



# Richard Secord Out-of-School Care Society Parent Handbook

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Nut Aware Environment

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## WELCOME

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Welcome to Richard Secord Out-of-School Care Society (R.S.O.S.C.S.), also referred to as 'the Centre' for children in kindergarten to grade six. The Parent Handbook is designed to inform you of our philosophy, programs, and policies. We want to ensure that your experience at R.S.O.S.C.S. is a positive one. Please take the time to read your Parent Handbook and keep it for future reference.

R.S.O.S.C.S. was founded in September 1988 by parents in our community who recognized the need for quality child care in an out-of-school care setting. R.S.O.S.C.S. began accepting kindergarten children on November 1<sup>st</sup>, 1991. R.S.O.S.C.S. is a not-for-profit centre licensed for a maximum of 80 children.

We pride our Centre in having an open door policy. Parents may visit their children at our facility any time they wish. We do ask parents who plan to visit their children frequently to respect and follow room routines.

Feel free to stop in and speak to any one of our knowledgeable staff or contact us by phone if you have any questions. Please note that our Director is also available to discuss and answer any questions you may have.



## MISSION STATEMENT

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Our mission is to provide safe, affordable, and high-quality child care.

## PHILOSOPHY & GOALS

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Our philosophy is to provide a safe, secure environment, which fosters the development of children, while recognizing and encouraging every child's individuality within a social setting. Through positive reinforcement in a supportive environment, we encourage children to work co-operatively with their peers and the staff in an environment filled with trust, respect, diversity, safety, and friendship.



Our goals and objectives are to help children:

- Develop a healthy self-confidence and positive self-concept
- Work and play safely and co-operatively
- Solve their own problems and learn to resolve conflicts with others
- Become responsible for their actions and property
- Improve their gross and fine motor skills
- Develop independence
- Respect others and their property



## **INCLUSION & DIVERSITY POLICY**

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All children are welcomed, valued, and respected as individuals at our Centre. Every child is unique, with their own characteristics, interests, abilities, and learning needs.

Each child will have equal opportunities to achieve their full potential. R.S.O.S.C.S. supports the principal of equity through implementing inclusive and diverse practices.

Inclusion flourishes in an environment where children feel secure and valued for their thoughts and ideas. An inclusion-based environment also helps children learn to respect and value the contribution made by others.

## **HOURS OF OPERATION POLICY**

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The Centre is open Monday to Friday, 7:00 a.m. to 6:00 p.m., except on statutory holidays. We offer child care during school holidays.

## **R.S.O.S.C.S BOARD OF DIRECTORS**

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R.S.O.S.C.S is a non-profit out of school care and is run by a Board of Directors. Our Board consists of four Executive Officers and a maximum of four Directors at large. The Board of Directors is elected at the Annual General Meeting. Board meetings are held once a month with the exception of July and August and all members of the society are encouraged to attend. During these meetings we have our Treasurer report the financial statement from the previous month and we discuss upcoming events and the Director presents her report. This is also an opportunity for you to share your ideas and to address any questions or concerns.

## **CLOSURE DATES POLICY**

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The Centre is closed on all statutory holidays and the weekdays set aside in lieu. The chart on the following page lists the Centre's closure dates.

During holiday periods, such as summer break, Christmas break, and spring break, the Centre may be closed on days other than those outlined on the following page. Each family will be asked to complete a survey to determine when their children will be in attendance at the Centre. If there are less than eight children who are expected to be in attendance for the time period in question, the Centre may close if given prior approval by the Board of Directors. If the Centre is closed, monthly fees will not be adjusted.



<b>NEW YEAR'S DAY (NEW YEAR'S EVE - 1:00 P.M. CLOSURE)</b>	<b>FAMILY DAY</b>	<b>GOOD FRIDAY</b>
<b>EASTER MONDAY</b>	<b>VICTORIA DAY</b>	<b>CANADA DAY</b>
<b>AUGUST CIVIC HOLIDAY</b>	<b>LABOUR DAY</b>	<b>THANKSGIVING DAY</b>
<b>REMEMBRANCE DAY</b>	<b>CHRISTMAS DAY (CHRISTMAS EVE - 1:00 P.M. CLOSURE)</b>	<b>BOXING DAY</b>

## PROGRAM PLANNING POLICY

The daily programs of the R.S.O.S.C.S. reflect the developmental needs of the children. We strive to develop the social, emotional, physical, and intellectual growth of each child in a positive and sensitive learning environment. We maintain a close and co-operative relationship with other schools to effectively meet the developmental needs of the children in our care.

During programming we look for ways to involve children in developing their own routines. It is important to us to encourage children to run activities, share their skills, create clubs and decide on activities they can help younger children with. The Program is based on choices of free play and child/staff directed activities. During holidays, children participate in a variety of organized events and field trips.

Program planning occurs weekly, and is based on weekly themes and the children's interests. Staff are given adequate time for program planning, organizing rooms, and general maintenance.

R.S.O.S.C.S. combines traditional, national, cultural, and seasonal holidays with activities that are child-centered, educationally oriented, and developmentally appropriate. Every effort is made to ensure our programming is culturally sensitive. Please inform our staff of any celebrations that are important to your family. Parents are encouraged to offer ideas and get involved in the daily programming.



Our staff is committed to providing a high-quality program that caters to the needs, interests, and abilities of all children. To accomplish this, our staff frequently meets with each child individually and in group settings to discuss their skills and interests.

These observations, which are recorded, allow our staff to:

- Set individual goals
- Devise strategies to achieve goals
- Keep track of each child's progress
- Plan experiences to further children's learning and development

The environment is carefully arranged around the program so that the children have access to a wide range of resources that challenge them to develop new skills and/or practice recently acquired ones.

The program is aimed at developing each child's confidence in his or her own ability and promoting the desire to take on new challenges.

A copy of the program is displayed each week on our parent board. It provides a wide range of individual and group experiences, which foster all diverse areas of child development.

Observations, photographs, and children's work are recorded in each child's portfolio. The portfolios are available for parents and children to view at any time. Please ask a staff to retrieve your child's portfolio. You are also welcome to take your child's portfolio home if you wish. A staff member will ask you to sign the portfolio out from the Centre. It will be signed in when returned. Please note that there will be no entries made in your child's portfolio on days when you have the portfolio at home.

