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OSP & Kindercare Parent Information & Policy Handbook



Contents

- ★ Mission Statement/Philosophy
- ★ Student Responsibilities
- ★ Parent Responsibilities
- ★ Administration
- ★ Fees & Hours of Operation
- ★ Health & Emergency Procedures
- ★ Policies

Mission Statement

It is our mission to help children become independent, self-assured individuals by providing a safe, caring, inspiring space where we create opportunities to build on children's self-esteem and self-love, assist them with developing relationships, teach important values, life-skills and how to respect themselves, others and their environment. We want every child to know we believe in them and that they are all Superstars!

Philosophy

We will do our best to meet the needs of each child socially, emotionally, and physically through our creative and innovative programming.

We feel that children need to learn and grow through self-discovery and exploration. When children are given an environment rich with opportunities and new experiences they naturally learn and grow.

We will encourage personal growth by creating opportunities for children to make decisions for themselves and by taking responsibility for their actions.

Each child will be treated as a unique individual with different wants, needs and goals, but will be encouraged to participate as a team player. They will participate in making group decisions and working together co-operatively to create the rules and expectations for the space.

Each and every child at Little Star Play School & Out of School Program has the right to feel safe and that they belong.

Student Responsibilities

- ★ Student is responsible to treat the staff & other children in the program respectfully.
- ★ Each student is responsible to gather belongings, dress and meet at meeting spot in a timely fashion.
- ★ Each student is required to place belongings appropriately in the boot room and change into indoor footwear (if required by program), wash hands and assist in preparations for snack as well as clean-up of snack.
- ★ The student is responsible for getting homework out and asking for assistance if needed.
- ★ Each student is responsible for treating equipment in the program properly and to assist with clean up at the end of play.
- ★ Students are responsible for their actions and responsible to accept the consequences for their actions.
- ★ Students are responsible to help set up rules and expectations for the program and to follow them accordingly.
- ★ Physical or extreme verbal abuse can result in suspension or expulsion from the Program.
- ★ Students are required to use their manners, be bucket-fillers and good friends while at Little Star.
- ★ Students are required to be kids and enjoy themselves!!!

Parent Responsibilities

- ★ Parents are responsible to ensure they are signed up with the Lillio App.
- ★ Parents are responsible for letting staff know if child/children will not be in attendance, failure to do so will result in a \$25.75 No Show charge. No changes are accepted to the roll call after the previous Friday, or a \$16.50 Contacted Absence charge will apply to all. (Please see Policy #13 for all Penalty Charges)
- ★ Parents are responsible to ensure that their child is dressed appropriately for the weather as they will be outdoors daily.
- ★ Parents are responsible to provide clean, labelled indoor footwear that will stay on-site at the program if required by program.
- ★ Parents are responsible to pick their child up by 6:00 pm.
- ★ Parents are responsible for filling out registration forms fully and updating staff with any changes throughout the year.
- ★ PD Day sign up cancellations end one week prior to the PD Day, no cancellations accepted after. A Contacted Absence fee of \$20.50 will be charged if contacted prior to the start time of the scheduled care. A \$51.50 No Show fee will be charged if we aren't notified that a child will not attend. (Please see Policy #13 for all Penalty Charges)
- ★ On PD Days, parents are responsible to send lunch and snacks with their child. Breakfast is provided on PD Days.
- ★ Parents are responsible to pay fees on time and include child's name and month paying for with payment, late fees incur a charge of \$25.
- ★ Parents are responsible for filling out our medication forms for any medications needed during care.
- ★ Parents are responsible for acting in a respectful manner in front of staff & children and are to refrain from smoking/vaping in view of the children in the program.

