- We aim to:

- Provide a secure environment in which all children can flourish and in which all contributions are valued.
- Value the contributions of all families to our understanding of equality, inclusions and diversity.
- Make inclusion a thread that runs through all of the activities of the Program
- Provide supports for children and families dealing with special needs.
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities (i.e. interest centers, programming).
- Improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity through meeting and Professional Development.
- Recognize children's unique abilities, skills and backgrounds (i.e. year book, scrapbook, talent shows, etc.)

Methods:

- We work in partnership with parent/legal guardians to ensure that the needs of children are met and will access Community Supports when required.
- We will provide accessible play facilities ensuring the physical environment is adapted to each child's individual needs (i.e. put up braille signs for vision impaired child, etc.)
- We provide a setting which includes activities, foods, pictures, songs, materials and stories which are reflective of other countries and cultures.
- Educators will develop intimate and warm relationships with each child and family through informal chatting, open discussions and collecting relevant information about the family's unique context (i.e. registration form).
- The Programs celebrate a wide variety of cultural celebrations to support and teach the children about different cultures and families are encouraged to participate and share traditions.
- Off-site excursions and community presentations are planned to be culturally diverse and inclusive.
- The Programs will supplement interest centers with multiculturally diverse equipment and materials (i.e. books, ethnic foods in dramatic center, etc.)
- The Programs respect children's home languages by providing books in different languages.
- Educators will assist children in learning to be a socially responsible citizen, to themselves, toward others and towards the environment.

We aim to support our family's familial, indigenous or other cultural, social, linguistic and spiritual heritage through:

- Encouraging families to disclose any dietary/religious/physical restrictions, languages spoken at home, family traditions and cultural heritage information on the registration form.
- Inviting families to share and participate with the Programs celebrations.
- Inviting community guests into the Program or going on off-site excursions.
- Informal talks with children and family members to share cultural celebrations/experiences and family traditions are always encouraged.

COMMUNICATION, CONFIDENTIALITY and COMPLAINT POLICY

The Mid-Sun Community Child Care will ensure that all families, children, Educators and management receive all written and verbal information that is relevant to them in a timely manner. All communication will occur efficiently, in a professional, positive and respectful manner, ensuring that appropriate language is used at all times which maintains the confidentiality of all individuals unless legally obligated to report to authorities. It is recognized that relevant information is defined differently depending on the receiver of the information. In

deciding what information is relevant to be shared, the Mid-Sun Community Child Care will ensure that there is a reasonable belief that the information will be of assistance. The Mid-Sun Community Child Care strives to create an atmosphere of openness and receptivity to new ideas and opportunities for improvement. All communication is to be a model for the children in communicating in a positive and respectful manner between adults and children.

Open Door Policy- Parent/legal guardians may come in and view/and or participate with their children at any time during operating hours. Immediate family members (grandparents/siblings) are always welcome to come and volunteer as well.

Communication with Parent/Legal Guardians- Parent/legal guardians are informed through a wide range of communication channels, including: Family introduction and facility orientation tour when a child begins at the center; Monthly newsletters; Emails; Notes home; Greetings and farewells; Notice boards; Texts; Phone calls; Educational posters and photographic displays; and Informal chats with Educators.

- Families are made aware of the “Parent Board” located in a prominent location on site which includes: Programming and schedules; facility-based license; statutory director reports; any conditions imposed on the license; any variances; pertinent policies and any other information the Program deem important. Families will be notified of any changes.
- Upon request, the Mid-Sun Community Child Care is able to provide access to information regarding community resources.
- Families will be notified of all: accidents/incidents/illnesses; planned or unplanned events that have affected the child’s well-being (i.e. upset over fire drill, etc.); upcoming events (i.e. talent show, off-site excursions, etc.)

Communication Expected from Families- Parent/legal guardians are encouraged to share information with the Mid-Sun Community Child Care Programs either in person, emails, notes, registration form or by phone. If required, Educators will set up a meeting between appropriate parties. Families are required to share the following information:

- Complete a registration form providing information about their child.
- Inform the program about any subsequent changes to this information, e.g. change of address, information and health.
- Ensure the program has a current contact telephone number and to provide contact details for those who may be contacted or who can collect their child in the event of an emergency or health issues arise concerning their child.
- Inform the program about any matters that may affect the behaviour or welfare of their children at the center, i.e. if a child has not slept well or a parent is away from home. In some situations the program may be proactive in seeking this information.
- Inform Educators on a daily basis whether or not their children will be absent and, if ill, to advise the nature of the illness and whether the illness is contagious.
- Inform the program of any custody and access arrangement. Parent/legal guardians must provide copies of relevant documentation.
- Share any cultural celebrations with the program.

Communication Between Educators and Families- Educators will communicate with all parent/legal guardians, regularly in an open and positive manner regarding their children in a comfortable and supportive environment. Both parties will:

- Educators will not be judgmental towards parent/legal guardians and respect their need to use child care.
- Accept and support the parent/legal guardian’s individual practices in raising children and any related cultural differences.
- Make sure that parent/legal guardians are greeted and farewelled each day.
- Discuss the child’s behaviour, positive or negative only.
- Ensure that parent/legal guardians are aware of all forms of communication.
- Maintain confidentiality at all times.

Communication Between Educators and Children- Educators will treat children with respect at all times, showing respect towards their feelings and personal belongings by:

- Acknowledging the children and listening attentively when a child is speaking at all times.

- Showing interest to the children when communicating with them and letting children finish speaking without interruption.
- Responding to the children's needs in a timely, caring, and consistent manner.
- Creating meaningful relationships and emotional attachments with the children by engaging in active conversations, encouraging children to voice their needs and desires through verbal and non-verbal methods.
- Encouraging respect and positive interactions between children and help guide them towards this.
- Being available to the children at all times.
- Creating a safe place for children to express their emotions, thoughts and feelings in a socially acceptable manner to promote positive behaviours.
- Using appropriate voice tone and level when speaking to children.
- Not talking about the child in front of the child.
- Being supportive and encouraging communication with all children; developing an understanding of the child and their interests in small groups or one-on-one.
- Giving positive feedback to the children as often as possible.
- Encouraging children to try new things and to be open to new experiences.
- Ensuring that they are understood and communicate at the child's level.
- Helping children develop a sense of self by acknowledging children's unique backgrounds, skills and abilities.
- Respecting children's opinions and encourage children to participate in the planning of the program.
- Modelling through active listening and interactions to teach empathy and encouraging children to be empathic towards each other.
- Using developmentally appropriate practices to help guide children in a caring, respectful manner.

