

Beddington Heights
Before and After School Program

Originated in 1986

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Welcome

On behalf of all of our staff, volunteers and the Community Association, I would like to welcome you to the Beddington Heights Before and After School Program. In addition to providing a fun and safe environment for your child, we also aim to ensure that your child is comfortable, valued and challenged.

This handbook has been designed as an introduction and resource to our program. The following pages will outline our objectives, program philosophy and operational policies. We have an **Open-Door Policy**; parents are always welcome to come in and observe, attend fieldtrips, volunteer or simply call in to check up on the day's activities. Open and effective communication is the best way to ensure that we are serving you and your child to the best of our ability.

Where are we located?

Beddington Heights Before and After School Program

Located in the Beddington Heights Community Arts Center

375 Bermuda Drive NW

Calgary, AB T3K 2J5

How to contact us:

BASP Office: 403-295-8837

Report an absence (leave a message or text): on above number

E-Mail: bhca.basp@shaw.ca

Website: www.beddingtoncommunity.ca

Management

BASP Manager: Heather McKie

Assistant Manager: Chris McKie

Director: Jenn Chapman- Clarke

Assistant Director: Kaitlyn Hobbs

Program History

The Beddington Heights Before & After School Program (known as BASP) operates as a non-profit program under the umbrella of the Beddington Heights Community Association and is a licensed and approved childcare program with childcare subsidy available through the Province of Alberta for qualifying families. We are licensed for 126 children between the ages of 4.5-12 whom are split into 3 separate programs: Kindergarten, Program 1 (grades 1-3) & Program 2 (grades 4-6).

We originated in 1986 in a facility separate from the Community Association; due to overwhelming demand presented by the community we moved to the Beddington Heights Community Association building in 1987. Renovations were conducted on the main floor of the building during the summer of 2013 after Calgary Community Theatre Ltd (CCTL) took over ownership of the building the previous year. CCTL provided us with beautiful new rooms and storage facilities that have worked out perfectly for our program.

Program Philosophy

The philosophy that guides Beddington Heights Before & After School Care Program is based on the following beliefs:

- All members of our program (children, staff and families) have the right to be treated with respect, dignity and diplomacy. Parents & guardians of children in the program are encouraged to become involved in their child's BASP activities.
- All children have a right to participate in childhood activities with their peers. BASP promotes the individual and unique growth of children by providing new opportunities and challenges that adhere to the Out of School Care regulations.
- BASP believes that a quality child care program which incorporates variety, challenge and age-appropriate activities is best able to meet the needs of all children. BASP aims to have childcare staff whom are educated and informed about "Best Practices" for children so that each child can receive the care he/she requires.
- We strive to provide children with the opportunity to celebrate individual differences and unique qualities.
- An essential element to a great childcare program is to ensure continual growth and development within the program.

Record Keeping Policy

The following records are kept for a maximum of two years:

- Administrative records
 - Up to date administrative records that contain the following: child's daily attendance including arrival and departure times, daily attendance of staff including arrival and departure times and hours spent providing child care. Evidence on site of staff members child care certification, criminal record check and first aid.
- Children's records from the last day of attendance within the program

- Must contain an up to date record of: the child's name, date of birth, home address, completed enrollment form which includes: parents name, home address and telephone number, the name/address and phone number of a person who can be contacted in case of emergency, if medication is administered: the written consent of a parent to do so, name of the medication, time of administration, amount administered and initials of a person who administered. Any particulars of health care provided to the child as well as written consent to administer first aid and any other health information provided by the child's parent including immunizations and allergies.
- Portable records for the children will include the following information: the child's name, date of birth, home address, parents name, home address and telephone number, the name/address and phone number of a person who can be contacted in case of emergency, and any other health information provided by the child's parent including immunizations and allergies.
 - They will also include telephone numbers for all local emergency response services and poison control.
- Staff records from the last day worked within the program

The above listed records are available for inspection by the director at all times. Children's records and particulars of daily attendance of a child including both arrival and departure times are available to parents at reasonable times. The following records are kept for a maximum of seven years as recommended by the Canada Revenue Agency: Financial records & payroll records.

Programming

Our goal at Beddington Heights is to offer activities that support and encourage the emotional, social, cognitive, creative and physical growth and development of each child. We take a recreation based approach to child development that allows kids to be kids! Our toys and equipment reflect the ages, interests and abilities of the children.

Each day we plan a variety of activities and the children have the opportunity to choose what interests them. These activities include but are not limited to: crafts, science experiments, dramatic play, floor toys, library center, baking, cooperative games, competitive games, recreational activities, a variety of prop boxes, etc. The daily schedule reflects a variety of planned and spontaneous activities (down time/quiet games). Opportunities are provided that allow children to use their own abilities, skills and talents.