### **CHILDREN WITH SPECIAL NEEDS POLICY**

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Our goal for children with special needs centres around the concept of inclusion and socialization. Each child with special needs will have an individualized plan. Staff and the child's parents will collaboratively develop such a plan.

A copy of the plan will be kept at the Centre in the child's file. We will set short and long term goals, which will be documented and evaluated.

### **TECHNOLOGY POLICY**

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R.S.O.S.C.S. uses technology to extend learning within the classroom, and to integrate and enrich the curriculum. The use of passive media (television and video) is limited to developmentally appropriate programming.

Children are allowed 30 minutes of electronics time a day on P.D. days and breaks from school. This time is monitored by the staff in the room. Staff ensure that what they are



using their electronics for is appropriate.

### **SOCIAL MEDIA POLICY**

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R.S.O.S.C.S. recognizes the benefits of utilizing social media to enhance our program. R.S.O.S.C.S. will utilize our website and Facebook as a tool to share information with families, such as upcoming events, recent activities at the Centre, important notices etc. The administrative staff will be responsible for monitoring and updating the content of the website and Facebook page, ensuring that all information reflects the values of the program, and is in accordance with the Centre's policies and procedures.

R.S.O.S.C.S. will not use Facebook or any other social media site (i.e. Twitter, Instagram, etc.) to share confidential information (e.g. photos of the children, personal information) of the families we serve without prior written consent from them. Any inappropriate comments found on our Facebook page or website will be removed by the administrators immediately, and the offending user will be blocked from accessing our site. All other feedback from staff and families regarding the effectiveness and content of the Facebook page is welcomed and appreciated.

R.S.O.S.C.S. staff are made aware of the policy surrounding social media upon hiring, and are required to sign a form indicating their understanding of the centre's policies and procedures and their agreement to follow these policies at all times.

### **STAFF POLICY**

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All of our staff members have the necessary qualifications to work with and supervise our children. It is a policy of the Centre to post all staff qualifications in an area accessible to all parents and visitors. Staff orientation includes emergency procedures, fire evacuation plans, and knowledge of children's specific health concerns.

All staff must provide the Director with a criminal record check, including a vulnerable sector search within eight weeks of commencing employment. One in every two primary staff members are required to have child care first aid. Staff members that do not have a criminal record check or child care first aid will not be allowed to supervise the children without another staff member present who meets all of the child care qualifications.

The staff is required to familiarize themselves with all parents, individual children, school personnel, and school policies to ensure the provision of a consistent and healthy setting for each child in our care.

### **ADULT-CHILD INTERACTION POLICY**

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Our program promotes positive relationships among all children and adults to encourage each child's sense of individual worth.



### **Participation in Children's Play**

Staff members are trained to look for natural openings in children's play, and then join the children at their physical level. When near a child who is playing, our staff will imitate what the child is doing. This shows the child that his or her activities are valued and supported.

Following an invitation to play, our staff will play as partners with the children. During imaginary play, staff members follow the child's lead and assume the roles suggested by the child. Staff may suggest new ideas to challenge children within an ongoing play situation, but in doing so, continue to follow children's cues and stay within the play theme the children have chosen.

### **Communication as Partners with Children**

Staff look for opportunities for conversations with children about the activities they are engaged in. Children take the lead in these conversations. Staff members speak with children in a natural, give-and-take way and make comments that allow the conversation to continue without pressuring the child for a response.

They also ask questions sparingly and responsively, and express genuine interest in what the children are doing. Our staff avoids quizzing children on facts or concepts and praising judgmental comments of any kind. Instead, they make objective, specific comments and use open-ended questions that encourage children to expand their descriptive language and think about what they are doing.

### **Encouragement of Problem Solving**

Problem solving is a life skill that builds a child's self-esteem, sense of competency and social and emotional wellbeing.

In our centre, children are encouraged to develop their own problem solving procedures with the help of our staff. The procedures are to be revised and updated as often as needed. The goal of this process is for children to develop their own problem solving skills through trial and error.

However, when children conflict with each other, staff members should always be available for support or intervention.

All of our staff should approach problem solving with a positive attitude and encourage social behavior among children.



## RULES & GUIDELINES POLICY

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### All children must:

- Have and wear indoor shoes in accordance with Health and Fire regulations
- Wash their hands before and after snack times, lunch, and after trips to the washroom
- Put things away after every use
- Treat Centre toys, furniture, and other belongings with care
- Be polite and respectful (swearing and talking back will not be tolerated)
- Solve problems by talking it out (fighting will not be tolerated)
- Walk inside the building
- Leave all Centre belongings in the Centre
- Enter the cooking area only with permission (this is a health and safety precaution)
- Ask permission to leave the room and to use the bathroom
- Avoid lingering in the hallways

## BULLYING POLICY

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Bullying in any form, whether it is emotional or physical, is not tolerated by staff and children at R.S.O.S.C.S. In the case of staff, disciplinary procedures will be taken. In the case of children, discussions with parents will take place and an action plan will be implemented to resolve any bullying problems which may arise.

## CHILD GUIDANCE POLICY

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The Richard Secord Out-of-School Care Society Child Management Policy was developed to ensure the safety, well-being and positive social interaction of all persons. Positive behaviour from the children will be encouraged at all times. This will be achieved through reinforcement of appropriate behaviours, and prevention, redirection and intervention of less desirable behaviours. All children will be treated with courtesy, dignity, and respect. The methods of discipline used will be age appropriate and emphasis will be put on self-control. We will provide a positive attitude, and our expectations are that children will learn to be pro-social in their nature.

The Richard Secord Out-of-School Care Society Child Management Policy outlines that:

- When children display behaviour that contributes to a positive atmosphere, this behaviour is acknowledged and encouraged by staff.
- We provide guidance in a caring and supportive manner, in areas where children lack the self-control to handle situations on their own.



- We encourage the children to accept responsibility for their behavior.
- We remain consistent in our behavior expectations and approaches to behavior management.
- We maintain control and preserve children's privacy and self-esteem.
- We maintain confidentiality when discussing a child's behavior.
- We model appropriate interpersonal and child management skills.