Communication Between Children- Children were asked how they should speak with each other:

- To be nice, respectful, honest, truthful, respectful and courteous to each other.
- To use a calm, quiet voice and to be careful with their words.
- To use gentle talk even when they don't agree. Agree to disagree.
- Be polite, don't interrupt.
- To refrain from swearing.

Confidentiality- The Educators at the Mid-Sun Community Child Care will adhere to the following provisions for the release of information regarding children, families or staff members.

- Except where disclosure is required by the regulations or is authorized by law or judicial action, the written and informed consent of the client or the client's guardian (where applicable) will be obtained when information is to be released to another agency, organization or individual.
- All Educators working with children confirming that he or she is aware of, and understands the requirement of confidentiality will sign a declaration. A copy of this declaration is to be kept on the employee's file.
- A "Sharing of Information" consent waiver is located on the Program Registration form.

Complaints- If you have a complaint with the Mid-Sun Community Child Care Program, please adhere to the following process: Complaints will be dealt with in a timely manner.

- If possible, please approach the person that is directly involved if you feel comfortable and safe in doing so without confrontation.
- If the situation is still not handled to your satisfaction, please contact the Program Director either in person, phone or by e-mail at 403-256-4422 or childcare@midsun.org.
- If the situation has still not been handled to your satisfaction, please contact the Child Care Licensing Officer.

Complaint Investigations may lead to: Increased monitoring. Program approval revised to a conditional status. Program approval withdrawn and a referral made to Early Childhood Services, Early Learning and Child Care Branch for a possible investigation under the requirements of the Early Learning and Child Care Act. Referral to Calgary Police Service for possible criminal investigation

SEPARATION and CUSTODY

If parents/legal guardians are separated and one wishes to prevent the other from having access to their child through our program, we advise seeking legal counsel. The Program cannot withhold a child from either parent

without a court order. If one parent has legal custody, Educators will only release the child to individuals authorized by that parent/legal guardian, and we require a copy of the custody agreement for our records. The safety of your child is our top priority. Children will only be released to those listed on the registration form, unless we receive written notification otherwise. We encourage all families to disclose custody arrangements on the registration form and to keep the program informed of any changes.

PROGRAM EVALUATION POLICY

The Mid-Sun Community Child Care regularly evaluate the Programs in the following ways:

- The children are assessed daily through Educator observations of child behaviour. Behaviour and development of the children is noted through anecdotal and running records as needed. Concerns will be addressed with the parent/legal guardian.
- The Programs conduct informal evaluations on a regular basis through conversations and by periodically asking families, children, Educators, and the community to complete surveys. Results are posted for all stakeholders. ELCC Inspection and Monitoring/Act/Regulation's and Handbook are used as a resources for evaluation and improvement of the program.

VOLUNTEER POLICY

The Mid-Sun Community Child Care encourages volunteers, either past participants, parent/legal guardians, or other family members. Unique perspectives and traditions are always encouraged and volunteering is just one way to incorporate all diverse cultures and to enhance the anti-discriminatory practice at the Mid-Sun Community Child Care.

CHILD GUIDANCE and BULLYING AWARENESS POLICY

Mid-Sun Community Child Care focuses on Educators working in harmony with the children, emphasizing self-respect and a growing sense of responsibility for one's actions. All children will be treated with courtesy, dignity, and respect. The methods of guidance used will be age appropriate, reasonable in circumstances, and the emphasis will be put on self-control. The Educators of the Mid-Sun Community Child Care take an active approach with supervision building relationships highlighting individual needs of each child. Educators will put emphasis on identifying and re-directing issues before they escalate. Educators will provide a positive attitude and our expectations are that children will learn to be prosocial in their nature by:

- Providing guidance in a caring and supportive manner in areas where children lack the self-control to handle situation(s) on their own.
- Children will be involved in creating the "rules" (behavioural expectations) annually as to their age and abilities through group discussions. Posters are created and posted.
- Developing the opportunity to learn to accept responsibility for one's own behavior.
- Ensuring that behaviour expectations and consequences for inappropriate behaviour are fair, realistic, logical, and enforceable.
- Remaining consistent in our behavioural expectations and approaches to behaviour management.
- Maintaining control and preserving children's privacy and self-esteem.
- Maintaining confidentiality when discussing a child's behaviour.
- Modelling appropriate interpersonal and child management skills.
- Assisting and helping children in recognizing and learning problem solving skills.
- Observing to help determine causes of behavioural issues.
- Modifying the environment and supervision to encourage positive behaviours if deemed necessary.

Conflict Resolution- We believe that teaching children strategies to dealing with conflict gives the children opportunities to learn problem solving skills, self-control, and to learn to deal with challenges which will lead to understanding and growth as individuals. It also helps guide the children to respect the rights and responsibility of themselves and to others. The Program Educators will:

- Be open, honest and available to all children involved and will listen with an open mind to the situation without judgment.
- Create an environment that is comforting, stimulates the children's interest, and will be involved with the children to help prevent conflict before it arises.
- Intervene immediately if the situation becomes aggressive.
- Re-direct children from problem areas.

When a conflict arises, these 5 steps will be implemented and taught to the children:

1. Stop and calm down- it is easier to resolve conflict when calm, if space is needed to get under control, remove yourself from the situation
2. Figure out the problem- Educators speak to each child individually or together depending on the situation, children are encouraged to express themselves and staff will listen without interrupting, children may be asked to write down what happened depending on the age.
3. Brainstorm problem solving ideas- have the children come up with some solutions to the conflict, write them down if age appropriate
4. Evaluate the ideas for problem solving- as a group, come up with the best solution and resolution for both parties
5. Take action- implement your action plan, Educators will monitor that children follow through and if it's not working, will begin the problem solving steps again to find resolution to the situation

Chronic Behaviour Management Guidelines- The following guidelines will be used by the Educators of the Mid-Sun Community Child Care in regards to behaviour deemed as persistent or chronic behaviour issues with a child in our care.

- The Primary Educator working with the child will discuss the behaviour and determine its nature and frequency. Written documentation will be kept via incident reports which require parent/legal guardian, Educator and Director/Manager/or Supervisor signatures.
- Once agreement is reached that a behavioural issue exists, parent/legal guardians will be notified and may be asked to talk with an Educator to determine why the behaviour occurs. The Educator will also work on improving the behaviour through modification techniques such as positive reinforcement or re-direction and through developing strategies with the family and/or school.
- Should these steps fail to produce improvement in the behaviour; the Program will work with the family to locate outside resources.