Administration

- ★ Monthly fees are due within one week of the invoice date, after which a \$25 late fee will be added to the bill. Bills not paid will result in dismissal of the child from the program and will be sent to collections with a 35% collection fee added to outstanding charges.
- ★ Subsidy is available to families who qualify, click on the link to apply under the links tab of the Little Star website.
- ★ We accept e-transfer payments to littlestarplayschool@hotmail.com. Please add your child's full name and the month you are paying for in the message of the e-transfer. Payments can also be dropped into the drop slot at the Broadway location in an envelope with the child's name and month of care listed on the front.
- ★ At no time should any staff member other than Miss Becki be accepting payments.
- ★ Should a cheque become NSF, a new cheque will be required immediately with the inclusion of an NSF fee of \$50.
- ★ Please see Policy #13 for all Penalty Charges related to roll call such as Contacted Absences & No Shows.
- ★ Any serious incidents involving your child will be documented in an incident report and will require a parent's signature. A copy will be kept in the child's file, and one will be sent to the licensing officer. Parents can request a copy.
- ★ Any other drop off/pick up persons need to be listed on registration form or added to child's file via signed note from the parent. Staff may request identification at their discretion.
- ★ Priority is to offer care to children attending full-time, part-time care will be offered when a spot is available.
- ★ Little Star retains the right to refuse service at their discretion.
- ★ Medication forms need to be filled out before any medications can be administered.

Fees & Hours of Operation

Little Star is licensed to run from 7:00am - 6:00pm.

OSP Fees

Monthly:

- \$500 includes unlimited access to the before & after school program not including PD days. Breakfast and snack included.

Hourly:

- \$8.50 per hour for regular hours of usage with a minimum of 15 hours per month (\$127.50). Breakfast and snack included.
- ****Please see #13 Penalty Charges below**

Care on PD Days (for OSP & Kindercare):

- Times are 7:00 am - 5:30 pm on PD days.
- \$51.50 includes breakfast. Lunch and snacks are the family's responsibility to provide. Cancellations will not be allowed after one week prior to PD Day.
- The \$51.50 charge applies to No Shows on PD Days. A Contacted Absence fee of \$20.50 if cancelling due to illness or any other reason with contact prior to time of care. Please send notice of cancellation prior to care through Lillio.
- After 5:30 PM on PD Days late charges will apply at a rate of \$1.00 per minute.

Kindercare:

- **Full time care (100+ hours per month)**
\$775 per month which includes unlimited before and after care with breakfast and snack included. The Affordability Grant from the Alberta Government lowers fees for families. Fees are reduced by \$557.50 for full time children as the grant states that the parent's minimum portion to pay must not be lower than \$217.50 after the grant is applied (and before subsidy if you have qualified).
Full time care example: fees are \$775, the affordability grant covers \$557.50 so your invoice will be \$217.50.
- **Part time care (50-99 hours per month)** at \$26 for less than 5 hours per day, \$40 for 5 hours and up per day. The Affordability Grant from the Alberta Government lowers fees for families. Fees are reduced by up to \$225 for part time children, however the grant states that the parent's minimum portion to pay must not be lower than \$100.00 after the grant is applied (and before subsidy if you have qualified).
Part time care example: if you have 7 x less than 5 hour days @\$26 your fees are \$182, the affordability grant will cover \$82 so your invoice will be \$100. If you have 13 x less than 5 hour days @\$26 your fees are \$338, the affordability grant will cover \$225 so your invoice will be \$113.
- **PD Days are not covered by the Affordability Grant as they are not part of our base rates and are considered extra charges.**
- ****Please see #13 Penalty Charges below**

Policy List

- 1. Child Guidance (Discipline) Policy**
- 2. Communication Policy**
- 3. Programming Policy**
- 4. Inclusion/Diversity Policy**
- 5. Health Policy**
- 6. Safety Policy**
- 7. Technology/Media Policy**
- 8. Open Door Policy**
- 9. Volunteer Policy**
- 10. Program Review Policy**
- 11. Nutrition Policy**
- 12. Parent Grievance Policy**
- 13. Penalty Charges Policy**
- 14. Lockdown Policy**
- 15. Outdoor Play Policy**
- 16. Supervision Policy**
- 17. FOIP Policy**
- 18. Records Policy**