Our first step in child management is to minimize the possibility for conflicts and behaviour problems to arise. This is done by programming developmentally appropriate activities.

Secondly, children and staff use cooperative efforts to come together to establish clear and reasonable limits. These limits focus on respect for other persons and property, and taking responsibility for one's own actions and property. Children are made aware of these behavioural expectations through the creation of Room Rule posters that are displayed on the walls of each room. The staff strive to give children opportunities to build on their skills with which they can resolve their own conflicts. Staff oversee and remain available to children to encourage conflict resolution. Staff have the intent to build accountability, respect and responsibility.

If a child displays inappropriate behaviour, the staff and child will discuss appropriate behaviour alternatives. If the behaviour persists, there is further discussion. The staff will model problem-solving skills engaging the child in a dialogue on the subject. Appropriate choices are given and children are encouraged to choose for themselves.

The following steps will be used for problem solving:

- Assist the child in identifying the problem
- Generate solutions (brain storm and document ideas)
- Help the child to choose the best solution
- Follow through

The following consequences for inappropriate behavior **ARE NOT** used at the Centre:

- Corporal punishment
- Harsh, belittling or degrading responses that would humiliate a child or undermine their self-respect
- Denial of usual comforts, including shelter, clothing, food or drink

The license holder will ensure that child disciplinary action taken is reasonable in the circumstances. The license holder will not use or permit the use of physical punishment, verbal degradation, or emotional deprivation. The license holder will not use or permit the use of any form of physical restraint, confinement or isolation. The license holder will ensure they and the staff do not deny or threaten to deny any basic necessity to a child.

This policy is distributed to all parents via the parent handbook upon initial registration.



All parents are responsible for reading the handbook and signing the attached form which acknowledges the parents understanding and consent to all policies and procedures of R.S.O.S.C.S.

Upon hiring, each staff member is provided with the Staff Handbook and Parent Handbook and it is a requirement that all staff read and agrees to both documents in full. It is the expectation that the staff of R.S.O.S.C.S must comply with all policies and procedures outlined in both the Parent Handbook and the Staff Handbook. The staff members are also required to sign the following forms:

- Abuse Pledge
- Personal Information
- Behaviour Management

*NOTE:* Richard Secord Out-of-School Care Society reserves the right to refuse care to any child whose behavior cannot be managed by the above steps, or who is in need of constant one-on-one supervision, to the extent that the other children and the program are being adversely affected. We are not staffed to manage such exceptional behavior. However, our staff will make every effort to help the parent access funding for aid support or find alternate care, should the need arise.

### SUPERVISION POLICY

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Richard Secord Out of School Care staff are required to maintain the required ratio when in childcare. Staff are required to circulate around the indoor and outdoor play areas to observe all of the children at play. Staff are encouraged to fill out child observation forms to add their interests to the program plan. Through constant supervision you can watch, listen, talk and play with children to learn about their interests which will enable staff to plan a program that will meet all of their needs.

Staff are required to fill out opening and closing checklists to maintain safety in each room. They are also required to fill out an outdoor checklist to ensure safety of the outdoor environment. Staff continuously do attendance throughout the day when leaving one area and going to another (i.e. going outside) and head counts are performed every 10 minutes. Staff also mark in children on the attendance sheets upon arrival and mark them out when they leave.

When staff take children on field trips they are required to do attendance every 10 minutes. The centre ensures that there are enough staff to meet the ratio requirements and staff are trained to spread out to cover all play areas so that all of the children are being supervised at all times.

When children do not show up at an expected time (i.e. after school) the parent(s) is contacted to find out the whereabouts of the child. If a parent cannot be reached an emergency contact will be contacted. If the emergency contact cannot be reached, the



police will be contacted.

**Note:** All parents are made aware of this policy in the form of the Parent Handbook upon initial registration at R.S.O.S.C.S. Parents are also responsible for signing the attached consent form, which states that the parent understands and agrees to all policies.

### CONFIDENTIALITY POLICY

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All information provided to R.S.O.S.C.S. for the purpose of enrolment shall be considered confidential, and shall not be used or made available to anyone outside of the Centre.

Permission will be requested from parents for the provision and use of any information on a need-to-know basis. It is the policy of the R.S.O.S.C.S. to keep all personal information strictly confidential except where disclosure is required by law or judicial action. This ensures the safety and well-being of our children.

However, circumstances may arise when parents need our help and support with an outside agency that may become involved with your child or family. In such circumstances, we require the following in writing:

- The name of the agency, person and/or organization with which the information will be discussed
- Written consent stating the specific information to be given and when the release of information commences
- The purpose for which the information is to be given
- The signature of the parent or guardian

### HOMEWORK POLICY

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A quiet area within the Centre is available for children to complete their homework, if they wish.

We do not take responsibility for signing off on work. Please be aware that we can only encourage children to do their homework.

### HEALTH AND SAFETY POLICY

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The Centre promotes a healthy and active lifestyle for the children through diligent practices and daily planned experiences. RSOSC believes that the health and safety of children is of paramount importance. We strive to ensure our environment is a safe and healthy place for children, parents, staff and volunteers.



### **Nutrition**

We request that parents provide a healthy lunch for their child(ren). If requested, we will heat lunches for the children that are at the centre over the lunch hour. We supplement lunches with milk and supply milk and juice for snack time.

Our snacks are in accordance with the Canadian food guide. The Centre provides a variety of nutritious snacks before and after school. Please note that the light morning snack is not intended to take the place of the child's breakfast at home.

Please inform us if your child has any dietary restrictions. If your child is on a special diet, please provide us with specific food and beverage requirements. Food can be refrigerated and/or heated up if required.

At R.S.O.S.C.S. we encourage healthy eating. Please keep this in mind when you are preparing your child's lunch. Canada's Food Guide is posted in each room for healthy eating alternatives. We supplement lunches with 1% or 2% cow's milk, and fresh fruit and vegetables.

Your child's file must include a signed statement that R.S.O.S.C.S. is not responsible for the nutritional value of the food brought from home or for meeting the child's daily food needs.

A weekly menu is posted in each classroom. Please check the menu plan and send a substitute for the part of the meal that your child cannot eat.

### **Nut-Aware environment**

Every effort is made to ensure that nut products do not enter the Centre as we have children in attendance who are severely allergic to nuts.