Behaviours which are considered a "serious threat" would include such things as striking other children or adults with the intent of hurting them; using derogatory language in a loud abusive and continual manner; remarks, gestures or actions of a sexual nature with other children and staff; and "taking off" from the Program or from the group while on off-site excursions. In cases where a child says they are leaving or tries to leave, a parent/legal guardian will be contacted and asked to come and pick up the child.

- In cases where a child's behaviour is considered to be a serious threat to other children the following steps will be taken:
 1. All incidences will be recorded and kept in the children's file.
 2. Parent/legal guardians will be required to sign an incident report.
 3. Possible 3-day suspension or expulsion if behavior continues. The parent/legal guardians may be asked to make alternative arrangements for child care if there are no improvements in behaviour.

At no time will Mid-Sun Community Child Care Educators inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation, denying or threatening to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement, isolation. **AT NO TIME IS USE OF PHYSICAL OR MENTAL ABUSE ACCEPTABLE AT THE MID-SUN OUT OF SCHOOL CARE PROGRAMS.**

Bullying Awareness- The Mid-Sun Community Child Care programs are committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying is the premeditated, intentional and persistent behavior by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group. Bullying can be: Emotional, Physical, Racist, Verbal, Sexual or Cyber (i.e. text messages). Bullying of any form is unacceptable at the Out of School Care Programs. The Mid-Sun Community Child Care recognizes that despite all efforts to prevent it, bullying behavior may occur on rare occasions and we will respond to all incidents thoroughly and with sensitivity.

Preventative Measure to Bullying- Educators will:

- Provide enhanced ratio's whenever possible to ensure effective supervision
- Educate the children about bullying in a fun and recreational manner through games and activities

- Be made aware of the differences between conflict and bullying

Strategies of Dealing with Bullying- Educators will:

- Intervene immediately if they witness any form of bullying
- Inform the Director/Manager/or Supervisor if they witness an incident of bullying at the Mid-Sun Community Child Care Programs.
- Encourage children to report any incidents of alleged bullying immediately and will be reassured that what they say will be taken seriously and handled sensitively and confidentially.
- If a child or staff tells someone they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- Always ask the alleged bully to explain their side and take into account their response when deciding whether bullying has occurred.
- If it is decided that bullying behaviour has occurred, the behaviour can be addressed by using the strategies in our Conflict Resolution. The alleged bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person involved.
- Inform the parent of the children involved in the alleged bullying at the earliest opportunity.

If Bullying Occurs, Steps to Resolving the Situation:

- Where bullying behaviour persists the alleged bully's parent/legal guardians will be notified that the child's behaviour must stop immediately.
- If bullying continues, the alleged bully's parent/legal guardians will receive a written warning that suspension will occur from the Mid-Sun Community Child Care Programs if the behaviour continues.
- As a final option if bullying still continues, the alleged bully will be suspended from attending the Mid-Sun Community Child Care Programs for a set period of time as decided by the Director.
- After the incident has been dealt with the Educators or Director will monitor the children involved to ensure further problems do not occur.
- If the child who has been bullied or the alleged bully or their parent/legal guardians have any issues concerning the way the incident had been dealt with they should contact the Licensing Officer. (contact details located in Handbook)

BULLYING AND HARASSMENT OF STAFF, BOARD AND FACILITY PARTICIPANTS POLICY

This Policy sets out the principles and practices of Mid-Sun Community Association in regards to bullying and harassment of Staff, Board Members and Facility Participants. We believe that everyone should feel safe and welcome within our center. **Definitions:**

1. Bullying is a conscious, willful, deliberate, repeated and hostile activity marked by an imbalance of power, intent to harm and/or threat of aggression.
Bullying can be verbal (name-calling, put-downs, and threats), homophobic bullying, transphobic bullying, social (exclusion, gossip, ganging up), physical (hitting, damaging property) or cyberbullying (using the computer to harass or threaten). Bullying can occur within a peer group or between groups. It can occur at home, at school, at work and in sports. (Definition provided by albertahumanrights.ab.ca)
2. Harassment is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates you. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.
Harassment occurs when someone:
 - Makes unwelcome remarks or jokes about your race, religion, sex, age, disability or any other of the 11 grounds of discrimination.
 - Threatens or intimidates you.
 - Makes unwelcome physical contact with you, such as touching, patting, pinching or punching, which can also be considered assault. (Definition provided by Canadian Human Rights Commission)

Procedures- Mid-Sun Management will post a sign within the facility upon approval of policy, stating:

- "Bullying and Harassment of Staff, Board Members and/or Participants of this facility, will not be tolerated. If you are caught doing so, you will be asked to leave. Additional occurrences will result in being banned from

the facility, and reported to the authorities. If you are being bullied or harassed, please report it to the Admin and follow up with a formal letter.”

- Those people who are on the giving end of the bullying or harassment, will be provided a letter on their first offense, noting a warning of continued action will result in their being banned, and being reported to the authorities. On the second and final action, they will be reported to the police, and banned from the facility. A second letter stating this fact will also be provided.
- A file will be kept in the MSCA office (as well as digital copies being held on the Server), in respects to the harasser, including copies of the letter(s) provided to them in respects to their conduct, as well as all reports from the those who are being bullied or harassed.

OFF-SITE EXCURSION POLICY

The Mid-Sun Community Child Care strongly believes in providing children with experiences outside of the licensed premises. The Programs attempt to incorporate as many off-site excursions as possible on non-school days or early dismissals to provide children with the opportunities to explore and learn in natural environments. Excursions will also provide experiences that promote physical, social, emotional, creative and intellectual development. The Programs will strive to utilize the community around us to promote community awareness while being inclusive and diverse in our activities.

Off-Site Excursions- are defined as any activity in which children are taken off of the licensed premises of the Mid-Sun or Midnapore Elementary OOCs. Children learn from experiences, therefore excursions are seen as a valuable part of the program. Careful planning is needed to ensure the success of an off-site excursion to maximize the learning potential whilst ensuring the safety of all those involved. Family involvement is always encouraged, please refer to the Volunteer policy for more information.

- All parent/legal guardians will be advised of the activity through the Off-site Excursion Release form which will be made available in a timely manner at Program locations. The Release form will include written permission for their child(ren) to participate in the off-site excursion. Release form will include: child’s name; date of activity; description of activity (where we will be going); duration of activity (what time we will be leaving and the time coming back); how the program can be reached when off-site; transportation mode; supervision arrangements; parent/legal guardian’s name, signature, and date of signed consent.
- The Mid-Sun Community Child Care programs will collaborate and participate in off-site excursions together when both school systems are off.
- There will be no option of ‘opting out’ of the excursion. **Child care will not be provided on-site during off-site excursions as all of the Program’s staff will be required for the activity to maintain proper ratios.**
- Must reach minimum numbers to participate in off-site excursion.