We schedule activities that celebrate all cultures and events throughout the world. The weekly programming can be found in each program on the leader's cupboard in plain sight. We do plan off-site "fieldtrips" throughout the year please see below for further explanation.

- ***Off Site Excursion Policy (updated Mar-18)***

Fieldtrips are a big part of our school holidays. One of the sections on the registration form states: I give my permission for my child to participate in all off site field trips. Additionally, on the sign in table you will find the postings for all out trips. The staff will have you sign a consent form stating: which staff are going

on the trip, leave/ return times, items to bring, etc.. If you do not sign the consent form, then it will be expected that your child will not be in attendance that day as care will not be provided. All of our bussing needs are provided by First Student Canada. If your child, for any reason, does not wish to attend a trip; you, the parent is responsible for making alternate care arrangements. Staff take portable First Aid Kits and records on all off-site excursions.

- ***Inclusive Programming***

A quality childcare program recognizes that all children deserve the opportunity to participate in the same activities as their peers. Activities are modified so that all children can partake in scheduled outings, crafts, gym, science, with their friends. We strive to provide programming that encompasses all children's needs and does not isolate children who need to extra support. Our staff recognizes that the child comes first and the special need always comes after.

- ***Child Involvement Policy***

There is a greater sense of pride and ownership when you are able to contribute to the decision making process. At BASP our mandate is to include the children in discussions about daily life within the childcare center. Some of those discussions include what types of activities we should include, where we should go for fieldtrips, new toys they would like to see, daily program flow, room rules & consequences; just to name a few. We have kid's choice day in which the children get to vote on what types of activities they are doing during the afternoon.

Literacy is one of the most important skills when it comes to our personal growth, culture and development. It gives children the basis to explore and communicate what they think, feel and know; which is why it's an integral part of BASP. Our goal is to implement components of literacy into the daily life with the children which include reading, writing & speaking.

- ***Technology Policy***

- Technology is a very large part of our society and we do incorporate it here at BASP; in the form of the BASP gaming system, scene it (DVD game) or BASP iPad (games and other apps). All of these activities are scheduled for certain days and times each week, but can vary from week to week (please see the posted programming sheets for more clarification).
- Personal gaming devices are only allowed to be brought to the center on one day of the week (called DS Day- inquire with a staff about which day); with the exception of Program 2 who can also bring them on professional development days.
 - During longer breaks (i.e. winter break, spring/ Easter break & summer break) the only days personal gaming devices can only be brought on that one day of the week.
- Play time for electronic devices are scheduled and limited time is allowed. We do not let the children on the internet as it cannot be properly monitored for content.

- Portable music devices are always welcome and can be shared with the group as a whole if a staff member says it is ok; otherwise we ask that the children use ear buds/earphones; if the lyrics or content is inappropriate then the device will be asked to be put away.
- Cell phones may be kept in your child's bag, and if for any reason they need to contact a parent we will use the program's phone. As we cannot monitor for content we do not allow the children to text on their phones.
- We endeavor to have a movie day once each month; movies for kinder and P1 will be rated G or PG (depending on content) and Program 2 can be rated up to PG-13 (again depending on content).

Communication Policy (Update Mar-18)

Open, honest and effective communication is the best way to ensure that we are serving you and your child to the best of our ability. We encourage our staff to acknowledge all children, respond attentively and show interest when communicating with them, to engage in active communications, active listening and allow the children the time to finish speaking without being interrupted. We facilitate a safe environment for children to express their feelings. If you have any questions, suggestions, concerns or comments, please speak with any one of our staff members.

Pressing issues, bulletins, program plans and updates will be found on the bulletin board or on the sign in table located in Kinder Program, Program 1 and Program 2. There is a general BASP bulletin board that is located in the hallway leading to the programs. On it you will find licensing information, accreditation information, policies & procedures, other information & general community going on's. We email out monthly newsletters. They include information to update families regarding new programming and BASP developments (if you are not receiving the newsletter and would like to please stop by the office to add/confirm your email address).

If you have a specific question regarding your child's day, please feel free to ask any staff member, whom your child was with. For example, if you have a Kindergarten child, their day is primarily spent with Kinder Staff. Any staff member can direct you to the person who can answer your questions, but may not have the information to answer your question themselves.

There is some communication that is required to be in writing; either as a hand written note or by email. Examples would include the following: if any of your contact information has changed, you would like to add or subtract someone from your child's pick up list or you are giving notice of no longer needing care. Each program has a staff communication book that is used daily to document all aspects of the day.

Hours of Operation			
We operate from:	7:00 a.m. – 6:00 p.m.	Monday – Friday	Year Round

Late Pick Up Fee:

If you pick your child(ren) up after 6:00pm; the staff on duty will ask you sign a form declaring the time you arrived to take your child(ren) home.