Please take extra caution and read ingredient lists when making your child's lunch. Any nut products in your child's lunch will be removed and sent home with a notice.

### **PERSONAL HYGEINE**

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Upon arrival and departure at the Centre, the children will be asked to wash their hands with liquid soap and warm running water. Washing hands is the best way to prevent cross contamination.

A disinfecting solution is used many times a day on all highly frequented surfaces. All of our toys are disinfected weekly and are washed regularly. Toy washing schedules are posted in each room.

A first aid kit is available in each classroom. Portable first aid kits are used when we leave the Centre.



## WASHROOM POLICY

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All washrooms are sanitized after the Centre closes at 6:00 p.m. The Lessor is responsible for maintaining an adequate supply of paper towels, soap, and toilet paper.

## PERSONAL BELONGINGS POLICY

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Any personal belongings brought to the Centre by the children are their responsibility. R.S.O.S.C.S. will not be responsible for lost, damaged, or stolen belongings. Parents are encouraged to label all child's clothing.

Please keep in mind that your child is joining a large group of active children, and if your child wishes to bring an item, please ensure that it is labelled.

After school, the children are reminded to collect all of their personal belongings, such as hats, boots, and homework. After 3:30 p.m., children, parents and staff are not permitted to enter the school facility. If your child has left an item in the school, please go to the front entrance, ring the door bell, and ask for custodial assistance.

## HELMET POLICY

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The Centre requires children to wear helmets when riding bicycles, scooters, sleds, and skateboards. Children are advised to use their own helmet.

Our primary purpose for the use of helmets is to ensure that our children remain safe and practice good safety habits.

## PLAYGROUND SAFETY POLICY

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Prior to entering a playground staff members complete a playground safety checklist. This checklist ensures the play area is safe for our children. While at the playground staff supervise the children on all equipment. Our staff are dedicated to providing a safe outdoor play environment in order to promote creative and constructive play for children. Staff ratios will be maintained on the playground at all times.

## ACCIDENT/INJURY REPORTING POLICY

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According to Alberta Children Services Regulations, an incident involves anything that could have an adverse effect on the child, but is not an accident. An example of such an incident would be if and when a child is extremely frightened by a large dog during a walk.

All incidents will be reported to the Director and to the child's parent(s) or guardian(s)



immediately. An accident, by default, is anything which requires first-aid. Therefore, if a child gets a bump or a scrape, it is deemed an accident and will be reported as such.

The Centre will maintain these accident/incident forms to ensure that parents, license holders, and the licensing officer are aware of these unusual occurrences and that corrective actions are taken, including guidelines taken to prevent similar occurrences in the future.

### **Incident Reporting**

The following incidents must be reported immediately to the Child Care Services office: an evacuation; unexpected program closure; an intruder on the program premises; a illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight; an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in hospital overnight; the death of a child; an unexpected absence of a child from the program (i.e. lost child); a child removed from the program by a non-custodial parent or guardian; an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer; the commission by a child of an offence under an Act of Canada or Alberta; and/or a child left on the premises outside of the program's operating hours. In the event of such an incident occurring, staff will contact the licensing officer by telephone immediately, and then the prescribed incident report will be completed and submitted via fax to the licensing officer within 2 days.

All incidents are analyzed annually and a report is submitted to the Child Care Services office.

### **MEDICAL EMERGENCY POLICY**

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#### **In the event of a medical emergency the following will occur:**

- Immediate medical attention will be given to the injured child
- The staff member(s) in charge of the situation will determine the severity of the accident
- If additional medical attention is required, the parent(s)/guardian(s) will be contacted immediately and informed of the situation
- If the parent(s)/guardian(s) cannot be contacted, then the emergency contact person will be contacted
- If no contact person can be reached, then the Director or staff involved in the situation will determine whether further medical procedures are required
- A detailed accident report will be completed by the Director and the staff member(s) involved
- One copy will be on file at the Centre and one copy will be given to the parent(s)/guardian(s)



Please note:

Health care will be provided to children only if written consent of the parent is provided and will be provided in the form of first aid.

**\*\*If we are required to call an ambulance for the injured child, the parent(s)/ guardian(s) will be charged for the cost of the ambulance to the hospital.**

### ILLNESS POLICY

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In order to protect staff and children, parents are asked not to send children if they display signs of ill health. If a child becomes ill at the Centre, the parents or emergency contact person will be notified and will be required to come and pick up the child. If a child has been absent due to a communicable disease, that child may return only when a physician has diagnosed that the child is no longer at risk of spreading the disease and has been symptom free for 24 hours.

In addition to the above, if your child is displaying any of the following symptoms, it is in their best interest to stay at home:

- Fever of 38 degrees Celsius or higher, especially if persistent
- Diarrhea, vomiting
- Undiagnosed rash or skin condition
- Communicable disease
- Infected discharge (thick and colored: yellow, green or red-brown)
- Lethargy and irritability
- Persistent pain
- Cough (3-5 coughing spasms/hour, especially if vomiting)

The staff is trained to follow the procedures necessary when a child is ill upon beginning employment with the centre. If a staff member suspects your child is ill, the staff will take the following steps to assess the situation and take note of the following:

- Take temperature (tympanic)
- Ask the child to describe their symptoms
- Ask the child investigative questions (ex. When did you last eat? What was it?)
- Assess the child's skin (moisture, colour, integrity etc.)
- Note facial expressions or unusual behaviours
- Continue to monitor for any changes

An Illness/Unusual Behavior Report Form will be filled out to record and document children that are ill. This form includes; name of child. Date the child was observed to be ill, name of staff member who identified the ill child, time the parent was contacted, name of staff who contacted them, time the child was removed from the program and the date the child returned. If a parent fails to arrange for the immediate removal of the



child from the program premises and/or is unable to be contacted, the staff will call the emergency contacts and they will be asked to collect the child.

### **Supervised care for sick children**

If a child becomes ill at the centre, the child will be kept in the rest area in the room, under the supervision of a primary staff member, or the child will be kept in the office, under the supervision of the director away from the other children until the parent is able to pick them up. This usually takes 1-2 hours. The rest area has a sofa for the child to rest comfortably.