Community Excursions- The programs will “regularly” utilize the Community Outdoor Spaces that are within safe and easy walking distance as deemed appropriate by Licensing from the Mid-Sun Community Child Care throughout the school year.

- Families will be provided a consent form at the time of registration for regularly occurring off-site activities which will include: child’s name; description of locations (where we will be going); how the program can be reached when off-site; transportation mode; supervision arrangements; how families will be made aware of community excursions; parent/legal guardian’s name, signature, and date of signed consent.
 - Families will be notified by either email, text or monthly newsletter. Signage will be posted in a prominent location of current community excursion.
 - Educators will ensure all children parent/legal guardian have previously consented in writing to each child’s participation in the community excursion and consent has not been retracted.
1. Mid-Sun Community Center/ Midnapore School, (35m, ~ 2 minute walk). We will occasionally mix the two OOSC programs for special events during the school year.
 2. CBE Midnapore School Playground- 55 Midpark Rise, SE, ~2 minute walk. Daily when weather permits. Outdoor space consists of ~4 foot fence adjacent to cul-de-sac, school grounds and large green space which backs onto residential housing making up the other borders so as to enable Educators to view children at all times.
 3. CCSD St. Teresa of Calcutta School Playground- 121 Midlake Blvd SE, (500m, ~3 minute walk). Daily when weather permits. Outdoor space consists of ~6 foot fencing on the north perimeter along Mid-Lake

Blvd, school grounds and large green space which backs onto residential housing making up the other borders so as to enable Educators to view children at all times.

4. Midnapore Lake- 185 Midlake Blvd SE, (700m, ~10 minute walk). Monthly as weather permits. The lake offers a variety of activities during all seasons, such as skating, swimming, parks, opportunities for nature walks and talks, and ample space for games and activities. The Lake is ~30 acres in size and is surrounded by ~7 foot chain link fence as well as a manned entrance for extra security. Facility includes 2 washrooms. The following are some of the rules we will adhere to while at the lake:
 - Skating- children must wear a helmet, regardless of whether they are playing hockey or just skating on the upper rink. Children need to supply their own skates, helmets, hockey sticks and pucks.
 - Swimming- **There is no lifeguard on duty.** Staff will be at the water's edge at all times when children are in the water. Children are not permitted to go any deeper than their belly buttons.
5. Fish Creek Provincial Park, Glennfield Day Use Area- 14428 Bannister Rd SE, (1.9km, ~25 minute walk). Twice annually when weather permits. Fish Creek offers the opportunity to explore the natural environment by providing areas for nature walks and talks, and ample space for games and year round activities. Washrooms as open all year.

Safety/Supervision on Off-Site/Community Excursions

- Educators will go over safety rules with the children before leaving on an off-site excursions (i.e. bus rules, off-site rules, rules specific to the site, etc.) Boundaries will be set upon arrival.
- Educators will carry a First Aid kit and a list of participating children in their group.
- Supervisor will carry a cell phone and other Educators may carry a walkie-talkie while off-site.
- Whenever possible, children will be placed in smaller groups.
- The Program will not exceed ratios of 1:15. When able, we will enhance our ratios. The Mid-Sun Community Child Care will ensure that minimum staff to children ratio will be adhered to at all times.
- Children will be within eye sight of staff at all times.
- Before leaving the program site, head counts will be done and double checked against the key tag board and sign in sheets.
- Children will be counted before they get on the bus; as they get on the bus and will be counted again as they get off the bus. Frequent head counts will be done throughout the day while off-site.
- Washrooms- Educators will be within either eye sight of or within listening distance of children at all times. Female staff will remain right outside boy's washroom and vice versa if there are no family washrooms available.
- Child Care Director or Alternate will remain on-site during community excursions, ensuring contact with excursion groups.

Dressed Appropriately for the Weather- If your child is not dressed appropriately for the daily forecasted weather conditions, a call will be made to the parent/legal guardian and the child will be required to be picked up immediately unless proper attire is provided.

Incidents While on Off-Site Excursions- The safety of each individual child within the group is our main priority. At times we must follow the specific rules of the site we are visiting; these rules are discussed prior to the activity as well as the program rules for off-site excursions. If the safety of any or all the children is jeopardized by the behaviour of a child, the following actions will be taken:

1. An incident report will be written and the parent/legal guardian will be notified with a warning stating that re-occurring behaviours may result in suspension from further off-site excursion.
2. In the case of re-occurring behaviours, a second incident report will be completed and the parent/legal guardian will be informed that their child may not attend the next off-site excursion. **FINDING ALTERNATE CARE WILL BE THE PARENT/LEGAL GUARDIANS RESPONSIBILITY.**
3. Chronic suspension may result in permanent cessation of participation during any off-site excursions provided by the Mid-Sun Community Child Care Programs.

**If at any time during an off-site excursion a child becomes a serious threat to him/herself, the group or another individual, the parent/legal guardian will be contacted and informed to pick their child up from the site immediately

Potential Health Risk- When an Educator knows or has reason to believe a child is exhibiting signs or symptoms of illness; The Mid-Sun Community Child Care will ensure we contact the parent/legal guardian to arrange for the immediate removal of a child if he or she has any of the following symptoms:

- Vomiting; fever (a temperature greater than 37.2 degrees Celsius/ 99 degrees Fahrenheit); diarrhea; a new and unexplained rash or cough; requiring greater care and attention that can be provided without compromising the care of the other children; having displayed any other illness or symptom the staff member knows or has reason to believe may pose a health risk to persons on the program premises
- When one or more signs/symptoms of illness are present (see above), the parent/legal guardian will be notified, Educators will keep child as far away as is practicable from other children and supervise child until parent/legal guardian arrives.

In order to assess if a child is ill, Educators will undertake a daily health inspection of all children.

- Educators will observe general mood and changes in behavior; fever or elevated body temperature by using a thermometer; skin rashes, unusual spots; listen to child re: complaints of pain and not feeling well; signs, symptoms of illness (coughing, sneezing, breathing difficulties, diarrhea, vomiting, etc.)
- Educators will record and document children who are ill by completing the Illness Report Form; parent/legal guardian must sign that they have read and understood the illness protocols regarding their child (i.e. when child may return to care; providing a doctor's note, etc.)
- Once sent home from the program, the child will not be allowed to return until the Program receive a written notice from the child's physician indicating the child does not pose a health risk to persons on the program premises or until the Program is satisfied that the child no longer pose a health risk to persons on the program premises. Mid-Sun Community Child Care will report communicable diseases to Alberta Health Services.
- Parent/legal guardians are informed of the Mid-Sun Community Child Care's Potential Health Risk Policy by way of the Parent Handbook, orientations and posting on the parent information board.