1. Child Guidance (Discipline) Policy

The security of each child in the program is the main responsibility of the staff; we want each child to learn how to communicate their issues and concerns in a constructive manner to limit aggressive behaviors. Staff will help to guide them in the following ways:

- ★ Little Star Staff will continually work to help children learn conflict resolution skills.
- ★ Staff will attempt to let children work out conflicts without assistance but will be close by if interference is needed.
- ★ Group talks about feelings and respect will be held often as well as group activities to help the children form bonds. The use of the "Bucket Filling" philosophy will be integrated at the beginning of each season and used consistently throughout.
- ★ The consequences must be reasonable and logical consequences will be age appropriate.
- ★ Staff will use positive reinforcement and redirection as effective guidance tools and model appropriate behavior.
- ★ Under no circumstances is corporal punishment permitted. Discipline will never be associated with the child's basic needs of food, rest, or toileting.
- ★ Staff will document concerning behaviors and make parents aware. In the event that negative behaviors are ongoing and put anyone in the program at risk for harm or if the child is being destructive to the surroundings, parents may be asked to remove the child.

Bullying:

Little Star OSP is against the act of bullying, and we will continually discuss the terms and consequences of such acts with the students in the program. Bullying is defined as persistent behavior by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group. Bullying can be in various forms such as: emotional, physical, racist, verbal, or cyber, some examples may include:

- ★ Not including someone in a group
- ★ Teasing in a hurtful way
- ★ Threatening
- ★ Stealing or destroying someone's personal belongings
- ★ Physically harming someone
- ★ Using put downs
- ★ Spreading rumors
- ★ Insults and/or name calling

Children will be encouraged to talk to staff when they are uncomfortable with how they are being treated. If a parent suspects their child is a victim of bullying in the program, they should communicate their concerns with staff ASAP. Staff will make every attempt to ensure that supervision and intervention of any repeat attempts of bullying behavior are prevented.

If staff feels that a severe incident has occurred or if repetitive incidents have occurred, parents will be contacted and if necessary, the child involved in the act of being dangerously disruptive and/or bullying may be sent home. Recurring incidents may result in expulsion from the program.

2. Communication Policy

Little Star OSP is committed to communicating with families, children, staff members and community members in a respectful and professional manner to facilitate positive relationships and create an optimum childcare experience.

Family Communication:

The family of the enrolled child has the right to be fully informed of their child's experience and involvement while at the program.

Little Star OSP is responsible to provide information on the daily structure as well as feedback on how the children's experience was.

Written Communication:

Any information pertaining to all families will be made available on a consistent basis via emails, Lillio messaging, postings on the website and postings on the communication board and sign in center including:

- ★ Weekly Roll Call
- ★ Monthly Newsletters
- ★ Menus posted
- ★ Parent Handbook
- ★ Policy Manual
- ★ Staffing changes
- ★ Reminders of upcoming events

Verbal Communication:

Communication is the key in forming positive relationships and Little Star Staff will take each opportunity to welcome parents and children daily as well as share relevant information about each child's day.

Parent Participation and Feedback:

The Little Star OSP will provide parents with the opportunity to offer their feedback regarding the program in the following ways:

- ★ Conversations with Educators
- ★ Sharing photos and information through the Lillio App
- ★ Semi-annual Parent Surveys
- ★ Suggestion Boxes/confidential email submissions

Any information gathered will be reviewed at staff meetings and changes to the program will be made accordingly.

Sharing Child Specific Information:

All personal information pertaining to individual children will be communicated in a formal and confidential manner. Instances of injury, illness and serious incidents of inappropriate behavior will be reviewed with parents and signed by both parents and Miss Becki. A copy of the incident report will be kept in the child's file and sent to licensing.