You will then be charged \$1.00 **per minute per child** (regardless if you signed the form or not). This is payable to the BASP Office in cash within 48 hours (it will then be handed off to the staff that stayed). After 48 hours a letter will be sent home giving you a final ‘pay by’ date; if you have not paid by this date then your child will be unable to attend until payment is made.

Closure Dates

Our program is closed for all Statutory Holidays, the week of Christmas & the last week or two at the end of August. Below you will find a listing of each month and the days we will be closed. Actual dates will be posted on the Bulletin Boards within your designated programs.

September: Labour Day	February: Alberta Family Day
October: Thanksgiving Day	March/April: Good Friday
November: Remembrance Day	May: Victoria Day
December: We are closed a week: see below	July: Canada Day
January: New Year’s Day	August: Civic Holiday & See Below

December 2019: Closed Dec 25- Jan 1 st . Hours Christmas Eve Dec.24 th 7:00am-3:00pm	August 2019: Closed August 19-30 *Tentative* May close earlier
December 2020: TBA	August 2020: Closed August 17-31

Program Structure

Kinder

- Children in kindergarten
- Capacity: 20 children
- Child/staff ratio: 7:1 (changes after 7 kids) to 10:1

Our goal is to allow for an easy transition into the school year, as well as encourage individuality and independence. Fostering a close relationship with each child and family is important to the success of the child in this program. The children have a large range of experiences and activities to explore either individually, parallel to others, or as a group with adult support and interaction. Each child is encouraged to try new things on their own. Each child will be focused on individually in order to keep fostering their esteem that is developing at this age.

All children in this age group are required to have a clean change of underwear and pants in their backpack on a daily basis. As this is an exciting time for children; starting school and a big kids center they can easily be distracted by activities & new friends and forget to go to the washroom. This is maintain the health and safety of the children and program.

Program 1

- Children in grades 1 thru 3
- Capacity: 64-72 children
- Child/staff ratio: 15:1

Our goal is to offer children different opportunities to explore activities ranging from arts and crafts, recreation and drama, to special events and field trips. Through these activities our goal is to encourage participation and cooperation in a positive setting. Children at this age are starting to develop their own independence and form their own identity in society. To aid in these, as well as encourage proper communication and interpersonal skills, staff members work either one on one with the children or in group situations, modeling and guiding the children as they interact. The children have opportunities to experience activities which allow them to participate either individually, parallel to others, or as a group with or without adult support and interaction. The children are encouraged to try new things on their own. Focusing on each child's needs and abilities, as well as the group's needs and abilities, is a large part of the programming model in this program.

Program 2

- Children in grades 4 thru 6
- Capacity: 39 children
- Child/staff ratio: 15:1

With this age group our goal is to encourage personal responsibility, leadership and initiative which will help them continue building up a positive self-esteem and assist them in dealing with future challenges. They are given the opportunity to explore arts and crafts as well as recreation and leisure activities, but will also be encouraged to participate in the ongoing organization and selection of activities offered. The children are encouraged to try new things on their own. The children have opportunities to experience activities which allow them to participate either individually, parallel to others, or as a group with or without adult support and interaction. In addition, this age group will be invited to become involved in problem solving components regarding group issues such as but not limited to: bullying, peer pressure, and various group responsibilities. We have also added a mentoring component to this age group. Mentoring is the relationship between: an adult (mentor) and child (mentee) or an older child and younger child that provides guidance, support and encouragement that will make a positive and lasting difference in others' lives.

Clothing usage

If a child has an accident and does not have a change of clothes with them we will supply underwear and pants for them to wear. This is due to health and safety of all the participants in the program. We have had issues with items being returned in a timely matter or at all so this will be our policy moving forward:

- Parents will be charged \$2.00 to buy a pair of underwear- we do not want them back they will be yours to keep.

- A pair of pants/ shorts will be provided free of charge to borrow and must be returned within a week otherwise there will be a \$5.00/ week rental fee that will apply (retroactive to the first week) until they are returned or a month has passed at that point the \$20.00 will be added to your monthly fees and they are yours to keep.

School Policies & Pick Up

Kinder Program (Kindergarten)

Children will be walked directly to school (St. Bede's & Beddington Elementary) and a staff will stay with them until the bell and their teacher collects them. Once the bell rings and the kinder children are let out of school the teacher releases the children one at a time to the appropriate person; once all the children have been released to the staff on duty they are escorted back to the centre by said staff.

In case of a child not being there the staff on duty speaks directly to the teacher and main office to see if the child attended class that morning. If the child attended school and was not there for pick up the staff would first speak to the teacher to see if the child was indeed in class, then they would use their cell phone to call the Program to see if we were contacted by a parent, finally we would contact the parent.

Program 1 (grades 1-3)

Children will be walked directly to school by a staff (St. Bede's & Beddington Elementary) and dropped off on school property no earlier than 10 minutes before the bell (when school supervision starts). Children that attend the bus schools we service will be walked to the stop by a staff and the staff will wait until the child boards the bus.