Administration/Self Administration of Medicine- Medication will be administered to children only where the written consent of the child's parent/legal guardian has been recorded on the Medication Administration/ Self-Administration form; the medication must be in the original labeled container; have an expiration date; and the medication is administered according to the labeled directions.

- If dosage is different from what is on the label, a doctor's note is required to explain the change.
- Where medication is administered, the following information is recorded; name of medication, time of administration, amount administered and who administered the medication. Parents/legal guardians are then notified that the medication was administered and kept updated on child's condition by phone, text or email.
- All non-emergency medication is stored in a locked container that is inaccessible to children. Medication forms are stored with non-emergency medication.
- Emergency medication (i.e. epi pen, asthma inhaler) is stored in a place inaccessible to other children but easily retrieved if required. Parents/legal guardians and Program Director/Manager/or Supervisor will discuss and agree upon a medication plan (located on the Self/Medication Administration forms). This plan includes where the medication will be located and stored. Medication forms are stored with emergency medication.
- Educators will be made aware of procedures and of any children with medication/health issues during the orientation. Photos of children will be posted with pertinent information such as medication plans.
- Any medications for children may be carried by staff on off-site excursions depending on the situation.
- Program Director/Manager/or Supervisor will be responsible for reviewing and maintaining medications.

Health Care- Health care will be provided only if the written consent of the child's parent/legal guardian has been obtained or if the health care is in the nature of first aid or emergency first aid. Health care forms will be filled out as necessary. A written health plan will be required to be submitted by the parent/legal guardian for a child with an ongoing health condition as to how staff will attend to the child (i.e. feeding tube, diabetes, seizure condition, etc.)

Hand Washing- Educators will ensure children wash their hands prior to eating and after using the washroom. Accessible soap, water and paper towels are always available. Posters are displayed in program rooms and both washrooms depicting proper hand washing techniques. Educators will be observant and remind children of the need for proper hygiene etiquette. Educators will use consistent, clear, gentle and timely reminders.

Nutrition- Parent/legal guardians are responsible for providing an afternoon snack daily and a morning snack and a nutritious lunch on non-school/early dismissal days. We encourage families to send extra snacks and drinks for those days when your child is hungrier than usual. If lunch was not sent at all, a phone call to the family will be made and the parent will be responsible for providing one.

- There will be no trading or sharing of food items except with siblings.
- We are a NUT SENSITIVE environment. Please send nut free foods.
- Parent/legal guardians are responsible for noting on the registration forms of any dietary restrictions due to allergies or cultural beliefs.

Rest Periods- If children are tired or not feeling well, they are able to rest as required where they are most comfortable.

Sanitization of Toys and Equipment- Tables are sanitized with a bleach solution prior to and after all meals and activities. Toys and other equipment are cleaned and sanitized on an ongoing basis according to AHS protocols. Dress up clothes and prop box accessories are washed after each rotation.

Safety Inspection- A daily visual safety inspection of indoor and outdoor environments is conducted to ensure potential hazards are addressed. The School Board performs maintenance checks and repairs of outdoor play areas every 3 weeks.

Weather Safety

- **Dressed Appropriately for the Weather-** If your child is not dressed appropriately for the daily forecasted weather conditions, a call may be made to the parent/legal guardian and the child will be required to be picked up immediately unless proper attire is provided.
- **Extreme Temperatures-** We will not go outside for any planned activities if the temperature or the wind chill reaches -20 Celsius. Alternative activities will be implemented. It is the responsibility of the parent/legal guardian to ensure that the children are dressed appropriately for the weather every day.
- **Inclement Weather-** If schools are closed due to inclement weather; the Mid-Sun Community Child Care Programs will be closed as well.
- **Air Quality-** If an advisory of the air quality reaches 9 or higher, children will remain inside.
- **Tornado Warnings-** If a tornado warning is issued:
 - Mid-Sun Program/Kindergarten- children will be brought to the basement.
 - Midnapore Elementary Program- children on the stage will remain on the stage and children in the gym will stay in the gym away from the doors.
 - If on an off-site excursion, staff will follow advised protocols.
- **Thunder and Lightning Storms-** If outdoors, will seek shelter immediately until lightning has passed.
- **Sunscreen-** Parent/legal guardians are required to provide sunscreen, bug spray and hats for outdoor play. Educators are only permitted to apply spray sunscreen and bug spray so it is recommended that families apply before attending the program. Children are not permitted to share with other children.

Critical Illness/Accident/ Incident Reporting- Accidents will and do occur. In the event of a more serious incident/accident or illness such as, but not limited to; a fall from a surface (chair, bench, playground equipment); excessive bleeding; loss of consciousness, head injury; difficulty breathing; displays unusual behaviour in comparison to typical behaviour; parent/legal guardians will be notified immediately and appropriate care given by an Educator with approved first aid training.

Should the parent/legal guardian or emergency contact person not be available, Educators will take the steps necessary to stabilize the situation and the parent/legal guardian will be informed at the earliest opportunity.

If a child has an accident and is seriously injured or becomes seriously ill while attending the Program, the Mid-Sun Community Child Care Programs will:

- Administer immediate first aid.
 - Call 911.
 - Contact the parent or the child's emergency contact immediately after calling 911.
 - Report each incident to the Statutory Director forthwith in the manner required by the Statutory Director.
- Parents/legal guardians will sign a waiver annually on the registration form acknowledging the procedure that will be followed. Educators are informed during their orientation of protocols.

Specific to head injuries- Parent/legal guardian will be notified immediately of any and all head injuries.

In the event of the following, **all reportable incidents** under the ELCC and Regulations must be **emailed** regardless of the time of day to Jet.childcareconnect@gov.ab.ca. Once incident forms are received, they will be reviewed by licensing staff and a licensing officer may reach out to you for further information. License Holders **must continue to call** Child Care Connect (**1-844-644-5165**) for **Serious Incidents**, including: Allegations of abuse; Death of a Child; Incidents involving police; Missing child; Serious injury requiring emergency medical response (excluding seizures) or an overnight hospital stay; Unexpected Closures.