Parent Communication Board:

The communication board will contain the following information:

- ★ Licenses
- ★ Monthly Newsletters
- ★ Information from elementary schools
- ★ Outside resources related to children's activities &/or health/behavioral issues and other related topics.
- ★ Communications from families i.e.: Thank you cards
- ★ Menu

The board will be updated as new information becomes relevant.

Children:

Little Star Staff interactions and communications with children will be positive and respectful and support the children's social-emotional and intellectual development. Staff will assist the children in developing problem-solving skills and conflict resolution skills. Staff will support the children in their feelings and help them to express themselves in a respectful manner.

Staff:

Staff will have opportunities to communicate with the Director as well as each other in the following ways:

- ★ Monthly staff meetings
- ★ Weekly planning meetings
- ★ Email and/or phone conversations
- ★ Job performance reviews
- ★ Surveys
- ★ Staff communication journal
- ★ Optional use of (CIS) Caregiver Interaction Scale performed by ARCQE

Staff contact list is posted at the front of the communication binders and staff are encouraged to keep contacts in their mobile phones.

School:

Little Star OSP has an ongoing relationship with IREC and St. Gregory the Great. We continue to share information and keep the lines of communication strong to build on our relationships. Any information shared is to be in the best interest of the children and may include but not be limited to:

- ★ Child guidance strategies
- ★ Collaboration on extracurricular activities
- ★ Communicating with school staff to establish good working rapport
- ★ Child attendance

Community:

Little Star OSP will continue to build relationships with organizations/businesses within the community. We hope to give the children a sense of responsibility and ownership within their community. Throughout this process children will be given the opportunity to identify projects to support and to offer suggestions for their involvement within those organizations.

- ★ Little Star will create a file of community resources that will be made available to parents in need of additional support and/or information.
- ★ Little Star will watch for opportunities for community involvement and brainstorm with the children on ways they can contribute.
- ★ Little Star will work on building these relationships with community organizations to help support the development of the children. These organizations may include the local Fire Department, RCMP, Neighborhood Place, Library, Optimist Clubs etc....

3. Programming Policy

Including Children in Programming:

Little Star will encourage the children to participate in the programming process. The children will be given opportunities to share their ideas and brainstorm to form regulations and activities in the following:

- ★ Initial making of the Class Rules
- ★ Monthly Town Hall Meetings
- ★ Menu planning
- ★ Off-site excursions
- ★ Group activities/games
- ★ Personal interest surveys
- ★ Wish list for toys and equipment
- ★ Idea drop box

Activities planned will involve the children's input and be based on children's interests, cultural backgrounds, needs and abilities.

Parents will also be invited to share ideas for programming and excursions as well be invited to participate in any events planned.

Off-site Excursions:

Any time the Little Star OSP Staff take children off-site the following will occur:

- ★ Note posted on the front door stating where they are headed, time they will return, name of supervising staff as well as contact information. Message sent through the Lillio App as well.
- ★ Backpack containing first aid and portable records will accompany the group
- ★ Any permission forms will also be brought along in backpack

PD Days:

Programming for PD Days will be a group effort as children and parent's input will be considered when putting together a plan for the day. On these full days of care, time will be blocked out for active time, quiet time, group time and free time. Our hope is to spend at least part of everyday outside and we will contain physical activity in every plan.

Program Plans will be kept in binder for future planning and modification.