### **MEDICATION POLICY**

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The R.S.O.S.C.S. staff will administer only prescribed medication. The following criteria must be met before prescribed medication will be administered:

- Medication must be received by staff directly from the parents/guardians of the child
- Written authorization for administration of medication must be obtained from the parent(s)/guardian(s).
- Written authorization is required every 10 days (in case of on-going or long-term medication)

Prescribed medication must:

- Be in its original container
- Be clearly labelled with the physician's name and child's name
- Have the date of issue
- Have the expiry date
- Include written directions for administration

Medication must be administered within pharmaceutical guidelines. No Tylenol, Advil, Temptra, or equivalents will be administered to children, unless a separate written doctor's note is available. Staff are responsible for recording the following information regarding the medication administered:

- Name of the child
- Name of the drug given
- Dosage
- Time of administration
- Signature of the staff who administered the drug
- Signature of parent/guardian on Medication form

Medication is kept in a locked container in the cupboard or in the fridge if it is required.

### **Administration of Emergency Medication:**

Emergency medication (i.e. epi pen) will not be stored in a locked area, rather it will be



kept in a labeled basket in the child's room.

### **Health Care**

Any health care provided to the children in the center will be in the nature of first aid. The center reserves the right of a parent's written consent that in case of an absolute emergency, a child will be taken to the nearest hospital in ambulance.

### **LICE POLICY**

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From time to time, we may experience an outbreak of lice at the Centre. The staff will conduct lice screening on all the children in the Centre on a regular basis to ensure the centre is lice free. If your child contracts lice, please inform us immediately. Your child will need to be treated and will be unable to return to the Centre until they are lice and/or nit free.

With a confirmed case of lice, we will immediately contact the parents to pick up the child from the Centre. The staff will then conduct lice screening on all of the children in the Centre to check for any other cases of lice. The screening will continue on a daily basis until the staff are confident that there are no longer lice and/or nits present in any of the children's hair.

Any child returning to the Centre after being treated for lice will require the staff to perform a lice and/or nit screening of the child's hair for which the parents are required to attend. The child may only return to the centre after a staff member conducts a lice screening and confirms that they are lice and/or nit free.

### **TRANSPORTATION POLICY**

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Children will not be transported in private vehicles, except in emergencies or in cases of exceptional circumstances. For field trips, children and staff either take public transportation or a chartered bus. Transportation to and from the Centre is the responsibility of the parents.

Where bussing is required, parents are responsible for co-ordinating arrangements between the school and the Centre. Please advise the Supervisor of all transportation arrangements at the time of enrolment.

### **Transportation between other schools**

If a child does not show up after 10 minutes of the bell ringing the staff are required to go the classroom first and ask if the child was here today or picked up already. If the teacher is not there or does not know then go to the office to see if they were here today. If they were supposed to be here call the family and the emergency contacts. The last step will be to call 911 until the child is found.

\*Parents are responsible for signing the walking consent form provided at the time of



registration to permit the R.S.O.S.C.S. staff members to walk their child(ren) to and from school. Drop off and pick up times will vary for each school. Please ensure that your child is dropped off prior to their specific school drop off time; please see page 21.

### OFF-SITE EXCURSION POLICY

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Parental consent will be obtained by signature on consent forms, which will indicate the following:

- Date of the trip
- Destination
- Time of departure and return
- Method of transportation
- Type of activity planned
- Special needs, e.g. helmet
- Cost (if applicable)

\*\*Prior to giving consent, parents will be informed of the supervision arrangements. If we are unable to obtain parental consent, your child will not be permitted to attend the field trip.

#### **Swimming Field Trips**

All children 8 years and older are required to wear a life jacket, unless they can swim a length of the pool and receive a mark from the lifeguard. All children under 8 will be required to wear a life jacket at all times. If the pool has a designated shallow area and a lifeguard present children 8 and over can swim in this area without a lifejacket.

#### **School Suspension/Expelled**

If a child is suspended or expelled from school for any reason that child will not be allowed to attend the after school program during the suspension/expulsion period.

#### **Staff-Child Ratio**

Staff are required to ensure that the staff-child ratio is maintained while on field trips (ex. In the pool). Staff are required to fill out a fieldtrip checklist prior to leaving the centre, while on the fieldtrip and when they return. The form is given to the director when completed. Staff will have a meeting with the children before fieldtrips. They should discuss where they are going, how they will get there, what they will be doing, safety rules and what they need to bring with them. Centre t-shirts and staff t-shirts must be worn on fieldtrips which are labeled with the centre's name and phone number.

Staff are required to bring the attendance clipboard and first aid kit on field trips, along with the portable records binder which includes all emergency contact information for all children in the centre. Children should be divided into groups when appropriate and ensure that the staff knows which group they are responsible for. Program Supervisors are encouraged to bring their cell phones and keep them on during the field trip for emergency use. Staff are required to do attendance before leaving the centre, regularly



while on the field trip and before leaving the field trip. If you start your shift when the bus will be leaving you need to be at the centre and ready to go prior to the bus leaving.

### WALKING POLICY

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Parents with children attending Westbrook Elementary School, St. Boniface Catholic School, Greenfield Elementary School or St. Stanislaus Catholic School will need to sign a walking consent form, along with those children from our ELC location that are attending Richard Secord School.

#### Before School

Children attending any of the schools listed above are walked to school by R.S.O.S.C.S. staff. Our staff ensures that our children are safely in their play area and that outdoor school supervision is present before returning to the Centre. Once the first bell has rung for morning recess, care will be transferred from the RSOSC staff to the school supervisors. Children who require our staff to walk them to school must be at the Centre prior to the times noted below:

#### **RSS Location:**

- St. Boniface School and Westbrook School - arrive prior to 8:05 a.m.
- Richard Secord School – arrive prior to 8:15 a.m.

#### **ELC Location:**

- Richard Secord School and Westbrook School - arrive prior to 7:55 a.m.
- Greenfield Elementary School and St. Stanislaus Catholic School - arrive prior to 8:15 a.m.

*NOTE:* Parents are required to accompany their child(ren) to school if they do not arrive at the Centre by this time.

#### After School

#### **RSS Location:**

Upon dismissal, Westbrook Elementary School children meet at the exit on the northeast side of the school and St. Boniface School children meet inside the front entrance of the school. Attendance is taken prior to returning to the Centre. Then the group begins the return, walking in an orderly and safe manner.