SUPERVISION POLICY

The Mid-Sun Community Child Care is based on the philosophy that all children will have a well-supervised, safe and secure environment, which encourages the development of self-esteem, self-sufficiency, self-discipline and cooperation. Our environment is set up with a variety of interest centers that allow children to initiate, decide and follow through on their choice of activity. It also enables the Educators to provide adequate and active supervision of the children to ensure the developmental needs of each child are being met. Taking an active approach to supervision will help in identifying and re-directing any problem behaviours before they escalate. Primary Educators, upon hiring, must read and sign off on the Supervision policy, a senior staff goes through the policy to ensure understanding and new Educators then observe the program and supervision techniques.

On-Site Supervision/Safety- On-site supervision and safety protocols will be met through a variety of ways. Our Educators will:

- Not exceed ratios of 1:15. When able, we will enhance our ratios.
- Be engaged with the children to enhance their play in a positive manner without any distractions, such as talking on cell phones, texting, reading, doing homework, or any other non-work related distractions.
- Use the key tag board to track which room or area the children are in and to ensure proper ratios at all times, Educators will turn over children's key tag as they leave.
- Be conscious of the group as a whole and position one-self to accommodate this. Environments may be rearranged to ensure proper supervision and the individual needs of all the children.
- Participate in activities with the children, leading by example, and providing age appropriate activities and materials.
- Limit conversation with other Educators while working with the children.
- Sign children in upon arrival on the child attendance form; check on a regular basis that the number of children present, key tags and children signed in at that moment all coincide and do frequent headcounts.
- Use walkie talkies to communicate with other Educators as to where the children are at all times and help maintain ratios and confirm numbers.
- Be aware of who is arriving at the program and will ensure all children are greeted and signed in accurately. Educators will ensure children are signed out at the end of the day.
- Complete a visual safety check on a daily basis to ensure the safe conditions of the equipment and facility.

Supervised care for sick children- Educators will ensure sick child is kept as far away as is practical from other children. If child is under 6 or has special needs that requires direct care, child will be directly supervised by a primary Educator.

Program Specific: In Addition to previous Supervision/Safety protocols:

Mid-Sun OOSC- Children are directed to put on outerwear, bring water bottles, hats, use washroom etc. The group will head down to the first floor.

CBE Midnapore School Playground/ MSCA field- The group accesses the playground by walking on the grass around the parking lot. Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed minimum primary staff member to child ratio. When/if a child needs to go back into the center, Supervising Educator will radio Center Educator informing them of who is coming in. Center Educator watches from window to ensure child walks on grass around the parking lot. When/if a child needs to go to the playground from the center, Center Educator will radio Supervising Educator informing them of who is coming out. Center Educator watches from window to ensure child walks on grass around the parking lot.

CCSD ST Teresa of Calcutta Playground- The group accesses the playground by walking on the grass around the parking lot and through the field. A minimum of two educators will supervise children at St Teresa and will not exceed minimum primary staff member to child ratio (does not apply to transportation TO and FROM school). An Educator will always stay back at the program space for additional support and are in contact with group through walkie talkies.

Kindergarten- Children are directed to put on outerwear, bring water bottles, hats, use washroom etc. The group will head down to the first floor to put on outside footwear.

CBE Midnapore School Playground/CCSD ST Teresa of Calcutta Playground/MSCA field- a minimum of 2 Educators will accompany children and will not exceed 1:10 ratio. Children will not return to Mid-Sun unaccompanied and will adhere to Alberta Health Services recommended age group labels. An Educator will always stay back at the program space for additional support and are in contact with group through walkie talkies.

Midnapore OOSC- Children are directed to bring backpacks, water bottles, hats etc. and put on outerwear. Children will be encouraged to use the washroom before heading out. The Supervising Educator(s) will do a headcount before exiting the school. Supervising Educator may bring wagon with outdoor play equipment.

CCSD ST Teresa of Calcutta playground- The group accesses the playground by walking through the field. Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed minimum primary staff member to child ratio. Children are able to return to the school unaccompanied as Educators from the gym can watch the child from the gym doors as they cross the field. Supervising Educator will radio Educators inside about returning child.

CBE courtyard and field- Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed minimum primary staff member to child ratio. Children are able to return to the school unaccompanied once Supervising Educator radios Educators inside.

CBE Midnapore playground- The group will access the playground by walking around the school. Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed 1:10 ratio unless a second Educator accompanies. Children will not be able to re-enter the school unaccompanied but Supervising Educator may radio for another Educator to come escort the child or will need to bring in the whole group (i.e. if child requires washroom).

Supervision/Safety on Off-site Excursions- Off-site supervision and safety protocols will be met through a variety of ways. Our Educators will:

- Complete visual checks upon arrival to any destination for safety hazards.
- Ensure each child's parent/legal guardian has consented in writing to child's participation in the off-site excursion and consent has not been retracted.
- Go over safety rules with children before leaving on any off-site excursions (i.e. bus rules, off-site rules, rules specific to the site, etc.) Boundaries will be set upon arrival.
- Carry a First Aid kit and a list of participating children in their group.
- Carry digital or portable records of emergency information with respect to each child are taken while off-site.
- Supervisor will carry a cell phone and other Educators may carry a walkie-talkie or cell phone while off-site.
- May carry any medications (emergency or not) for children on off-site excursions depending on the situation.
- Whenever possible, place children in smaller groups.
- Will not exceed ratios of 1:15. When able, we will enhance our ratios. The Mid-Sun Community Child Care will ensure that minimum staff to children ratio will be adhered to at all times.
- Keep children within eye sight at all times.
- Before leaving the program site, head counts will be done and double checked against the key tag board and sign in sheets.
- Count children before they get on the bus; as they get on the bus and will be counted again as they get off the bus. Frequent head counts will be done throughout the day while off-site.
- Carry a list of who is in attendance will be with the Manager or Supervisor on all off-site excursions.
- Remain in contact with each other while in smaller groups.
- Whenever possible, there will be a "floater" Educator.
- Be encouraged to take a photo of their groups before leaving
- **Washrooms-** Educators will be within either eye sight of or within listening distance of children at all times. Female Educators will remain right outside boy's washroom and vice versa if there are no family washrooms

available. If an Educator needs to use the facilities, they will contact the “floater” or another Educator to come supervise their group.

- Child Care Director or Alternate will be available at all times and remain in contact with excursion groups.

Transportation- Each child’s parent/legal guardian will:

- Be advised of their child’s transportation **TO** and **FROM** school by use of the transportation waivers located in the registration package. It is the parent/legal guardian’s responsibility to notify the Programs when their child won’t be attending.
- Be advised of all off-site excursion transportations by use of the Off-site Excursion Consent Form or Community Excursion waiver.
- Be required to consent in writing to child’s participation in the off-site excursion and consent has not been retracted.