4. Inclusion/Diversity Policy

Inclusion is to be included, to hold, to embrace, to involve, to count among. We are an inclusive program in that all children have equal opportunity to participate in our programming no matter their age, ability, race, or religion. We focus on the beauty of being unique and celebrating individuality. We do this by:

- ★ Making children feel valued and good about themselves
- ★ Creating an environment of mutual respect and tolerance

- ★ Educating ourselves and the children on discriminatory behavior and the harmful effects of such behavior
- ★ Ensuring that the programming offered is inclusive of all children and making special adjustments to ensure support to those with special needs
- ★ Encouraging children to assist each other
- ★ Encouraging children and their parents to share their heritages and traditions
- ★ Displaying multicultural books and items throughout our facility
- ★ We will be respectful of inclusion and diversity and will have resources as well as speakers and activities to educate the children in the program and guide them to be socially inept
- ★ We will provide activities to build friendships and encourage cooperation to maintain a harmonious Little Star Family

5. Health Policy

Little Star OSP will implement health standards and practices that are designed to teach good health habits and protect and maintain the well-being of children and staff.

Hand washing:

Hand washing will be mandatory for children arriving at the program, after toileting, before eating, after messy play, after sneezing and/or coughing spells. Staff will also wash hands frequently as well as keeping touchable surfaces clean. This is best practice to ensure the optimum health of children and staff as well as parents and siblings.

Food Handling:

Staff will ensure that everyone handling food:

- ★ Washes hands with soap and water
- ★ Wipes counters and tables before and after use
- ★ Washes all fruits and vegetables, including those that will be peeled
- ★ Ensures that the refrigerator is set at 4 degrees Celsius
- ★ Labels and stores all leftover food in sealed containers

Illness:

If a child arrives with or develops any of the following symptoms:

- ★ vomiting, diarrhea, fever, or a new or unexplained rash or cough
- ★ requiring greater care and attention than can be provided without compromising the care of the other children in the program
- ★ develops symptoms that lead a staff to believe the child poses a potential health risk to the other children or staff
- ★ assessment of symptoms of a child included: hot to the touch and observations of unusual behaviour that are not typical for the child

The parents of the child would be called. The child would be separated from the group and made comfortable until the parent's arrival. Failure to reach parents would result in staff calling emergency contacts.

The child can return when the program is satisfied that the child no longer poses a health risk to the other participants by providing a note from a physician, or parents report that their child has been **Symptom Free** for **24 hours**.

Parents are required to notify us if their child has a communicable disease such as chicken pox, measles, and lice etc... alternate care will be required until your child has a clean bill of health.

Medication:

Medication forms need to be filled out by the parent and medication must come in an original container with dispensing information on the label that includes the child's name, medication name, and dosage. Medication can only be administered in the dosage and at the times specified on the label. Medication will be kept locked up unless it is an emergency medication such as an inhaler or epi pen, in which case it will be kept in our program backpack for easy access but out of reach of children. This medication will stay with us for the duration of the season.

6. Safety Policy

It is Little Star OSP's plan to have all staff obtain first aid within a three-month period of employment but at minimum, one in every two staff will hold a valid first aid certificate.

A first aid kit will remain on-site at the program, and another will be transported on any off-site excursions.

Children will be released to parents or emergency contacts as listed in children's files only. A parent can give consent to grant someone else permission to pick up by means of telephone and or written note including email, but staff have the right to ask for a safe word and to ask for identification if they so choose. If there is a legal reason why a parent should not be allowed access to a child, legal documentation needs to be presented stating such and a picture of the parent on the documentation should be provided to staff if possible.

Parents will be required to sign a transportation form and any staff that transports will have a minimum of \$1000000.00 liability insurance. Booster seats will be provided by parents as needed.

Safety checks will be completed on all play areas including outdoor play areas by staff prior to allowing children to play. Staff will have a checklist to use for inspections.

Staff are to ensure the cleanliness of the facility during programming and a cleaning staff will be in weekly to do a thorough clean. Monthly toy cleans will be held to sanitize toys and wipe down shelving and containers that house the equipment. This will be done by both staff and volunteer parents.

In the event of a dental or medical accident, staff will follow first aid protocol and contact parents/emergency contacts ASAP.