Kinder Pick-Up: Kindergarten children are picked up by the R.S.O.S.C.S. staff directly from their classrooms and walked back through the inside of the school to the Centre.

#### **ELC Location:**

Upon dismissal, Richard Secord School and Westbrook Elementary School children meet inside the RSS Location front entrance. St. Stanislaus School children meet



outside the front entrance of the school, and Greenfield Elementary School Children meet outside by the northwest entrance of the school. Attendance is taken prior to returning to the Centre. Then the group begins the return, walking in an orderly and safe manner.

Kinder Pick-Up: Kindergarten children are picked up by the R.S.O.S.C.S. staff directly from their classrooms and walked back to the Centre.

### CLOTHING & SHOES POLICY

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Children must be properly clothed according to the weather and season. Please provide your child with proper clothing for outdoor activities and travel to and from school (mittens, hats, boots, etc.).

During the summer months, your child(ren) should have the following items with them at the Centre:

- Sunhat
- Sunscreen
- Water bottle
- Towel
- Swimsuit
- Insect repellent (optional)

Please provide an extra set of clothing, including socks and underwear for your child. These items will be kept in your child's cubby at the Centre. Please label all clothing and footwear to avoid confusion or loss of items.

Children must have indoor shoes; this is a Fire and Health regulation. Your child(ren)s shoes must be kept at the Centre and are to be worn indoors only.

### EMERGENCY PLAN POLICY

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Fire drills are held monthly to acquaint the children with the evacuation procedures. These practice drills are supervised and documented by the Director. Evacuation routes are posted in each classroom.

Should we have to evacuate either Centre in the event of a fire, gas leak, broken water main or other emergencies, children will be accommodated at the Dayspring Presbyterian Church at 11445 – 40<sup>th</sup> Avenue in Edmonton. Staff members are required to bring portable records during an emergency evacuation, and will contact parents upon arrival to the meeting point.

During a lock down in the **Richard Secord School Location**, everyone will move into the storage room in the gym. During a lock down at the **Enjoy Life Church Location**, everyone will meet in the Alligator Room and doors to the Penguin and Frog room will be locked. When walking to pick up children from other schools, we will call the schools



before the staff leave to ask if they are on lock down or are releasing the children. If they are on lock down our staff will remain at the centre until the lock down is lifted. If they are releasing the children the staff will walk to the school to pick up the children. The staff will call the parents of the children to let them know if their school is in lock down.

### ARRIVALS & DEPARTURES POLICY

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#### **Drop-Off**

Children must be delivered to the Centre by a parent, guardian, or authorized designate. The parents will be responsible for signing in their child(ren) when they arrive at the Centre.

We take attendance at least three times a day, each morning, lunch, and after school. Staff are always aware of the number of children in their care.

During school holidays (non-school days), your children must be at the Centre by 9:00 a.m. If your child(ren) will be late, the Director or Program Supervisor MUST be informed by 9:00 a.m.

If R.S.O.S.C.S. does not receive a phone call, your child will be considered absent for the day and we cannot be responsible for alternate care. Please note that required arrival time may be earlier on various days due to community outings.

In the event a child does not arrive at the Centre when normally expected, the parent/guardian and/or the school will be contacted, in an attempt to locate the child. Our responsibility for your child begins when you inform us that your child has arrived.

If a parent fails to notify the Centre of a child's absence from Westbrook Elementary School, St. Boniface Catholic Elementary School, Greenfield Elementary, St. Stanislaus Catholic School or Richard Secord School, a written notice will be issued. Should this occur a second time, a fee of \$25.00/child/written notice will be levied.

#### **Pick-Up**

Children will be released only to a parent, guardian, or other authorized designate. The staff are required to check proof of identification before we release your child to anyone other than yourself. It is the parent's responsibility to sign-out their child at the end of the day.

Your child(ren) will not be released to anyone who does not have your authorization to pick up your child. Your authorization must be given in writing or verbally, clearing the Centre of liability. The person picking up your child will be asked for identification. Please note that your child(ren) will not be released to anyone under the age of 13 years.



Children must be picked up from the Centre no later than 6:00 p.m. If there is an emergency and you are late, please call the Centre to make arrangements.

A fee of \$2.00/minute/child will be charged for each minute after 6:00 p.m. that a child remains at the Centre. These fees will be payable directly to the staff member(s) on duty beyond 6:00 p.m. The Centre is not insured for your child after 6:00 p.m. Our Centre assumes no responsibility for your child after this time.

For the safety of your child, if you or an emergency contact cannot be reached by 7:00 p.m., we will contact the Child Welfare Crisis Unit.

Please remember that the information given on your application is vital to our line of communication with you. If there is a change in phone numbers, addresses, emergency contact information, or any other important information, please notify the Centre immediately.

Our staff have the ability to refuse the release of a child into the care of an authorized pick-up person if they appear to be unable to adequately care for the child (e.g. under the influence of alcohol and/or narcotics).

If a staff member believes that the authorized pick-up person is impaired, or that the child will otherwise be at risk, they will state that they are obligated by law to ensure the safety and well being of the child and must contact a family member or their emergency contact person to accompany the child home. If the person then leaves with the child, the staff member will be required by law to immediately call 911.

### **PAYMENT POLICY**

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You will find the schedule of payments is attached at the front of the Parent Handbook. Fees for summer care are reviewed and determined by the Board of Directors in April of each year. A parent survey may also be conducted in April asking parents what their child care needs will be for the months of July and August. If you do not need child care in July and/or August, a fee may be charged to ensure child care enrolment for September.

All families who enroll their child(ren) in R.S.O.S.C.S. are initially required to pay a \$200.00 deposit for each child, which is refundable when the child leaves the program once a month's written notice is provided.

Post-dated cheques must be provided on a yearly basis for September to June. Cheques are to be made payable to Richard Secord Out-of-School Care Society and dated for the first day of each month. Cash payments will not be accepted and N.S.F. fees will be passed on to parents. A late payment fee of \$25.00 will be charged for each late payment. Consistent default of fee payments will result in the termination of child care at the Centre.