Walking TO School Procedures- Transport to St Teresa School/Midnapore School from the Mid-Sun Community Center- Grades 1 to 6. Educators will:

- Go directly to each child or group of children and give verbal warning that playtime will soon be over in the Program space.
- Flick lights (or designate a child for this task).
- Circulate throughout the room, facilitating clean up, helping with outdoor clothes, backpacks, etc.
- Once children are ready, they are directed to line up along with an Educator to engage with the group while waiting for all children to transition.
- Complete a head count and numbers are confirmed with the attendance sheet. Do roll call.
- Gather digital or portable emergency cards, first aid and walkie talkies. *Number of Educators depends upon any approved transport exemptions, primary staff member to child ratio and numbers of children expected at drop-off.
- Direct children to the first floor area of the building in smaller groups with an Educator where outdoor footwear is put on. Educators will conduct another headcount and ensure children are dressed appropriately for the weather conditions. Educator will radio once group is ready, and subsequent groups come down once previous group has left the building if applicable.
- Position themselves in a staggered fashion amongst the group of children once the group is ready with outerwear.
- Walk their group to St Teresa School or Midnapore School, walking on the grass around the parking lot.
- Once returned to center, will sign the children out on the attendance sheet.

IMPORTANT ARRIVAL POLICY: All children registered for morning transport service **must** arrive **no later than 7:50am for Midnapore or 8:40am for St Teresa School**. This time is the strict departure times for the transportation to the schools. Children arriving after 7:50am or 8:40 am will not be permitted to join the transport group, as staff will have already departed. Furthermore, please be advised that there will be **no supervision available** for any children who arrive late to the facility after the 8:40 am departure time. Parents/Guardians are solely responsible for ensuring their child arrives at the facility on time or arranging alternative transportation to the school if the am deadline is missed.

Transport to St Teresa School/Midnapore School from Mid-Sun Community Center- Kindergarten.

Educators will:

- Go directly to each child or group of children and give verbal warning that playtime will soon be over in the Program space.
- Verbally let children know it is time to get ready, circulate throughout the room facilitating clean up, helping with outdoor clothes, backpacks, etc.
- Have the children line up at the door until all are ready and a head count has been completed.
- Gather digital or portable emergency cards, first aid and walkie talkies. *Number of Educators depends upon any approved transport exemptions, primary staff member to child ratio and numbers of children expected at drop-off.
- Have children go downstairs together, putting their outdoor shoes on downstairs.
- Perform another head count.

- Walk children either around the parking lot through the field or on the sidewalk.
- For Midnapore Elementary School, Educators will watch the children until they enter the school through the kindergarten door.

Walking FROM School Procedures- Transport from St Teresa School to Mid-Sun Community Center- Grades 1 to 6. Assigned Educators will gather digital or portable emergency cards, first aid, walkie talkies and paper attendance list of children expected at pick up. Children who are not attending will be cross off the attendance list. *Number of Educators depends upon any approved transport exemptions, primary staff member to child ratio and numbers of children expected at pickup.

- Each child is noted on paper attendance list.
- Children either head to the center if **Permission Authorizing that a Child may Walk To and From School Unaccompanied by an Adult** waiver has been approved or play on the playground.
- For each child who heads to the center unaccompanied, Educators radio ahead to the center, informing them of who is to arrive.
- Educators at the center keep watch out the window as children arrive and each child is signed in on the attendance sheets.
- If a child does not show up within ~5 minutes of the bell signaling the end of school, the Educator will:
 - Contact the Program using the walkie talkies so that efforts can be made to contact the parent/legal guardians and find the whereabouts' of the child.
 - If the child still does not show up, will then page the child inside the school.
 - If still no progress is made in regards to the missing child, police/911 will be notified by the licence holder.
- Once all children expected have been accounted for, Educators may spend additional time supervising at the St Teresa Playground, following minimum primary staff member to children ratio and weather permitting.
- Before leaving the playground, Educators circulate throughout the playground giving verbal warning that playtime will soon be over.
- After the verbal time period is up, children are directed to designated meet up space.
- The paper list of children is reviewed by the Educator, ensuring all children are accounted for.
- Educators position themselves in a staggered fashion amongst the group of children during the walk back to the center, walking on the grass around the parking lot.
- Upon entering the building, children remove outdoor footwear while the Educator radios to center staff that the group has arrived.
- Once in the Program space, the transport Educator and center Educator review attendance sheet to ensure all children are accounted for and are signed in.

Transport from St Teresa School/Midnapore School to Mid-Sun Community Center- Kindergarten

- Educators who are assigned school pickup duties gather digital or portable emergency cards, first aid, walkie talkies.
- Educators meet children directly outside kindergarten doors
- If a child does not show up immediately, Educator will speak directly to the teacher(s). If the child was not at school, efforts will be made to contact the parent/legal guardians and confirm the whereabouts' of the child.
- Educators will walk either on the sidewalk or through the field around the parking lot to the Community Centre where children will be signed in.

Transport from Midnapore School Classrooms to Midnapore Elementary Out of School Care Locations within the School. Gr 1 to 6 walk to OOSC spaces directly from their class without escorts. Children arrive on their own to the program locations. Children who are not attending will be cross off the attendance sheet.

- If a child does not show up within ~5 minutes of the bell signaling the end of school, the Program will:
 - _Have an Educator go to the school office and ask if child was at school that day; if they were at school then we would have the child paged then go to child's classroom to speak to the teacher. If they weren't at school, Educators will begin to contact the parent/legal guardians to confirm the whereabouts' of the child.
 - _If the child was at school and still does not show up and the teacher is unaware of where the child is, one Educator will contact the parent/legal guardians to find the whereabouts' of the child while another Educator begins searching inside and outside the school (Educators will remain in contact through walkie talkies). If still no progress is made in regards to the missing child, police/911 will be notified by the licence holder.

Leaving the Program Early/Staying After School

- If a child has to leave the program early for any reason, a parent/legal guardian is required to give written permission by completing the Permission Authorizing that a Child may Walk To School Unaccompanied by an Adult waiver before a child is allowed to leave.
- If a child has to stay after school (detention or extracurricular activities), a parent/legal guardian is required to give written permission by completing the Permission Authorizing that a Child may Walk To and From School Unaccompanied by an Adult waiver.
- All children leaving the Mid-Sun Community Child Care to attend other programs offered at the Mid-Sun Community Centre MUST have a Permission Authorizing that a Child May Leave the Program Unaccompanied by an Adult waiver signed by a parent/legal guardian. The Midnapore OOSC Educators are not able to accompany children to the Mid-Sun Community Centre.