All P1 children will be picked up from Beddington Heights & St. Bede Elementary School at a pick up point by a staff member. It will be made clear to all children where their pick up point is located. It is the responsibility of the children to report to the **BASP PROGRAM LEADER** within **10 minutes** of school dismissal. At this point the staff returns to the center with the children they have. They then will call the school to see if any child we are missing was either picked up early or absent from school that day. If the school is unable to give us any information we will then start calling and leaving messages with parents to find said children.

Children that attend the bus schools we service will be picked up at their stop by a staff. If when the bus stops the child is not on it; a staff will come inside and then start calling and leaving messages with parents to find said children. Program 1 children are only permitted to walk unaccompanied by a staff member with written consent by a parent/guardian for specialized school events.

Program 2 (grades 4-6)

Children are given a greater deal of independence traveling to and from school. In the mornings staff will ensure that all children have left the building at their designated time. All children that take buses are required to be at their stop 5 minutes prior to their scheduled bus departure times.

Children walking to and from school are expected to travel in groups and to travel along the assigned route. P1 leaders will always be in the vicinity. If P2 children are having difficulty traveling directly to and from school, they will then be required to be escorted along with the P1 children.

After school it is the children's responsibility to report to the BASP Program within **15 minutes** of school dismissal. Children that are participating in patrols are given an extra 5 minutes (we have the patrol schedule in the P2 Leaders cupboard). Staff will first call the school to see if any child we are missing was either picked up early or absent from school that day. If the school is unable to give us any information we will then start calling and leaving messages with parents to find said children.

Grievance Procedures

Here at Beddington Heights we strive to create an atmosphere where parents feel comfortable discussing anything related to their child.

The following is the process for general concerns and complaints:

- Child-related concerns should be voiced to the program staff directly. The goal is to resolve most issues at this level. Staff members will discuss the concern or complaint and may need to liaise with other staff and or/management to gather information and to respond effectively to the concern or issue raised.
- If staff are unable to resolve the issue, the matter then be taken to management (Director, Assistant Manager or Manager).
- In complex situations if the issue is unable to be resolved we will ask the person to submit the concern or complaint in writing and we will bring it to the attention of the Beddington Heights Board of Directors.

The following is the process for complaints about individuals:

- If the complaint involves the conduct of a staff member, the complaint should be directed to management (Director, Assistant Manager or Manager).
- If the complaint involves the conduct of a parent within the program while on program premises, the complaint should be directed to management (Director, Assistant Manager or Manager).
- If the complaint involves the conduct of the Director or Assistant Manager, the complaint should be directed to the Manager.
- If the complaint involves the conduct of the Manager, the complaint should be directed to the Beddington Heights Board of Directors.

BASP will deal with all complaints with fairness, integrity and respect. If the complaint is a serious one, involving immediate threat to health, safety and welfare of a child, BASP is obligated by law to follow guidelines set out by municipal, provincial and federal legislation. Mandatory responses include calling 911 (to seek police, ambulance or fire department) and reporting to Child and Family Services and other official bodies.

We will maintain the confidentiality of the complaint and the person making the complaint as much as possible. In some cases, in order to resolve the situation, disclosure may be necessary. Permission from the complaining party will be obtained in these instances. In other instances, such as Serious Occurrence, we may have legal reporting requirements, making it necessary to disclose the complaint to the relevant authority. BASP strives to maintain open communication with parents and we appreciate your input and feedback. We will follow due process, as set out in this Handbook, when responding to your issues or concerns

Inclusion Policy

Beddington Heights Before and After School Program recognizes the dignity and worth of every person and ensures equitable rights for all, without discrimination on the basis of race, ancestry, place of origin, colour, looks, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family composition, class, socio-economic status, pregnancy, same sex partnership status, political or religious affiliation, age or disability, provided the child will benefit from the program offered, and does not pose a threat to the health and safety of children or staff in the center.

BASP accepts children regardless of abilities. Our goal is to include all children in all aspects of the program. We strongly believe children need to get along comfortably with a wide variety of people; acceptance, understanding and cooperation are just a few of the traits that we attempt to foster.

Registration Procedure

Registration for the following school year typically takes place during the month of May. We make every effort to accommodate family needs but do have an extensive waiting list. The schools we primarily service are Beddington Heights & St. Bede Elementary as well as a selection of schools that are bussed to us (please call the BASP Office to find out the 'bus' schools we service).

First we pre-register all the children currently enrolled within the program, next we register any siblings of currently enrolled children and finally we place children in the program according to their place on the waiting list. **Orientation for new families** includes: a tour of the facility, family information package, introduction to leader(s) working at the time and a brief rundown of policies and procedures.

In order to attend our program you must hold a valid membership with the Beddington Heights Community Association. There is a cost of \$20/family/year and can be purchased at the BASP Office.