Parents who are subsidized are required to ensure appropriate subsidies are in place in advance and to provide a subsidy authorization form and payment of parent portion in advance. If authorization for subsidy has not been received, the parent must advise the Director of the dates that the authorization will be received. The parents are responsible for renewing all subsidies before their pre-existing subsidy expires and are responsible for all fees in the event that the authorization is not received in a timely manner.

### **Fee Deferral**

In order to ensure the sustainable operation of our Society on a non-profit and self sustaining basis and assist in minimizing overhead administrative costs and ensuring consistent and reliable revenue, under no circumstances will Richard Secord out Of School Care Society grant a fee waiver, fee deferral or a leave of absence. For clarity, a leave of absence applies to all or part of the program in which the child is registered. Families who choose not to use our service throughout the full year will not be reimbursed a portion of the fees, as there is no additional charge for these services. (E.g. spring break, Christmas holidays etc). Fees are due regardless of the number of days in the month, school closures, absenteeism due to vacation or illness.

### **WAITLIST POLICY**

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R.S.O.S.C.S. utilizes a waitlist of families requesting child care in the future. A non-refundable waitlist fee of \$25 will be due within 5 business days from the date your waitlist request is submitted. Your position on the waitlist will be determined by the time the request is submitted, but will not be finalized until payment has been received. You may submit your request via our website, by phone, or in person in the office at the Richard Secord School Location. The wait list fee can be made payable to RSOSC by cheque only.

### **WITHDRAWING FROM THE CENTRE POLICY**

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One month's written notice is required to withdraw your child(ren) from R.S.O.S.C.S. If notice is not received, you will be responsible for the fees incurred for another month. If the safety or health of other children is at risk, we reserve the right to discontinue services for your child(ren) without notice. You will also be required to fill out a "Notice of Withdrawal Form".

### **SEPARATION & CUSTODY ISSUES POLICY**

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It is the Centre's intent to meet the needs of children and parents, especially when the parents may be experiencing a difficult situation, such as a divorce or separation. However, the Centre cannot legally restrict the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up, unless the Centre has been provided with current legal documents stating otherwise. Copies of all court documents must be kept in the child's file.

In the case of a separation where one parent wants the society to withhold his/her child



from the other parent, legal council should be sought.

R.S.O.S.C.S. cannot assume responsibility for withholding the child from either parent without a copy of a court order to that effect. In the case where one parent has legal custody, the staff will release the child only to individuals authorized by that parent. A copy of the custody agreement must be given to the Director and kept on file.

### **PARENT GRIEVANCE PROCEDURES POLICY**

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Should a concern arise regarding the R.S.O.S.C.S. Program, the administration of the program, or any staff member, you are required to approach the Director.

In the event that your grievance relates specifically to the Director and/or you are unable to resolve the issue, you are required to address your concerns, in writing, to the Board of Directors. Address your grievance to the Chairperson of the Board who will then contact you.

Alternatively, in the event that the Director raises a concern to the Board of Directors, you will be contacted by the Chairperson to provide your input.

If your grievance cannot be resolved by written correspondence with the Board, you may address your concerns to the Board of Directors in person. A meeting with the Board of Directors must be requested in writing, and must clearly outline your grievance and the steps you have taken to this point to resolve the issue.

A subsequent meeting may or may not be granted, but will be decided by a consensus of the Board of Directors. Any decision will be provided to you in writing with supporting reasons.

Each situation will be considered on its own merit. Every reasonable effort will be made to resolve the issue, but in keeping with the philosophy of the Centre, the collective well-being and safety of the children will always be our primary concern.

The Board of Directors reserves the right to rule on uncooperative or unreasonable behaviour by a child or parent, and may terminate child care services without notice in what they deem to be extreme or dangerous circumstances. As the Board of Directors is considered to fairly represent a cross-section of the parents in the Centre, the decision of the Board of Directors is final.

### **PARENTAL INVOLVEMENT POLICY**

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We encourage the participation of parent(s)/guardian(s). Opportunities for involvement include:

#### **The Board of Directors**

It is a requirement under the bylaws of R.S.O.S.C.S. that we operate with a Board of



Directors consisting of four Executive Officers and a maximum of four Directors-At-Large.

The Board is elected at the annual general meeting from members of the R.S.O.S.C.S. Each parent/guardian registering a child in R.S.O.S.C.S. is signifying his/her agreement to become a member of the Centre. The Board is responsible for governing the R.S.O.S.C.S.

All members are encouraged to contribute their time to the monthly board meetings. Topics for discussion at the monthly board meetings include, but are not limited to, staffing, programming, budgeting, and licensing issues.

As a member, you have the ability to be a part of the decision making process by voting in matters affecting the Centre. You also have the opportunity to share your views, talents and ideas.

A volunteer Board of Directors consisting of parents/guardians governs the R.S.O.S.C.S. All parents/guardians of children registered at the Centre automatically become a member and have the right to vote at any board meeting. Parents/guardians are welcome to join the board, attend monthly meetings and the annual general meeting. Dates and times for meetings are posted at the main entrance.

### **OPEN DOOR POLICY**

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Parents are welcome to visit the Centre at any time during regular hours and participate in field trips.

#### **Information Sharing**

Contact and conversation with all staff is encouraged. This helps staff learn more about the child(ren), and helps parent(s)/guardian(s) learn more about the staff. The Director is available to address any concerns or discuss any issues that may arise.

The Centre publishes a monthly newsletter, which is available for viewing on our parent board.

#### **Program Survey**

Parents are invited to participate in a program evaluation conducted each fall and spring. This process allows the Centre to measure progress in program goals and objectives.

The results are used as a basis for continuing successful activities and for changing those which need improvement.

#### **Suggestion Box**

There is a box located inside the main entrance for parent(s)/guardian(s) to leave comments and/or suggestions for the Centre.

### **Public Information – Parent Information Board**



There are parent bulletin boards located in each classroom and in our main hallway that contain weekly programming, menu, interesting articles, and family resources. Please stop by and check the board each day; this will help keep parents connected with the Centre.

### **CHILD INVOLVEMENT POLICY**

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Our centre is committed to involving and consulting children in decisions that affect them directly. This will assist the child in developing new skills such as negotiating, sharing and understanding the perspective of others. It also helps them to understand how decisions are made and recognizes that their opinions are important.