In the event of a fire or other emergency that would require evacuation, the following would take place:

- ★ Class would exit through the nearest safe exit
- ★ Attendance would be taken (portable emergency records are always taken whenever we go off-site)
- ★ Once everyone is accounted for, staff would walk children to our designated meeting spot which is the Town Office (located at 5018 Waghorn St) for IREC, and Boston Pizza (located at 37 Cottonwood Dr) for St. Gregory
- ★ Staff would ensure children are safe and reassure them
- ★ Miss Becki/licensing would be contacted
- ★ Parents/emergency contacts would be called

Every month, an impromptu fire drill will take place to familiarize the children in case of a real emergency (our meeting place for practice drills is the benches to the north of our building for IREC and the bike racks out front for IRIC and St. Gregory).

Children are required to have indoor footwear that will be labelled with their name and they are required to be kept on-site.

*** *A backpack containing all portable records & a first aid kit will accompany staff on all off-site activities****

7. Technology/Media Policy

Little Star OSP understands that technology is a big part of today's society, however, it is our belief that children spend enough time at school and home using their devices and we prefer to focus on the physical and social aspects of their life. That is not to say there will not be times when children are allowed to have delegated periods of technology use, but it will not be our main focus. Technology devices we will have available are as listed but not limited to:

- ★ I pad
- ★ X-Box Kinnect/Wii
- ★ IPod/Music Player (with or without headphones)
- ★ Computers

The technology offered to the children will be age appropriate and will be monitored during usage. It will be used in moderation and mainly for physical, social, and educational purposes. Little Star staff may form a technology club for children to enjoy as a group.

Cyber bullying will be discussed with the children, and it falls under our zero tolerance for bullying policy. Any incidents involving misuse of technology will result in suspended privileges.

*Devices from home will be permitted for use in the program on designated days only and Little Star will not be responsible for lost or broken devices.

Facebook Page: Updates and pictures will be posted on the Little Star Facebook Page; this is for parents to stay current and enjoy pictures of the children participating in various activities. Names will not be posted with the pictures for safety reasons and any inappropriate responses will be deleted. Children are not allowed to be on Facebook while in care.

Lillio App: Staff will use the Lillio App to keep you updated on off-site activity (whereabouts, time returning, etc...), reminders and can be used as a form of communication between parents and staff through messages, photos, and billing.

Instagram: Posts will be made that may include pictures of activities, posts about philosophy regarding childcare/interests, sharing program information etc... but will never include children's names and will not include pictures of any child whose parents/guardians did not give written consent to share.

8. Open Door Policy

Little Star OSP encourages parents to participate as often as possible in our program. Parents are always welcome but never required to take part in any daily events. Little Star staff will keep parents apprised of any upcoming events or excursions and welcome their participation.

9. Volunteer Policy

Any volunteers welcomed into the program will not be left unsupervised while with the children. Volunteers will only be allowed in at the discretion of the director who reserves the right to require a criminal record check as she sees fit. Little Star OSP will invite volunteers in to add enrichment to the programming and/or to mentor and support the staff with the care of the children whether daily or occasionally. Volunteers may be part of special events and may offer knowledge and insight into topics of interest within the programming. All volunteers will be

treated with respect and be recognized for the enrichment they are adding to the children's childcare experiences.

10. Program Review Policy

Little Star OSP staff will review our policies annually and will take into consideration the following when making any amendments:

- ★ Parent & child surveys and feedback collected
- ★ Staff surveys
- ★ Incident report reviews
- ★ New legislation and regulations from the government
- ★ Staff meeting minutes
- ★ Staff journals
- ★ Communications with the school &/or other community groups

Any results collected from surveys or suggestions that contribute to any amendments, will be relayed to parents via email, newsletter and/or website blog.