Summer camp registration is separate from our Before and After School Registration. Please note that all children currently enrolled in the BA program will have a few weeks to register for our weekly summer camp before public registration opens on May 1st. When registering for summer camp you can pick and choose whichever weeks you require care, as well you can choose to book the entire summer.

Waiting List

We strongly encourage people to place their child on our waiting list if our program is full. You will be asked your name, your child's name, what school your child attends, your address and a phone number

we can contact you. We will not tell you where you are on the waiting list as this is a fluid document that changes all the time (reason for care changes, people move out of district, ect). Make sure to keep your phone number current. If we are unable to reach you do to a disconnected line, no voice mail options or you do not return our call within the time specified you will be removed from the waiting list. Please note that the age of the child may come in to play based on the availability within Kinder Program, Program 1 or 2.

Withdrawing from the Program

Should you wish to permanently withdraw your child from BASP, you must provide written notice at least **ONE MONTH IN ADVANCE**. If notice is received mid-month you will still be responsible for full fees the following month regardless of attendance. If notice is not received, full program fees will be charged for the month or a portion thereof.

A permanent space cannot be maintained if you wish to temporarily withdraw your child. If you wish to re-enrol your child in the future, you must follow the registration process and may have to go on the waiting list (you will not receive priority placement). *Please note that the Summer Camp withdrawal policy is on the summer camp registration sheet.*

Fees (Update Mar-18)

Childcare fees are due by the first working day of each month. There are a variety of methods in which you are able to make payments. They include: cheque (written to BASP), debit (in office), direct debit, Visa/MasterCard(in office) or you could fill out our pre-authorized Visa/MasterCard form. Please note that all payments by Visa or MasterCard are 2.5% higher than listed in the attached fee notice. Unfortunately cash is not accepted as fee payment.

All payments will be processed on the 1st working day of each month. Post-dated payment arrangements can be changed at any time by contacting the BASP Office. Failure to pay childcare fees (on time or at all) will result in dialogue with office management for additional outcomes and possible cancellation of childcare. Fees can be adjusted at any time of the year as determined by the Beddington Heights Community Association Board of Directors; parents will receive appropriate notice.

Childcare Fees for 2018-2019 School Year

Kindergarten- part day	\$550.00/ month	Days off included
Kindergarten- Full day	\$700.00/ month	Days off included
Grades 1-6 BEFORE only	\$275.00/ month	\$45.00/day for no school care
Grades 1-6 AFTER only	\$330.00/ month	\$45.00/ day for no school care
Grades 1-6 BEFORE & AFTER	\$430.00/ month	Days off included

Tax Receipt

Receipts are provided on a yearly basis and are available for in house families to pick up on the sign in tables by mid-February. If you do not currently attend the program you can choose to come and pick up your receipt or we can email it to you; unfortunately we do not mail out receipts.

Receipts are written out in the name of the parent or parents who provided payment. It is the responsibility of parents to inform the Manager before the end of the year of any financial or legal situations that may impact the name on the receipt.

Subsidies

A subsidy is available from the provincial government to assist eligible parents in payment of fees. If you require subsidy forms, stop by the BASP office and we can give you a copy or direct you to forms found online. We can also offer support at filling out the forms if required. Maximum subsidy rates vary by grade and age of child and will require a minimum amount of hours each month.

NSF POLICY

There is a \$25 charge for any cheque that comes to us NSF. The original amount plus the charge is then payable immediately to BASP in one of the following manners: certified cheque, money order or debit. If two or more cheques come back NSF within 1 school year all further payments must be made by an alternate method/ alternate account.

Keeping Records Up to Date

It is the parent's responsibility to keep us informed of any change in information relating to their child, particularly medical information and contact phone numbers. **IT IS ESSENTIAL THAT STAFF BE ABLE TO LOCATE THE CHILD'S PARENTS OR A DESIGNATE SHOULD AN EMERGENCY ARISE.** We respect your privacy and want to ensure the personal information you have provided to us remains accurate, confidential and secure. BASP will protect your information and dispose of it by means of shredding or other permanent methods.

Releasing Children to Caregivers other than Parents/Guardians (Update Mar-18)

During registration parents complete a section on the form which states: people to whom my child may be released to. This advises staff or any person to whom you have authorized your child may be released to. **Staff will only release your child to the person or people listed on your Registration form.** Staff will ask the person for photo identification until they recognize the person. Parents/guardian are responsible for keeping their child's form up to date.

We will only release your child to someone other than you if we have authorization from you to do so. You can send an email, write a note in the parent communication book, send a note in with your child or phone the BASP Office. We will also accept a text message that you provided to the person picking up your child as we are able to verify the phone number it is coming from belongs to you.