### **COMMUNICATION POLICY**

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The society will ensure that all parents, children, staff members and community members will receive all written and verbal information that is relevant to them. This will occur efficiently, in a professional and respectful manner which maintains that confidentiality of all individuals.

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 society will ensure that there is a reasonable belief that the information will be of assistance. We encourage an atmosphere of openness and receptivity to new ideas and opportunities for improvement.

Consultation between staff and parent regarding their child daily routine will take place regularly in an open and positive manner.

### **ORIENTATION POLICY**

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To provide an orientation process for new children and their families, that will give them the opportunity to talk to staff and familiarize themselves with the routines.

### **STUDENT POLICY**

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R.S.O.S.C.S. welcomes and encourages volunteer help from parents and students. Volunteers bring with them a range of skills and experience that can enhance the learning opportunities of the children. At all times students and volunteers will be under the supervision of our staff. All volunteers will need to provide an updated criminal record check which will be kept on file. We will post an announcement on the bulletin board for your reference.

### **PARENT VOLUNTEER POLICY**

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In order for the society to maintain current high-quality childcare for its members while



maintaining fiscal responsibility and encouraging parental involvement at the center, the board of directors has approved the following policy:

As a requirement for membership at the center each family is required to volunteer 10 hours at the center during the period of Sept 1-Aug 31 of each operating year. In order to secure a commitment from each family, the center requires that each family post-date a cheque to the center dated for Aug 31 of each year ending for \$250 per family, to be given to the center by October 1, the beginning of the school year. This cheque will be held in trust until all 10 volunteer hours are completed and signed off by the RSOSC Director. If a family opts to not complete their volunteer hours their cheque will then be deposited by RSOSC. Each family is required to complete the form "MEMBERSHIP VOLUNTEER AGREEMENT" by October 1 and provide the post-dated volunteer deposit to maintain current membership.

### FULFILING VOLUNTEER HOURS:

Examples of volunteering are as follows:

- Attending board meetings and annual meeting
- Volunteering on field trips
- Casino volunteer
- Assisting with office duties approved by director
- Other volunteering approved by the director

### COMMUNITY-SCHOOL PARTNERSHIP POLICY

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R.S.O.S.C.S will promote the active participation of school administrators and community members. We encourage a close working relationship between all relevant stakeholders. We strive to create an environment that encourages school administrative and community member's involvement. We recognize that it is in the best interests of our society that we work together in partnership with community and school members to support children in their early childhood development. This partnership includes meetings with school administrative/student/parent partnership council.

### DAILY SCHEDULE/ROUTINE

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#### RSS Location (117 Street)

**Name of Room:** Panda Room - Grade 1-3

**7:00 a.m. – 8:20 a.m.** – Welcome children, "open" snack, free play, planned experience, individual time. Walk Westbrook & St. Boniface children to school, Richard Secord clean up and get ready for school.

**8:20 a.m. – 8:38 a.m.** – Outdoor play and line up for school

**3:30 p.m. – 4:00 p.m.** – "Open" snack, discussion of day's events, free play



**4:00 p.m. – 6:00 p.m.** – Free play, planned activities, gym, outdoor play, clubs, home work

**6:00 p.m.** - Closed

**Name of Room:** Monkey Room - Grade 3-6

**7:00 a.m. – 8:20 a.m.** – Welcome children, “open” snack, free play, planned experience, individual time. Walk Westbrook & St. Boniface children to school, Richard Secord clean up and get ready for school.

**8:20 a.m. – 8:38 a.m.** – Outdoor play and line up for school

**3:30 p.m. – 4:00 p.m.** – Gym and/or outdoor play

**4:00 p.m. – 6:00 p.m.** – “Open” snack, discussion of day’s events, free play free play, planned activities, clubs, home work

**6:00 p.m.** - Closed

### ELC Location (114 St)

**Name of Room:** Penguin & Frog Rooms – Kindergarten

**7:00 a.m. – 8:20 a.m.** – Welcome children, “open” snack, free play, planned experience, individual time. Walk children to school.

**8:20 a.m. – 8:38 a.m.** – Outdoor play and line up for school

**11:30 p.m. – 12:30 p.m.** – Pick up children from school, lunch time, free play.

**12:30 p.m. – 3:15 p.m.** – Free play, planned experiences, outdoor activities, individual time.

**3:15 p.m. – 4:00 p.m.** – “Open” snack, discussion of day’s events, free play

**4:00 p.m. – 6:00 p.m.** – Free play, planned activities, outdoor play, clubs

**6:00 p.m.** - Closed

**Name of Room:** Alligator – Grade 3-6

**7:00 a.m. – 8:20 a.m.** – Welcome children, “open” snack, free play, planned experience, individual time. Walk children to school.

**8:20 a.m. – 8:38 a.m.** – Outdoor play and line up for school

**3:30 p.m. – 4:00 p.m.** – “Open” snack, discussion of day’s events, free play

**4:00 p.m. – 6:00 p.m.** – Free play, planned activities, outdoor play, clubs, home work

**6:00 p.m.** - Closed

### PROGRAM REVIEW POLICY

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The purpose of this policy is to enhance our programs quality. We review our policies and procedures and evaluate the program by collecting information through surveys and meetings that involve all stakeholders. Short term goals are addressed within 3 months, intermediate and long term goals are addressed after short term goals are completed. To maintain our commitment to quality child care all policies will be reviewed twice a year and revised when necessary by the accreditation team. This will be recorded on the Policy Review Checklist.



### KNOWING IF YOU HAVE MADE THE RIGHT CHOICE

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It may take a few days for your child(ren) to adjust to his/her new surroundings and routines. The best way to evaluate the experience is to talk to your child(ren) about his/her day.

If the answers to the following questions are 'Yes', then you will know that R.S.O.S.C.S. is the right choice for you and your child(ren):

- Does your child look forward to attending school every day?
- Does your child talk openly about events that happened during the day?
- Are your child's drawings, paintings, crafts, and projects brought home for you to see?
- Is your child able to sleep normally?
- Does your child generally seem secure and happy?

Please feel free to ask questions or raise your concerns with the Director or staff members.

### FORMS IN USE

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- A. Registration Form
- B. Walking Consent Form
- C. Volunteer Agreement