11. Nutrition Policy

A 2-week rotation menu is posted including breakfast and snack of the day. Breakfast is served until seven-thirty at our Little Star OSP/Kindercare and until eight at our St Gregory OSP. Parents supply morning snacks and lunch for Kindercare and both snacks and lunch on PD Days. Following the Canadian Food Guide, all 4 food groups are in meals and at least 2 in snacks. This menu will be modified as per the children's input, allergy lists, and seasonal availability. Staff will serve the snack to cut down on the spread of germs. Handwashing is required before eating and children are required to remain seated while eating. Snack is a center that will be open for a designated amount of time. The center is generally open for a minimum of an hour upon arrival to program with plenty of warnings when cleanup is getting close. Children are encouraged to assist with cleanup. On PD Days, children will have set times (plenty of time will be allowed) to eat breakfast, snack, lunch and snack and water is always available. Depending on the day's agenda,

we may eat off-site so lunch kits and water bottles will accompany children on off-site excursions. Little Star does not promote the use of juice boxes as they can be wasteful and messy, we encourage reusable containers as it is better for the environment.

12. Parent Grievance Policy

Any grievances should be dealt with directly with the staff on-site, if possible, to resolve quickly. Staff should document & date the occurrence and bring it to the attention of Miss Becki. Keep in mind the 24-hour rule which means all parties involved may choose to table the issue for 24 hours to come back to the issue calmer and with a better perspective.

If the issue is not able to be resolved, the next step would be to take the concern directly to Miss Becki. This can be done via email, text, phone, or as a face-to-face meeting with the involved parties.

Care will be given to ensure that respect is given to individual privacy and matters are kept as confidential as possible.

If the matter cannot be resolved once Miss Becki is involved, the licensing officer assigned to Little Star Programs may be involved.

Little Star will not tolerate abusive or inappropriate behavior from parents and reserves the right to terminate enrolment if necessary.

13. Penalty Charges Policy

* Each week roll call will be sent out on the Lillio App and parents will be able to make changes until Friday. After Friday, roll call is locked in for the following week and penalty fees will apply to each change made.

- Contacted Absence: \$16.50 This is charged when parents let staff know of an absence prior to the scheduled time of care.

- No Show: \$25.75 This is a penalty for not letting staff know a child will be absent.

- PD Day Contacted Absence: \$20.50
- PD Day No Show: \$51.50
- Only the Full-time Kindercare rate includes Contacted Absences.
- Both Full-time and Part-time Kindercare do not include No Shows. They also do not include PD Days which means they do not include PD Day Contacted Absences and PD Day No Shows.

- * We are **not open** on Statutory Holidays and will run during breaks only if numbers permit. A minimum of 7 children signed up is required to run.
- * After 6:00 PM (5:30 PM on PD Days), late charges will apply at a rate of \$1.00 per minute.
- * A late charge of \$25 will be added 7 days after the billing due date. Failure to pay fees on time can result in suspension of childcare and bills sent to a collection agency with a 35% additional recovery fee added.
- * If your child is sick or will be absent from the program, please message staff in the Lillio App prior to start of your scheduled care. (contacted absence fee charged)
- * **One-month notice** is required for pulling your student or the minimum monthly fee of \$127.50 will be charged.

14. Lockdown Policy

In the event of a major threat of violence or severe weather in or occurring in close proximity of the program, staff will put the program on "Lockdown Mode". All Stars will be directed to a safe position away from doors and windows. Doors, which are kept locked during programming, will remain so and parents will not be allowed to enter until the lockdown is removed. Staff will refrain from using cell phones until the threat is over. If possible, the lights will be turned off and the group will huddle together. As children will be frightened, staff are to use calm voices and be reassuring while attempting to keep as quiet as possible. Once things are safe, staff should ensure Miss Becki is notified as well as the licensing officer and parents and if need be emergency personnel. The incident needs to be documented in detail and dated.