Bullying Policy

Bullying can be viewed as any action or behaviour that causes a child to feel unsafe or unwelcome. The centre takes a strong “No Bullying” stance in our programs. Bullying can include, but is not limited to:

- Physical aggression
- Threats
- Name calling
- Social isolation

Bullying is not tolerated in any program. These actions will be addressed immediately, and appropriate consequences will be given (see the child guidance policy below); as well as discussions about the child’s actions, how they can improve or what they can do differently as well as the meaning and importance of respect and responsibility.

Making all children aware of bullying and how they can be a part of stopping it will be addressed at the beginning of each school year, and will be supported by the staff throughout the year.

Child Guidance Policy

We believe that intervention before a situation escalates is the first key to the prevention of arising behaviour problems. We feel that children are less apt to carry out adverse actions or language if intervention is used.

- Rules and expectations are age appropriate and ability appropriate.
- We encourage children to interact with each other positively and respectfully.
- Staff act as positive role models and guide children through situations as they arise.
- We offer positive solutions to arising problems to reinforce the appropriate behaviours and to encourage cooperation between the children.
- Whenever possible we will empower the children to reach their own solutions.
- We will encourage positive relationships with the children in our program through trust and confidence.
- Staff will intervene immediately when aggression or bullying occurs.
- Consequences for inappropriate actions will be as follows:
 - Logical Consequence (ex. running in room and halls- please go back and walk.)
 - Fix-Up (making a mess- please help clean this up)
 - Time Out (consistent or dangerous behaviour problem)
 - Cooling off period at a table in the room – 1 minute/ year (5 mins. for 5 years)
 - Redirection (kids getting rowdy on activity- lets go do this instead)
- Incident Reports will be used to document any inappropriate behaviour of a recurring nature or potentially dangerous nature as well as inappropriate behaviour out of the ordinary for said child.
- It is within Management’s (Director/Managers) discretion to limit the child’s activities based upon continual inappropriate behaviours. Any fieldtrips taken by the program are a privilege, not a given.

- Should a child continue with inappropriate behaviour to the point where he/she is physically, emotionally, or verbally abusive to the children or staff, means for suspension and/or immediate program dismissal will be directly implemented and discussed with the parents.
 - If your child has been suspended from school, they will not be able to attend childcare until they return to school.
- Fees are non-refundable for children suspended or dismissed from the program.
- All parents and staff entering the program are required to sign off on the Child Guidance Policy stating that they are aware of, and agree to follow said procedures outlined above. The children are given the opportunity to discuss the policy and offer their feedback on reasonable consequences.
- We do not recommend that parents discipline their child for misbehaviour which has taken place within the program. We feel that we can best deal with the children when and where the problems occur. Only on occasion will the Program Director/BASP Managers request reinforcement from home. Fees are non-refundable for children dismissed from the program.
- Please note that the Beddington Heights Before and After School Program will ensure that any child disciplinary action taken is reasonable in the circumstances. We will not inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation. We will not deny or threaten to deny any basic necessity or use or permit the use of any form of physical restraint, confinement or isolation.

Effective Supervision

BASP Staff are responsible for the safety and well-being of the children within our care. The primary methods by which we are able to effectively supervise children is by visual and auditory means. The notes below apply to being in the program rooms, outside, at a park or on a fieldtrip.

- Children are to be monitored at all times.
 - Staff observe and then interact with the children at their level of play.
- To ensure that the number of children signed in on the attendance sheet correctly match the number of children in the room
 - Head counts of the children will be completed before and after a transition with a group of children from one activity to another.
 - Head counts will always be checked against the attendance sheets.
- To ensure children are signed in and out properly and in a timely fashion
 - Only people designated on the cue cards, registration forms and/or personal note from parents are signing out & removing the children from the program.
- Staff will ask to see photo id for any person that they do not know in order to match it up to the name picking up said child.
- If an activity/behaviour becomes a safety concern Staff will immediately close said activity and get help from a senior staff member or Manager.
 - Staff do continuous inspections of child's areas of play (both indoor and outdoor) to remove any possible dangers

- Staff are aware of their surroundings so that they can use preventative re-direction methods with children.
- All staff are aware of required to know about general Health, Fire and Licensing Regulations.
 - Follow evacuation procedures located in cue card boxes and on bulletin boards
 - Participate in and promote Fire Drills, Lock Down Drills & Tornado Drills as well as promote safety specific to the event at that time.
 - Have a general knowledge of Licensing Regulations – manual located in BASP Office.
- Responsible to help facilitate the social, emotional, cognitive and physical growth of each child thru:
 - Using appropriate and positive child interactions
 - Demonstrate a cheerful nature and compassionate attitude towards all.
 - Role model suitable behaviour so the children can learn how to handle situations, express their emotions and interact with groups appropriately.
- All staff undergoes training by either the Director and/or Supervisors to ensure that they have a superior knowledge of our effective supervision policy and how to put it into practice.
- This policy and how we implement it is assessed seasonally to ensure that we are meeting the needs of the children within our care.