Walking Home Alone- A parent/legal guardian must sign a Permission Authorizing that a Child May Leave the Program Unaccompanied by an Adult waiver before the Programs will allow children to leave the Programs on their own, located in the registration package.

Washrooms- Educators will allow 1 child at a time in washrooms from each program space unless Educators supervise. Children are required to be independent in washrooms. No adults will be in washrooms with children unless there is an emergency (ill child, accident, nose bleed, etc.)

Missing Child- The Mid-Sun Community Child Care endeavours to ensure the safety and wellbeing of all children. If a child does not show up to the program and we have not heard from a parent/legal guardian stating otherwise, all efforts will be made to locate the child. This is why it is imperative that parents notify the program if their child will not be attending. If a child leaves the school without going to the Out of School Care (whether it be their own choice or with a family member or friend) and the Program is not notified of the absence, the Mid-Sun Community Child Care is not liable for any illness, injury, incident or accident occurring once the child has left the school and understand that the Out of School Care is NOT responsible for children who are not signed into the Program. If a child goes missing from the Program as stated below, all efforts will be made to locate the child. Program Director/Manager/or Supervisor will report each incident to Child and Family Services in the manner required as per Early Learn and Child Care Regulations.

TECHNOLOGY and SOCIAL MEDIA POLICY

The Mid-Sun Community Child Care acknowledges that we are in the age of technology and that social media will connect them with the world around them. Children and Educators will be bringing cell phones and other electronic devices from home. Educators will ensure that these devices are being used appropriately and only when necessary or at allocated times or this privilege will be revoked. Children may bring electronics from home but the Mid-Sun Community Child Care is **not responsible for lost or stolen items**. The use of technology is limited on a daily basis and is for recreational use to help promote literacy and social skills by taking turns.

Social Media is a way of communication and engaging children, parent/legal guardians, Educators and other stakeholders in our Program's Mission and Philosophy in a responsible manner. All stakeholders have the right to access social media forums. When using Social Media and internet sites at Program locations and in regards to the MSCA and any of its programs, all parties and stakeholders (children, Educators, parent/legal guardians, etc.) must maintain a professionalism and accountability when posting information. All stakeholders may be held accountable for any statements, posts, communications, or other online behaviour or content that is not consistent with the Centre's mission and philosophy. Any form of slander or defamation of the Mid-Sun Community Association or the Community Child Care on Social Media may lead to the termination of care or employment.

EMERGENCY PROCEDURES POLICY

The Mid-Sun Community Child Care has developed procedures for handling emergencies. Emergency procedures and an after-hours emergency contact number are posted in a prominent location that is clearly visible from the outside of the premises and in all program locations. Educators are informed of procedures during their orientation. Annual Fire Inspections are conducted and Emergency and Safety contacts are posted in an easily accessible location. Site protocols will be followed (i.e. Midnapore School lockdown procedures; MSCA emergency evacuations).

Emergency Evacuation Procedures- The Program Director/Manager/or Supervisor and all Primary Educators will be familiar with the following procedures during a fire (drill) and in case of an emergency;

- All Educators and children will exit the building through the closest and safest emergency exit, making sure doors are closed once everyone has evacuated.
- The Program Director/Manager/Supervisor/or alternate will collect attendance, portable records, Program Backpack with first aid kit (Midnapore program will also bring program cell phone) and delegate another adult to check washrooms and collect any backpacks with/ or any emergency medications. The use of walkie talkies will be used to communicate between groups (i.e. Educators with children outside or in a different room) to ensure all have exited the building and are heading to the primary muster point.
- Educators will take children to the meeting area and/ or then then primary muster point unless deemed unsafe to do so then will take children to secondary muster point (please refer to diagram below).
- Educators will take attendance to ensure all children attending the program have exited the building.
- No one will re-enter the building until it is deemed safe to do so by responding emergency personal.
- Parent/legal guardians and Children’s Services (licensing) will be informed by either phone or text of the situation in a manner required by the ELCC Act/Regulation.
- Fire drills will be practiced (approximately) once a month, weather permitting or when there is a new child in care and are in accordance with the Calgary Fire Department. Fire drills are recorded. Educators will have age appropriate safety discussions and go over emergency procedures with children in September and practice a fire drill; subsequent fire drills may be planned or spontaneous. Children who may have issues with fire drills will be made aware before the drill to reduce any anxiety. Plans will be created for any children with exceptional needs.

oWhen alarm sounds (actual fire alarm, whistle or phone alarm), children are to stop what they are doing, listen carefully and line up immediately. Children will be instructed to grab their coats if weather deems necessary. Children are reminded to remain silent to be able to hear instructions.

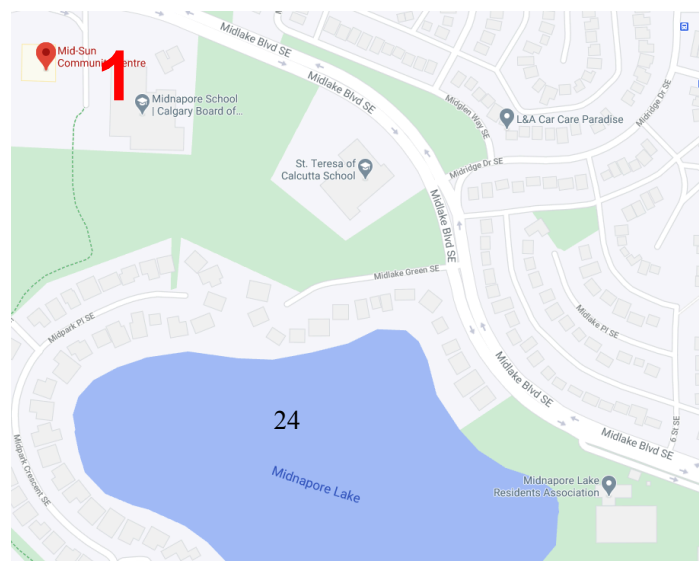
Emergency Evacuation Muster Points

Mid-Sun Community Center Programs (includes the Kindergarten Program):

- 1- Midnapore School- Children walk around the parking lot to access school, 55 Midpark Rise SE; 35 m, ~2 minute walk
- 2- Midnapore Lake- Children walk around the parking to and across the field to access the Lake Building at 185 Midlake Blvd SE, 700m, ~10 minute walk

Midnapore Elementary Program:

- 1- Mid-Sun Community Center- Children walk around the parking lot to access school, 50 Midpark Rise SE; 35 m, ~2 minute walk
- 2- Midnapore Lake- Children walk across field to access the Lake Building at 185 Midlake Blvd SE, 700m, ~10 minute walk



2