15. Outdoor Play Policy

Little Star encourages daily outdoor play and for that to run successfully, it is important to have the children prepared with proper outerwear in any type of weather. Ensure your child has proper outerwear for the weather including boots, toques, mitts and snow pants in the winter and hats/sunscreen in warmer weather. Proper fitting footwear is also crucial for protection and comfort, footwear made for active children that is easy to get on and off is most beneficial. Parents, please pack a (labelled) **water bottle daily** so that children remain hydrated when outdoors. The schools have filling stations, so they do not need to come full. Staff will program fun and interactive activities for outdoors as well as encourage exploring nature and caring for our environment. If parents want their child to wear sunscreen or bug spray, they should be labelled and send them in a labelled Zip-Loc bag in the child's backpack.

16. Supervision Policy

Observations:

- ★ Staff make observations daily as well as hold group meetings with the children to document the children's interests and behaviors and staff uses the documentations to assist in programming and compiling tools and resources to manage behaviors. Observations are made both indoors and outdoors during care, journals are kept on-site and, in the backpack, to make documenting easy. Supervision practices meet children's developmental needs by allowing more responsibility to older/mature children and ensuring that younger children have assistance from an older child or staff when needed. Children can assist in looking for hazardous materials and let staff know so they can safely remove them. Helpers can assist with answering the door if staff deem it appropriate.

- ★ An off-site safety checklist is in the backpack so that all off-site areas are checked for any dangers prior to children playing. Indoor daily checklists are also completed to ensure cleanliness and safety indoors.

Roll Call:

- ★ Every week roll call is sent out in the Lillio App to ensure we have the children signed up for care on the correct days and times. Parents have until the Friday before the upcoming roll call week to make changes and after that roll call is set and charges for any changes will apply. Weekly roll call is then printed out and staff checks in each child to Lillio as they come and signs them out as they depart. The roll call lists are always with staff so they can keep track of who is in care both on-site and off-site.
- ★ Staff and parents can communicate through the Lillio App to let staff know of any changes in care required prior to the time of care. This prevents staff from searching for missing children and making the rest of the group wait unnecessarily.
- ★ If a child is on the roll call but does not show up, the school office is contacted to see if the child was in attendance, if they were, the child is paged to join Little Star. If the child was absent or was picked up but parents did not notify staff before the time of scheduled care, a No Show fee is applied to their account.
- ★ ****Please see Policy #13 Penalty Charges**

Arriving and departing safety:

- ★ Each season we discuss safety with the children. Safety when walking is to walk in ones or twos keeping on the sidewalk and away from the road. Looking both ways before crossing streets and using safety arms and staying inside the crosswalks when available. No running on the road. When getting out of parked cars, if possible, get out on the side with the sidewalk, if not possible stay close to the vehicle and check for oncoming traffic or pedestrians before opening doors and getting out.

- ★ Children are required to let staff know when they are using the washroom and to check in when they return.
- ★ Doors are kept locked during programming to allow staff to control who comes and goes and to ensure children don't leave the premises without our knowledge. Parents knock on windows or use doorbells to be let in.
- ★ Parents are orientated on our policies and procedures when they first enroll and a copy of the OSP handbook is always available both on-site at all Little Star programs and on the website.

17. FOIP Policy

All information obtained from parents about their child will be shared according to governing policies put into effect by the Alberta Government and Accreditation.

18. Records Policy

All children must have a fully completed registration form including a portable record which will accompany the group on any off-site travels. Forms must include the child's name, date of birth, child's address, parent's name, parent's address, and telephone number as well as the emergency contact's name, address, and telephone number. The forms must include any other relevant health information about the child like allergies or immunizations. Parents must also provide consent on the form to allow the provision of health care to the child. Any changes to information must be updated in a timely fashion.

Daily sign-in and sign out records must include arrival and departure times. We use the Lillio app to keep track of this.

Staff must keep daily attendance records including arrival and departure times and hours spent providing direct childcare. Staff certification must be kept on file as well as a criminal record check and first aid certification. Criminal record checks must include the vulnerable sector search and be updated every three years.

Forms will be available for licensing to review at any time. They will also be available for parents/guardians to review/modify at appropriate times.