Health Policy

- If a staff member knows or has reason to believe a child is exhibiting the signs or symptoms of illness; which include vomiting, diarrhea, a fever or an unexplained rash or cough, said staff member will inform a supervisor and we will contact the parents and inform them that they need to arrange to have their child removed from the program immediately. As well please note that any child diagnosed with a communicable disease as outlined in Schedule 1 of the Communicable Disease Regulation will be immediately removed from the program until they have completely recovered. We will assess a child's illness by observing any unusual behaviour, communicating with the staff about seeing any unusual behaviour as well as communicating with the child about how they are feeling.
- Your child will be placed in a quiet location that the staff can still supervise away from the other children until a parent is able to pick them up. If you are unable to come and pick your child up then you are responsible for finding someone to come and get your child and informing the program of who is coming. If a parent outright refuses to remove their child from the program then their childcare spot will be immediately terminated.
- A child that was asked to leave the program due to illness or has been ill with any of the above symptoms must either get a doctor's note stating the child is able to return or the child must be 24 hours symptom free. If your child does not attend school due to illness or otherwise, then they are too ill to attend the program.
- Located in the BASP Office is a document that tracks ill children. The following information is kept on this sheet: date of illness, name of child, staff who identified illness, time parent was contacted, time the child was picked up from program and the date the child returned to the program.
- In order to help stop the spread of disease we encourage good hygiene habits and hand washing practices. Children are encouraged to wash their hands before eating any food and after going to the washroom or doing a messy activity.

- All parents sign consent from on the registration package that allows BASP staff to administer first aid as deemed necessary. Any instance of first aid preformed an accident report is written up to communicate to the parent what had occurred and what first aid was provided.

Medication: All medication that a child is required to take while attending the program must be administered and/or supervised by a leader. A medication form must be filled out and signed for each prescription or “over the counter” medication that your child requires. Medication **must** be in the original labeled bottle; will be administered according to the labeled directions and prescription medications will only be administered to the individual named on the container. After a staff has administered the medication they will initial and record the name of the medication, the time of administration and the amount administered. All medication will be stored in a locked cabinet (leaders cupboard) unless it is an emergency medication then it will be stored in an inaccessible unlocked location. If medication has become expired, then it cannot be administered.

Nutrition Policy : It is our policy here at BASP to provide children with food that will help their growth and development. A child with a stable blood sugar level is better able to participate in activities, handle situations with their peers and will have a better overall mood.

We offer a semi-breakfast program, we will provide: dishes & cutlery, toaster, microwave, butter and milk for cereal. We also have a pantry in which you are able to store a box a cereal or you could place a package of frozen waffles in the freezer. We will provide an afternoon snack for the children each afternoon (2:45-4:10pm). A snack menu is posted on the refrigerator for each month. At BASP we try to meet the nutritional needs of the children by following the Canada Health food guide and providing 2-3 food groups at snack time.

Children will not be served lunch on professional days; please provide them with a nutritious bagged lunch. The minimum standard for a nutritious bagged lunch will include: a main portion (sandwich or such), a fruit and/or vegetable and a yummy treat. Anything above and beyond the minimum standard is always appreciated and can be helpful during growth spurts when children are extra hungry. If you need help coming up with lunch ideas please stop by the office and we can provide you with ideas. A big part of nutrition is regular hydration; we encourage the children to drink water while here at the center.

Outdoor Policy

We participate in outdoor activities year round as well as walk the children to and from school 10 months out of the year; it is really important to send your child dressed for the weather. In the winter we participate in outdoor activities until it is -20 with the wind chill (we keep a close eye on the temperature) children need to have a warm winter coat, snow pants, winter boots, hat, mitts and a scarf (please ensure everything is labelled!). This will ensure that they will stay warm while walking to and from school but also be able to choose an outdoor activity if they so wish.

We encourage you to provide your child with a hat, light coloured t-shirt and sunscreen during the warmer months (June-September) and to send your child with sunscreen already applied in the morning. Our **Sun Exposure Policy** aims to promote positive attitudes amongst children, parents and

staff towards skin protection. Staff will gather children 20+ minutes before going outside for an extended period of time and help apply sunscreen. We do have a thermometer poster which can be found on the fronts of the boot racks to visually show children what they need to be wearing for all temperatures.

I am also aware that my child is responsible for adhering to this policy and will not hold the Beddington Heights Community Association, the Operator, staff or volunteers responsible for any health conditions or skin damage incurred as a result of exposure to the sun or any weather related elements while participating in the Beddington Heights Before and After School Program or any of its subsidiaries.

Emergency Procedure

Should an **Accident** occur, staff will:

- Immediately administer first aid and assess the situation
- If deemed necessary, we will call the parent(s) and/or guardian (please ensure we have your most current contact information). Call the emergency contact person, if a parent or guardian is unavailable
- Contact an ambulance if deemed necessary and bring portable records.
- A staff member will always accompany a child to the hospital with the child's portable record. **Ambulance fees are the responsibility of the parent/guardian.**
- An accident form will be filled out for the parent/guardian to sign. This ensures that parents are aware of each and every accident their child has while in the program.

Should a **Fire** occur at the centre?

- All children and staff will evacuate the building. Attendance will be taken to ensure all children are accounted for. Staff will collect and bring: attendance sheets, portable records, emergency medication and first aid kits. Children will be taken to Beddington School or Beddington Square in the event the building is deemed unsafe to re-enter.
- Every effort will be made to contact all parents by phone.
- Monthly Fire Drills are held at the program.

Should a **Tornado** come into effect and upgrade from a 'Watch' to a 'Warning'?

- All children will be recalled to the building during a tornado 'watch'. No one will be outside. Attendance will be taken to ensure everyone is accounted for.
- When a 'Warning' has come into effect for our area or if the Emergency Broadcast System dictates the children will be moved to the hallway leading to the green room. We will have the children sit against the walls in the hallway and dressing room. Attendance will be taken again to ensure everyone is accounted for (This is the safest area in the building due to being small, limited doors, zero windows and surrounded in concrete.).
- Staff will grab attendance sheets, first aid kit, portable records, and backpacks with medication.

- After the danger has passed or the tornado warning has been downgraded Management or a Senior staff will first check to ensure the integrity of the building. If they encounter any debris or issues they will contact 911 for further instructions.

Lockdown Procedure

During a lockdown procedure our main objective is to protect the children and staff. A lockdown would occur in the case of a disturbed person, police presence due to a disturbance, etc. Staff will account for all of the children and ensure that everyone stayed in their rooms until told otherwise by management. If you would like to see our full lockdown procedure please let the office know and we will pass it along to you. Staff will ensure that attendance sheets, portable records, first aid kits and backpacks with emergency medications are with the group at all times during the lockdown procedure.

Partnership Policy

Beddington Heights Before and After School Program support and contribute to maintaining open communication with the schools and professional organizations within our area in support of children, families and staff. Our staff and program are aware of, support and promote school sponsored events. Through these partnerships we are able to better service our program stakeholders as a whole and provide the same assistance to our partners. This enables us to have resources at our disposal that we are able to share with families. We encourage each child's understanding of the broader community.

Family Involvement Policy

Your involvement as a parent, caregiver or guardian in the program reinforces to your child that our program is a positive environment where parents and staff work together in the best interest of the child. We encourage you to offer new ideas, interests and talents that you may have in order to further enhance the service our program delivers. Staff interactions and communications with families are intentional and facilitate positive respectful relationships. We support the important child-rearing roles of families in the children's lives and respect the diversity of each family unit. We strive to have families become a part of our BASP Community and feel safe to offer their ideas, thoughts or concerns on all aspects of the program. We aim to consult with all families within the program about proposed policy, practice and program changes that may affect you to find the best possible outcome.

Information Sharing Policy

In order to best serve children's needs there are times when it is appropriate to exchange information about children with outside agencies. Within the forms that you sign when you register for this program we ask that you sign the Information Sharing Policy for *less formal information*. This allows us to communicate with your child's school in the following capacity: attendance, illness & transportation.

In order for BASP to share information of a more *formal nature* (such as behavior, family issues, etc.) with other agencies we ask that you fill out our Information Sharing Policy-formal nature form found in the BASP Office. The other agencies that you may want us to share information with could include: doctor, psychiatrist, psychologist, counselor, occupational therapist, speech therapist, etc.

There are certain circumstances when we are obliged to share information without parent consent please refer to the Grievance Policy for a Serious Occurrence.

Quality Enhancement Plan Policy (February 2019)

The aim of a QEP is to allow us, as childcare providers to self-assess our performance in delivering quality education and care and to plan future enhancements. The accreditation standards are based on current research and leading practices focusing on outcomes related to children, staff, families, and community. Complete program reviews will be completed each year with the families and staff within the program. Individual room reviews with the children will also be completed at a minimum of once per year however they could be conducted more often during the year. The next step is to determine where quality enhancements can be made and plan how to implement changes. Any and all changes will be added directly into our working QEP plan and will be communicated with all stakeholders. Our

Community Consultation Policy: We value having the community as a whole be a part of the program. Having multiple perspectives, opinions, and ideas makes for a beneficial collaboration to further grow the program. We are encouraging collaborations with open, honest and positive feedback in regards to a variety of details that could include but are not limited to policy, procedure, QEP goals, etc.

Privacy Consent: By providing the personal information, you are consenting to BHCA's collection and use of that information for the purposes of providing Child Care by the Beddington Heights Community Association. We may retain this information so long as is reasonable to fulfill this purpose.